



ERESIN HOTELS

COVID-19 HYGIENE STANDARDS

Dear Guests,

As Eresin Hotels, during the activities of tourism enterprises, measures announced by public institutions or organizations we apply all. We have prepared a protocol covering COVID-19 and hygiene rules / practices throughout our business. We regularly evaluate our protocol and update it by taking into account the measures implemented by public institutions.



CHECK-IN & CHECK-OUT



We accept guests at the determined capacity by keeping the social distance rules.



We welcome our guests with non-contact temperature measurement, disinfection carpets and hand disinfection at the entrance to the facility.



We keep personal protective equipment such as masks and gloves to be given to our guests upon request.



We ask our guests to be informed about their locations, chronic diseases, if any, and whether they have had COVID-19 in the last 14 days.



We are doing all works that may require contact during check in and check out duly and in accordance with the safe physical distance rule.



When a suspicious situation is observed in our hotels, we detect the guest and the people who are in contact with the guest and immediately take them to the isolation rooms and inform the authorities.

GUEST ROOMS



Guest rooms, surfaces in rooms that are touched by hand and equipment such as telephone, remote control, water heater, door, window handles are cleaned with disinfectant products when our guests stay at the end.



We ensure the use of disposable guest amenities and information forms in the rooms as much as possible.



The bedrooms of our guests are cleaned by the staff wearing masks, using disposable gloves for each guest room. Towels, bedding, pillows and sheets of the guest room diagnosed with Covid19 are collected separately and washed separately.



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GENERAL AREAS



We placed in-elevator landmarks and written information regarding the use of elevators in accordance with social distance rules.



Dining halls, meeting hall, cake hall, multi-purpose hall, conference hall, lobby, reception area, living room, bar, sales units, seating / waiting / eating-drinking areas in open areas and shades / sunbed groups around the pool, We have arranged all general usage areas including the social distance plan. In these areas, we have taken the necessary precautions regarding social distance and made markings, and more guests will not be accepted in accordance with the plan.



Social distance from each other is not required for guests staying in the same room or from the same family.



We keep hand sanitizer or antiseptic at the entrances of general use areas and public guest toilets, as well as in different parts of wide general use areas. We arranged the entrance doors of the public toilets to be opened without touching them manually.

FOOD & BEVERAGE



The distance between the tables where the food is served is 1.5 meters and the distance between the chairs next to each other is 60 cm. Our service personnel take care to maintain distance rules and avoid contact during service.



During our open buffet service, we made a plexiglass or similar barrier to prevent guest access to the guest side of the open buffet, and the service is provided by our kitchen staff.



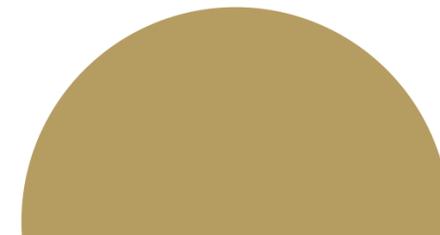
We ensure that our guests receive service through our service staff from tools such as tea / coffee machines, water dispensers, and beverage machines in the public areas.



We perform hygienic cleaning with alcohol-based products after each guest use of materials such as dining tables, chairs, service materials, sugar, salt, spices, napkins, menus. We use disposable sugar, salt, spices and napkins as much as possible.



Service supplies (including bars) are washed in the dishwasher throughout the facility.



KITCHEN



We regularly provide the cleaning and hygiene of the kitchen and related areas, all kinds of equipment used in the kitchen, countertops and storage areas.



We have hygiene barriers, sterilization devices, tools and equipment necessary for hand and body hygiene in the kitchen area. Unauthorized personnel are not allowed to enter the kitchen areas.



All foods are stored in closed cabinets or covered. Prepared foods and unprepared foodstuffs are kept separate from each other in the kitchen to prevent cross contamination. Also, no foodstuff is brought into contact with the floor.



Kitchen staff wear work clothes and personal protective equipment, wash their hands regularly and are disinfected while working.



Visual / written information about the rules and good hygiene practices of the staff is available in the kitchen.

OUR EMPLOYEES



We make regular health checks of our staff, we receive periodic information from our staff so that the people they live with can be monitored for COVID-19.



Special training on COVID-19 and hygiene has been provided to all our staff. Our employees have COVID-19 hygiene certificates.



We keep non-contact temperature measurement and hand disinfection at the entrance of the staff.



We provide hand disinfection to our staff with personal protective equipment (such as mask, surgical mask, gloves, visors) suitable for contact with guests.



We provide daily cleaning and hygiene of personnel clothes.



We care not to have as many personnel as possible in the same shift.



The dressing, shower, toilet, common eating and resting areas of the personnel were arranged in accordance with the social distance conditions and placed necessary landmarks, strip and barrier arrangements. We regularly ensure the cleaning and disinfection of these areas.

SPA & FITNESS



We apply a reservation system to ensure safe use of the gym, we limited the number and using time of people who can use it at the same time, after each use, we ensure the cleaning of usage areas and equipment with hygiene material in accordance with the standards. In these areas, we offer products such as soap, shampoo and shower gel to our guests for single use.



We offer pool towels to our guests in bags or by our staff.



The cleaning and hygiene of the pool water and the pool environment is provided to the maximum level. Chlorine level is hold between 1-1.5 ppm in our indoor pool. We keep the records of periodic measurements.

GENERAL AREAS



We clean all areas with disinfection materials in accordance with standards and at appropriate periods. We keep the records of periodic measurements.



Floors of toilets, toilets, urinals, sinks, faucets and tap heads, door handles are frequently cleaned, disinfected and keep records. We always keep liquid soap.



We provide periodic maintenance and sterilization of the ventilation and air conditioning system, washing, dishwasher and other equipment.



We frequently clean door handles, handrails, elevator buttons, electrical switches, post device, television remote control, telephone, towel card, room card or key, water heaters in the rooms with disinfectant and keep traceability records.

As Eresin Hotels, we will continue to work non-stop with our entire team and energy to offer you accommodation in a safe and hygienic environment.

Your health is our priority!

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