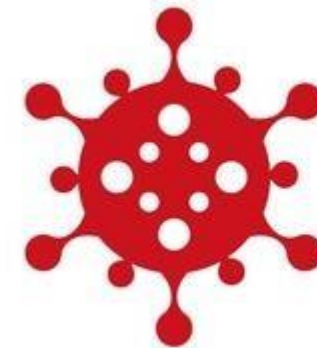




**BELEK BEACH RESORT
HOTEL**
Coronavirus (Covid-19)
Pandemic Hygiene Processes



COVID-19
CORONAVIRUS

This text of information about the
Coronavirus (Covid-19) processes of
Belek Beach Resort Hotel.



Our aim as Belek Beach Resort Hotel is, to meet our valued guests with reliable service by implementing narrative measures that must be taken together with Covid-19 measures.

For this reason, we would like to briefly share with you our existing hygiene and cleaning measures that we have increased to be prepared for the covid-19 pandemic and its risks.

- The publication of the World Health Organization (WHO) for the Hospitality Sector "Operational Considerations for Covid-19 Management",
- Explanations and recommendations of the Scientific Committee of the Ministry of Health of the Republic of Turkey,
- A number of new standards have been added Taking into account the opinions and recommendations of the sector associations and the Ministry of Tourism.

Cleaning and disinfection plan of our hotel by our management team Health and safety has been updated under the presidency of our General Managers. Committees have been established and the necessary training has been provided to the committee.



Shaping a World of Trust



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BELEK BEACH RESORT OTEL

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Konaklama İşletmesi

İmza
İBRAHİM TAGAY
Belgelendirme Müdürü



PRECAUTIONS AND HYGIENE RULES RELATED TO OUR STAFF

- The hygiene of our esteemed guests and our hotel staff, who we know are in contact with each other at the same time, is one of the most important factors for an effective general hygiene practice. Below are our measures and practices taken in this regard.
- Our staff are subjected to general health screening before and after work, temperature measurements are made with digital non-contact thermometers and recorded with a camera. Our staff, who have a high fever and signs of the disease, are not at work. Our staff, who are not feeling well, are instructed not to come to the workplace and to take actions.
- Staff uniforms are frequently changed and washed, and undergo disinfection before starting work. Our staff use visors, gloves and masks during working times.
- There is a staff joint working unit. Whichever department our staff works in, they will disinfect their hands and wash their hands according to the rules once an hour.
- Since the beginning of the pandemic process, all our personnel have been trained by specialist companies and medical teams in relation to the pandemic and prevention methods and transmission conditions.
- Our staff have hygiene training certificate approved by the Ministry of National Education.
- Our staff have Pandemic Training certificate.



DISINFECTION PROCESSES

Our Hotel's Guest Rooms, Restaurants, Bars, SPA, Fitness, Meeting Halls and all other guest areas as well as Kitchen Areas, Staff Usage Areas, offices and warehouses are disinfected in detail with internationally recognized disinfection chemicals approved by authorized ministries.

Disinfection procedures carried out by trained teams will be continued periodically. Hygiene mats are available at all production area entrances, guest and staff entrances.





General Places Hygiene and Cleaning Rules

- There are hand disinfection apparatus and units in our WC's and at every point needed, and their follow-up is carried out meticulously in all our general places.
- Cleaning and disinfection intervals are controlled by means of detailed checklists prepared by tightening.
- Cleaning of all areas is disinfected and recorded in accordance with the standards according to the nature of the surface.
- All common areas and seating groups in common areas were rearranged by taking into account safe physical distances.

Instructions for the use of the pool and cleaning and hygiene of the pool of our beach and all swimming pools are monitored and recorded. Daily tracking is done and a schedule is kept. Sunbeds are placed in accordance with the social distance rule and are disinfected after each use.

CHECK-IN and CHECK OUT PROCESSES

Some measures have been taken for our hotel guests to enter and exit our hotels in a hygienic and safe manner;

- At the entrance, the suitcases of our new guests will be disinfected and taken to our hotel and transmitted safely to our guests ' rooms.
- The body temperature of our guests upon arrival at the hotel will be measured with contactless fire meters, and in case of any negativity, only he/she will be informed in accordance with the PDPL and will act in accordance with the action plan.
- Reception staff will send the information form, which includes the precautions taken regarding Covid-19, to the guest, preferably digitally.
- Door cards will be prepared and disinfected before the guest enters and given to the guests in their sheltered containers.
- Regular disinfection of POS devices will be provided.



GUEST ROOMS

- Our aim in all guest rooms is to offer you the environment where you will make your stay in a hygienic and clean place.
- Our staff and managers working in room cleaning, use masks and disposable gloves. These materials are frequently changed.
- We have reduced the number of rooms per staff, the rooms are performed with great care according to the standard that we have created the necessary hygiene and cleanliness as the first disinfection and ventilation of the rooms before starting the cleaning of the room.
- Internationally recognized, certified, effective disinfectant, chemicals and bleach are used for cleaning. Especially for door handles, batteries, telephone chandeliers, TV controller, air conditioning controller, lighting switches, water heaters, mini bars, etc. such devices are disinfected after cleaning.
- Linen and towel materials are changed daily and collected by bagging separately.
- Our materials served in Mini bars are filled after disinfection process.
- Providing detailed disinfection for sufficient time after all cleaning processes in our checked-out rooms disinfection process is carried out with machines, no new guests are allowed in these rooms for at least 12 hours.



FOOD AND BEVERAGE UNITS

- Our hotel will not be used with all of our room capacities for a certain period of time, so the safe physical contact distance required in our food and beverage units is arranged to be 1.5 meters and at least 60 cm between side-by-side chairs.
- HACCP procedures, an international food safety management system, are implemented in our hotel, where hygiene requirements are determined during the production, storage and service Phase for food safety. Additional work in our food safety system due to the Covid-19 pandemic is mentioned below.
- Our places related to food and drink will serve with regulations that will maintain the necessary safe social distance.

In our kiosks; glass and Plexi process have been made to prevent contact with food other than the staff on duty, and our kitchen staff will make the presentation to the guest.

- As many a la carte restaurants as possible have been commissioned and will serve our guests free of charge.
- Tablecloths and cloth napkins will not be used on our tables; manager materials will be disposable.
- Tea and coffee machines used as self-service in our restaurants for a certain period of time will not be used by our guests.
- In our food & beverage units, dishes will be washed by dishwasher, not by hand, and presentations can be made with disposable materials according to the environment.
- General cleaning of food and beverage places and cleaning of table chairs, countertops, kiosks and all other materials and materials will be done properly at the start and end of service and disinfecting operations will be carried out.



SPA-FITNESS

Turkish Bath-Sauna, Steam room, massage areas and fitness room required hygienic conditions are created, mainly disposable materials are used.

The capacity of Turkish Bath-Sauna-steam room and Fitness room is limited according to the requirements of hygienic measures.

All tools in our Fitness rooms will be disinfected after each use. Dressing-changing rooms, showers, WCS, closets and keys, used towels and lincloths are disinfected after being properly cleaned.

Stay Healthy...

MINI CLUB and CHILDREN'S PLAYGROUND AREAS

It is very important for us that our children also have a safe and fun holiday and be happy. Children's playgrounds and every place they use are disinfected with disinfection chemicals approved by authorized Ministries, which are internationally recognized.

Our Mini club staff consists of professional personnel who have received the necessary hygiene training and continue to receive regular training. They will be responsible for performing and implementing daily hygiene and cleaning.

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