

- AYDINBEY GROUP HOTELS -

HYGIENE AND SAFETY STRATEGY



AYDINBEY
GROUP HOTELS



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01 OBJECTIVE

The purpose of this certification document is to prevent the negative consequences of the Covid-19 pandemic and to develop further steps, as well as prepare touristic facilities, ensure maximum hygiene and safety, and the introduced measures must be implemented in accordance with the decree of the Ministry of Culture and Tourism of the Republic of Turkey in order to prevent spread of the Covid-19 virus.





This evaluation form is issued by T.R.Ministry of Health, T.C. Ministry of Family, Labor and Social Services, T. C. Ministry of Agriculture and Forestry, Ministry of Health, Scientific Committee, WTO-World Health Organization, Public Health Law, Veterinary Services No. 5996, Plant Health, Food and Feed Law, Hygiene and Sanitation Management Systems TSE 13811, National and International Health and tourism sectors have been prepared based on application examples.



02 BASIC DOCUMENT



03 NEW LAYOUT

Relevant government agencies or organizations monitor the activities of tourism enterprises.

The declared precautions are fully respected.

An enterprise-wide protocol covering hygiene rules / practices against COVID-19 is prepared and evaluated at regular intervals, problems, solutions made and implemented by government agencies or organizations are encountered. Updated subject to measures.

According to the protocol, when identifying signs of the disease, the personnel's approach to the client and the actions to be taken are also defined.

In addition, the general use of the Social Distance Plan has been prepared for related areas.

Written and visual information on measures and practices to prevent COVID-19 at the reception of guests is prepared and placed where the guest and staff can easily see throughout the facility.

Social distance marks are made wherever demarcation is needed.

If a guest or staff is identified with a suspected illness, the patient is isolated, the staff takes precautions if a diagnosis of COVID-19 is made. After sending the patient to the hospital, the used room is disinfected, in accordance with standards and ventilation is provided.

04 SAFETY / GUESTS RECEPTION



SAFETY ISSUES



- Guests are greeted by the security department at the main door. Guests head to the front door.
- At the entrance to the lobby, non-contact measurements of the temperature of guests are carried out.
- A disinfection carpet is located in the lobby, and disinfectants will be available in public areas.
- Personal protective equipment, such as masks / gloves, are available upon request.
- Guests will be required to inform about the presence of chronic diseases or contact with people diagnosed with COVID-19 in the last 14 days.



- Guests cannot assemble in front of the counter.
- Registration cards and pens are provided to guests after disinfection in places located in accordance with the social distance rule (1.5 m).



- Registration cards filled in by guests are collected and check-in is carried out alternately.
- Phone numbers that can be contacted in an emergency are requested and recorded.



- The disinfectant is stored at the front desk and in all accessible places
- Rooms will be given to another guest 24 hours after they have been vacated.



- Information on the rules of social distance (1.5 m) is available throughout the territory.
- Concepts and rules are broadcast on TV in the rooms

06 RESTAURANTS



- Disinfectants will be installed at the entrance to the restaurant and intermediate areas.
- The restaurant is organized in accordance with the rules of social distance (1.5 m).
- Disposable salt / pepper / sugar is used on tables.
- Restaurant staff will use disposable masks / visors / gloves during service.
- Tables are cleaned with a disinfectant after each guest.
- Disposable plates and glasses will be used in open areas.
- Each buffet will have staff.

07 BARS



DRINKS FOR ALL



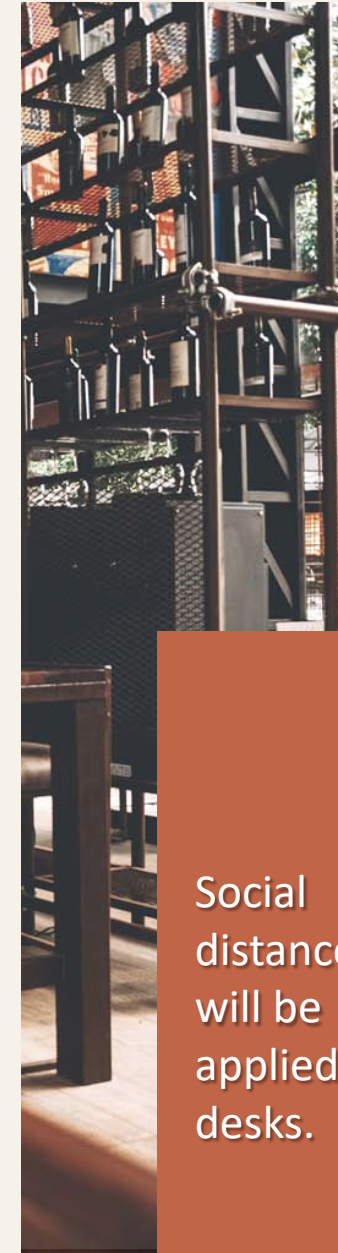
Social distance in all bar areas (1.5 m) will be adjusted according to the rules.



Disposable cups / Plates will be used in open areas.

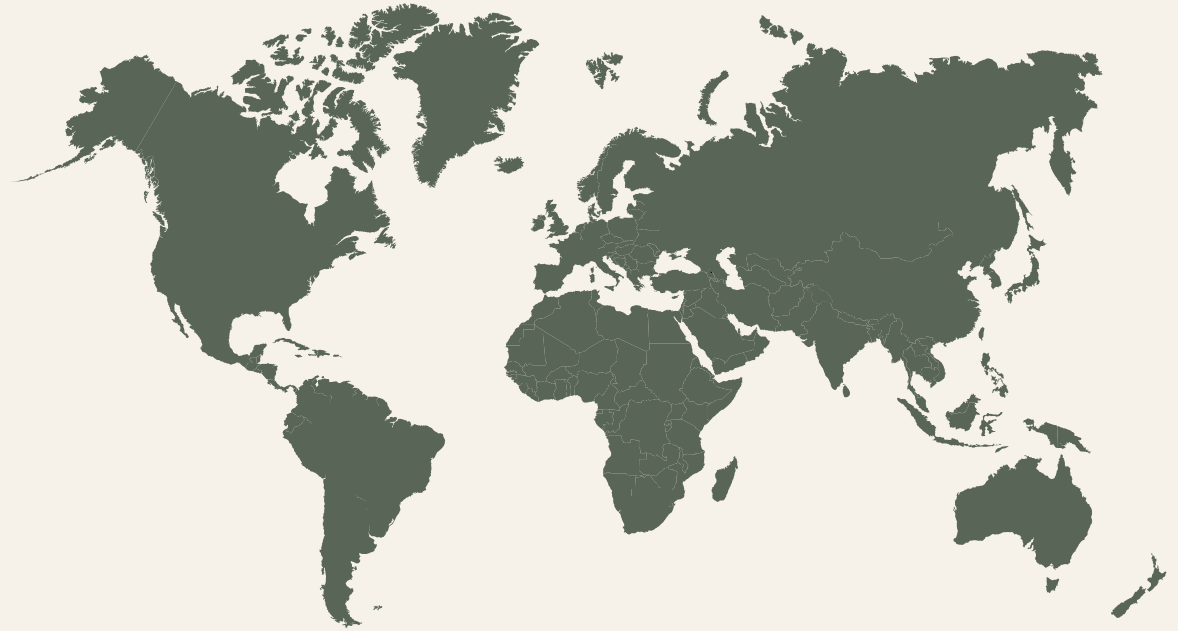


Optional bottle / can products will be served. (Paid)



Social distance rules will be applied in all desks.

08 GUEST RELATIONS

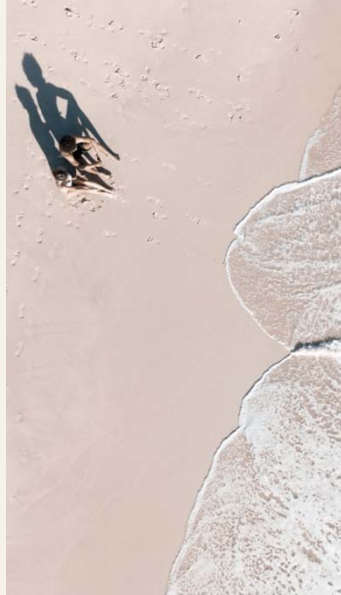


- Protective mask or visor is used.
- Communicates according to social distance rules while talking to guests.
- Avoids physical contact with the guest.
- He informs the guests about the general assemblies and the concept.

09 GENERAL RULES



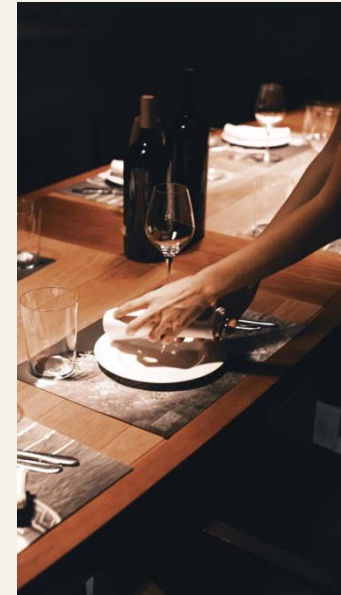
HOW IT WILL CHANGE?



All employees will be informed about Covid- 19 and undergo hygiene training.

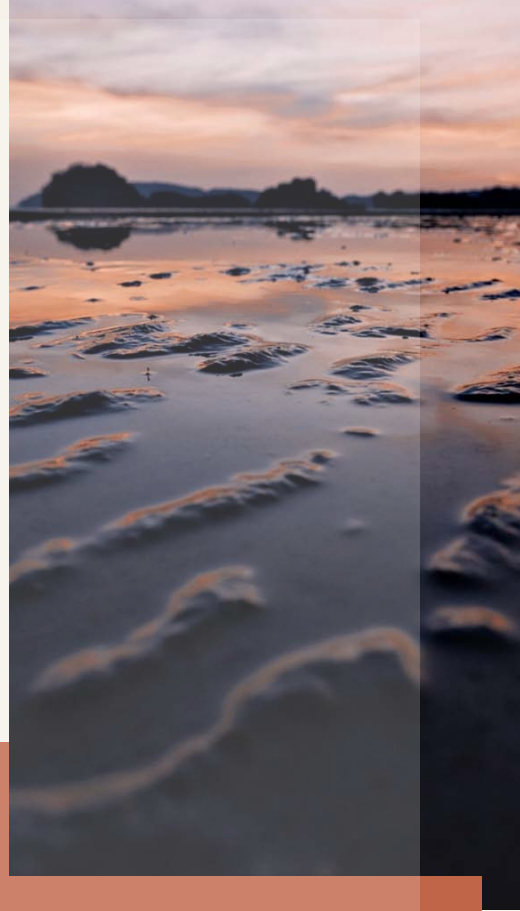


A non-contact thermometer is located at the main entrance and entrance to the restaurant.



Disposable disinfectants and disposable masks / gloves will be served to guests in accessible places.





All installations and equipment (energy, heating, ventilation, air conditioning equipment, dishwashers, washing machines, refrigerators, elevators, etc.) will be periodically checked and serviced by an authorized service and trained specialists.



Periodic meetings and inspections will be held with the heads of departments responsible for food safety and hygiene to evaluate precautionary measures and procurement algorithms for goods, warehouses, kitchens and food warehouses.

Often ventilation of common areas is carried out.

The air conditioner will be serviced again.

The common areas are cleaned according to the cleaning schedule.

Guest areas, elevators, elevator buttons, toilets, door handles, tables, coffee tables, stair handles are constantly cleaned with a disinfectant.

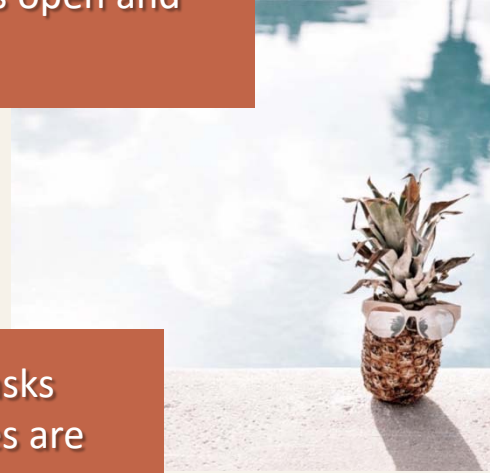
Intervals for cleaning the total area and toilets have been reduced.

All deck chairs are set in accordance with the rule of social distance.

The beach and pool areas are adjusted in accordance with the rule of social distance.

General purpose taps, soap dispensers, disinfectants will be equipped with photocells.

The room is cleaned in accordance with the standard cleaning plan. The cleaned areas are subsequently disinfected. Before starting to clean the room, the windows open and ventilate the room.



Housekeeping use face masks and gloves. Different gloves are used when cleaning the bedroom and bathroom.



Disinfectant dispenser is located in the rooms.

The glasses in the room will be used disposable.

Different rags will be used for each room.

11 ROOMS



12 KITCHEN

- It is cleaned in accordance with the entire plan for cleaning the kitchen; after cleaning, the area is also disinfected.
- All kitchen staff will use masks or visors.
- Kitchen staff will use masks or visors / gloves during preparation and maintenance.

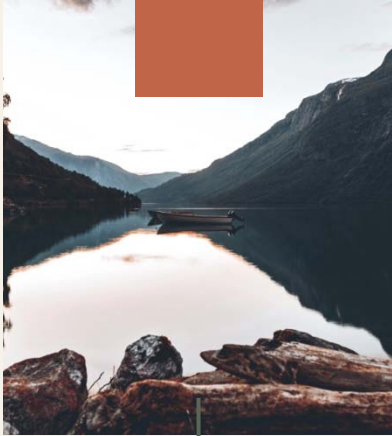
13 FITNES / SPA USAGE



RELAX TIME

- Turkish bath, sauna, steam bath etc. Our guests will be able to use the places for a maximum of 30 minutes, followed by a minimum of 15 minutes of cleaning and disinfection.
- The number of people in the hall and the guests will be taken in periods after disinfection by making arrangements at the entrance and exit times of the hall, if necessary.
- By controlling the humidity level continuously, appropriate air quality will be provided in the spa.





Technical service workers going to the guest room use a mask / protective visor.



If there are guests in the room, close contact is not established.



Pool values are ensured to be at the rates determined by the ministry.



- 1) In entertainment activities, planning is done in accordance with social distance rules.
- 2) Activities in close contact with the guest are avoided.
- 3) Amphitheater is prepared according to social distance rules.
- 4) The children club, children room, children playground in the facility will not be opened in terms of COVID-19 measures.



- All tenants use masks / protective visors and gloves.
- All tenants are responsible for the disinfectant of their area.

16 RENTERS IN FACILITIES

17 STAFF



OUR TEAM

- All staff are given training on preventing epidemic.
- All personnel are trained on the basis of departments about the rules and new standards to be followed.



- Social distance rules are also applied in personnel areas.
- Disinfectants are placed in personnel areas.
- Personnel protective equipment is covered by the facility.

18 OTHER MEASURES

- Information will be provided on the social media and hotel website.

- Online systems will be used for guest requests.

- Guest surveys will be filled online.

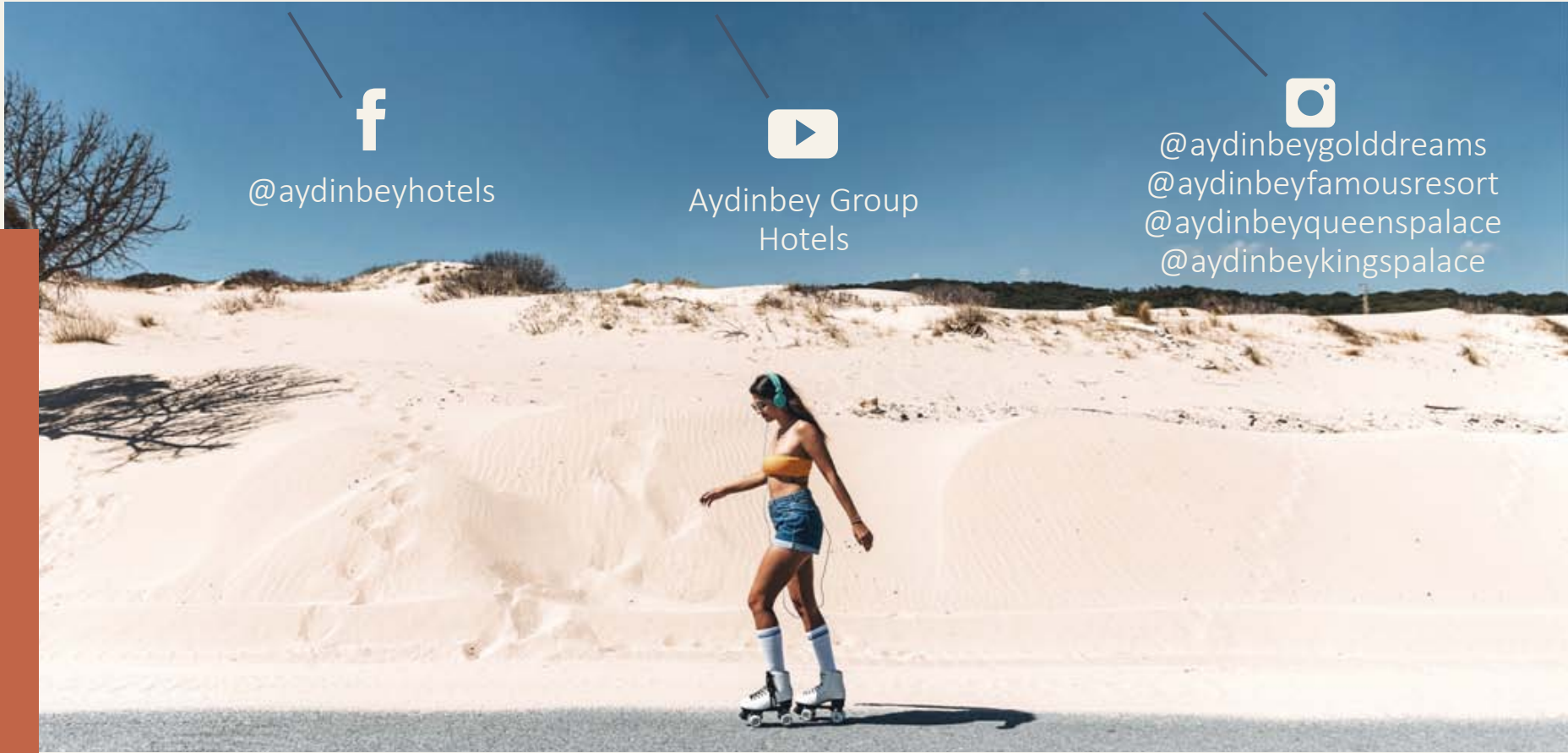
- It will be ensured that the staff can communicate with the same guest as much as possible.

- Creating a quarantine room within the facility

- A healthcare worker trained in the pandemic will be kept with appropriate health equipment.



WHAT PLATFORMS ARE WE GOING TO USE?





THANKS

Does anyone have any questions?

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