



COVID-19 FREE HOTELS WORRY-FREE VACATION

"Your Holiday is %100 Safe with Our COVID-19
Hygiene and Health Practices."



asteriahotels.com

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Dear Guest and Dear Partner,

As Asteria Hotels & Resorts we care about you and your family members more than ever regarding the Covid-19 virus, which occurs worldwide and in our country, for that purpose we would like to inform you about our measures taken and reformed service standards.

1

1.Management Policy and Compliance

In the direction of international standards and legal regulations to cover the demand of the guests, in addition to our available management, human, product and service quality standards, "Covid-19 Service Design Team" has been formed to manage the Covid-19 process and to follow up process-related actions.

The agenda and developments has been constantly followed by our teams. The documents published by especially WHO(World Health Organization), Republic of Turkey Ministry of Health, Republic of Turkey Ministry of Health Science Committee, Republic of Turkey Ministry of Culture and Tourism, are updated in line with the opinions of experts of all relevant authority. All relevant actions are taken according to the current publications.

2

Inspection Mechanism

Under the leadership of our Quality Control Departments, Hotel internal auditing is realized periodically by the teams constituted by expert directors.

Besides, all applications are controlled and recorded by Administrative Authorities of the Republic of Turkey, International 3rd party Independent Auditors and tour operators that are our partner in our Hotels.

3

Protection and Control Measures

Our current processes and Occupational Health and Safety Risk analyzes have been revised. The risks of the Covid-19 global epidemic have been identified thoroughly and action plans have been prepared about taking measures.

Accordingly;

- Physical distances have been determined, marked and taken measures on the purpose of providing security of our guest and staffs in the common use areas (Restaurants and bars, meeting rooms, patisserie, reception area, living room, etc.), staggering areas and elevators. (1.5 m. Distance between people and 2.5 m² // person area)
- The number of people has been limited in the common use areas and elevators. Our dear guests have been informed in that areas.

3

Protection and Control Measures

- The occupancy rate is planned by taking into consideration the hotel rooms layout, total indoor scope volume, and capacity of common use areas. It is also designed to ensure safe physical distance.
- The Access points of hotel have been determined for the product-service provider and visitors. At these points it is provided them to protect social distance and used required protective equipment. It is supposed for Access in a controlled manner.



3

Protection and Control Measures

- Hand touch surfaces and permanently used equipments (pen, room card etc.) are disinfect and after that they are come into use for our guests.
- In accordance with the decisions of the Republic of Turkey Ministry of Health, our Staff and the product-service provider use mask and head shield.
- Measurements are performed in the specific areas with the thermal + optical camera and contactless thermometers.
- Personal protective equipment such as masks and gloves are provided for our guests who request.
- There are waste bin for the disposable mask and gloves in the public area.
- Natural ventilation is ensured frequently in indoor area and the ventilating systems are celaned and maintained periodically.

4

Front Office / Guest Relation Management

- Our guests' temperature is taken at the lobby area with the thermal camera and they are met with disinfection mat and hand disinfection unit. Check in procedures are applied in accordance with social distance by our team.
- In case the guest has Covid-19 symptoms during the stay, the guest declaration and commitment form, which is approved by the hotel to comply with the action plan prepared, is taken as signed at check in time. Declare and written contract included where they come from, the country that they visit last 14 days, adresse-phone numbers, indicative state of health declaration (if available chronic disease), is got signed during check-in. Our guests are informed written about Covid - 19 measures and applications.
- When our guests come to the hotel, they have the opportunity to request "Do not enter my room during my stay" This is not a "Do Not Disturb - DND" request. It means that all requests and interactions will take place in front of our guests' room. (For instance; baggage delivery, room service, textile delivery).

4

Front Office / Guest Relation Management

- Our guests will be informed about our precautions and practices through visual information and broadcasts via info channel.
- Personal protective equipment is used by our staff during valet service.
- Buggy is disinfect with appropriate methods after each transfer.



5

Cleaning and Disinfection Applications

- The chemical and disinfection methods, which is certified by the Republic of Turkey Ministry of Health, are used in our hotels. By working with international companies, our personnel has been given an education on using the right material and the appropriate dosage.
- Cleaning and disinfection activities in all areas of our hotels are strengthened with our sanitation teams.

Applications of Public Area Cleaning

- In all public areas in our hotels; all surfaces with hand contact (door handles, controls, pos device, room card, towel card, chairs, handrails, etc.) are disinfected. All cleaning and disinfection applications are recorded by the relevant departments.
- WC doors of public area are always kept open in purpose to prevent any possible contact. Cleaning and disinfection in these areas (Floors, toilets, urinals, sinks, faucets and faucets, etc.) are done in the specified periods and all the cleanings are recorded.

5

Cleaning and Disinfection Applications

- Periodic maintenance of the ventilation and air conditioning system, other tools, equipment, materials, equipments such as laundry and dishwashers and sterilization of the necessary ones are provided.

Applications of Guest Room Cleaning

- Our housekeeping staff is assigned to our guests' rooms and all services are provided by fixed staff.
- During room cleaning, our staff use personal protective equipments and these personal protective equipments are changed for each room.
- Hotel guest amenities are tailor-made and available for the number of guests. Hotel guest amenities are renewed upon request.
- Rooms ready for check-in, after the last detailed cleaning, are disinfected with appropriate methods and marked/sealed to indicate that nobody has entered the room and presented to the use of our guests.

6

Laundry and Textile Management

- Our textiles are washed at 60-90°C.
- All textiles of the guest or staff room diagnosed as possible Covid-19 are collected and washed separately.



7

Food Safety and Food Beverage Units

- We have a “Food Safety Team” consisting of people who are responsible for taking necessary measures in all processes related to food safety at our hotel.
- Packaged products that will be offered for direct consumption are disinfected or kept for a minimum of 12 hours in warehouses and offered for consumption / use.
- Cleaning and hygiene of all kinds of equipment, benches and storage areas used in production areas are provided regularly. Kitchen staff use personal protective equipment during work.



7

Food Safety and Food Beverage Units

- There are sterilization devices and disinfectants necessary for hand and surface hygiene to be used in raw material and product transfer to the food production area. Non-kitchen staff entry is blocked to the kitchen.
- All foods are stored in closed cabinets and covered. To prevent cross-contamination; foods prepared with untreated foodstuffs are stored separately in the kitchen. Care is taken not to contact any food with the ground.
- Physical distances that will ensure the safety of our guests and staff have been determined and necessary measures have been taken in restaurants and bars: 1.5 m. between tables. 60 cm between chairs side by side. Disinfection of non-disposable equipment such as tables, chairs and menus is carried out after each use.
- There are visors in our main restaurant buffets and the meals chosen by our guests are provided by the staff in charge. Thus, the contact to the foods offered in the buffets is minimized.
- Disposable seasonings, salt, sugar are used in food and beverage units.

7

Food Safety and Food Beverage Units

- Disposable equipments (plates - glasses - forks, etc.) are used in all the outlets except the Main Restaurant and A La Carte Restaurants. Non-disposable service materials are disinfected regularly.
- Products in beverage machines in general areas are served to our guests by service personnel.
- Our Room Service Menus are enriched for our guests who want to take advantage of dining options in their rooms.



8

Animation / Entertainment and Activity

- Seating arrangement in the amphitheater and animation areas where shows are staged in our hotels; In disco and individual events, the physical distance is arranged and guest capacities are determined.
- The cleaning and disinfection plan of the materials used during the event has been determined and the disinfection of the equipment is provided after each use.



9

Kids Club / Teenage Club

- Our staff consists of people who have received hygiene education and are experts in their fields.
- The number and hours of users are limited by taking into consideration the physical distance in the kids and teenage club.
- At the entrance to the kids and teenage club, the children are measured for fever.
- Table and chair placements in our activity rooms are arranged to take into account the physical distance between children.
- In the kids club, toys that are difficult to wipe and cannot be washed frequently (plush, woolen, furry, etc.) have been removed from use.
- Closed areas are disinfected by our "Sanitation Team" with appropriate methods at the end of the day.

10 SPA & Wellness & Fitness

- By taking into account the physical distance in SPA & Fitness areas, the number and times of guests are limited and guests are accepted with reservation.
- All sports equipment, machinery and equipment in our fitness halls are placed according to the physical distance rule and disinfection procedures are carried out by our personnel in charge before and after each use.
- Cleaning and disinfection processes in SPA units are carried out by our "Sanitation Team".
- Our cosmetics offered for guest use are disposable personalized products.
- Disposable covers are used in our care beds.

11

Beach, Swimming Pools and Aquapark

- Our beach has the Blue Flag award.
- Disinfection conditions specified in the legal legislation are provided in our pools.
Controls and measurements are made at least three times a day. Chlorine level is kept between 1-3 ppm in outdoor pools and 1-1.5 ppm in indoor pools.
- The beach and pool area in our hotels are arranged according to the physical distancing rules.



11

Beach, Swimming Pools and Aquapark

- Beach and pool loungers are disinfected after each use.
- Beach towels are given by our staff from the towel desk.
- Our guests are informed about taking a shower before entering the pool. There are rule boards by the pools that they must follow.



12 Congress and Meeting Halls

- The settlements in our congress and meeting halls are planned according to the physical distancing rule and a fixed seating plan is created for each participant.
- During the breaks, necessary disinfection procedures are carried out by our staff in charge before and after use.



13 Employee Training

- Special trainings are provided by our training department to increase the personal hygiene awareness of our personnel and to apply the necessary measures to protect against Covid-19.



14

Human Resources Management

- Legal health checks of our staff are carried out regularly. Periodic information is obtained from the personnel so that the people with whom the staff live together can be monitored in terms of Covid - 19.
- Our staff who have Covid-19 symptoms or who do not feel well are not allowed to work. The personnel showing the symptoms of Covid-19 are supplied to apply to the nearest health institution under the supervision of the hotel.
- At the entrance of the facility, the fever of staff is measured with a thermal camera and necessary disinfection measures are taken.
- Our staff is provided with all kinds of personal protective equipment (visors, masks, gloves, overalls, etc.) and disinfection.
- There are hand disinfectants in the common areas of the staff (Dressing rooms, dining hall, resting area). Social distance markings have been made and seating is provided to protect the social distance and disinfection is made after each use.

14

Human Resources Management

- Personnel clothes are cleaned daily and necessary hygiene is provided.
- Care is taken to work the same personnel in shifts.
- Cleaning and disinfection practices of personnel service vehicles are carried out regularly by the carrier company. Disinfection records are delivered to us regularly.
- Seating arrangement is provided to protect the social distancing in personnel service vehicles and masks are worn during service use.
- The number of people staying in the staff housing is rearranged to accommodate a maximum of 4 people in the room. Guests are not accepted to the staff housing. Housing room and general area cleaning is provided under the conditions applicable to the guest units.

15 Health Care Service

- Our hotels provide health personnel that can serve our guests 24/7.

16 Our General Approach in case of Suspect Guests or Staff at the Hotel

- In case of symptoms (cough, fever, shortness of breath, etc.) in our guests or staff, the nearest health institution is informed immediately. The patient is isolated until taken over by the healthcare provider and services are provided by personnel who have taken security precautions.
- If the diagnosis of Covid-19 has been made, the guest room is cleaned, disinfected and ventilated in accordance with the standards at the end of the stay.