

*Covid-19*

INFORMATIONAL PRACTICES GUIDE



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### • WHAT IS COVID-19?

New Coronavirus Disease (COVID-19) is a virus first identified in China's Wuhan Province on January 13, 2020 as a result of research conducted in a group of patients who developed respiratory symptoms (fever, cough, shortness of breath) in late December 2019.

### • WHAT ARE THE SYMPTOMS?

Although it has been reported that there may be cases without symptoms, the proportion of them is unknown. The most common symptoms are fever, cough and shortness of breath. In severe cases, pneumonia, severe respiratory failure, kidney failure and death may develop.

### • HOW IS IT TRANSMITTED?

It is transmitted by the inhalation of droplets scattered in the environment by coughing sneezes of sick individuals. The virus can also be picked up by touching the face, eyes, nose or mouth without washing after contacting surfaces contaminated with respiratory particles. Contact with eyes, nose or mouth with dirty hands is risky.

### • PURPOSE

The purpose of this manual is to address COVID-19 contamination concerns, to carry out studies to meet high hygiene and safety expectations, to plan training programs for our personnel, and to determine the procedures and principles for preventing the transmission of Covid -19 virus.

### • SCOPE

This guide covers all activities performed at Susesi Luxury resort to prevent the spread of the Covid-19 virus.

Susesi Luxury Resort has integrated;

- ISO 9001 Quality Management System
  - ISO 14001 Environmental Management System
  - ISO 10002 Guest Satisfaction Management System
  - ISO 22000 Food Safety Management System
- and continuing its work with a systematic approach since 2007.

All services we provide at our facility comply with the circular and criteria issued by the Ministry of Tourism regarding Covid-19 outbreak measures and practices and receive professional support in this regard. Our internal hygiene team, which consists of experts, periodically checks and verifies all ongoing studies.

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### ● AIRPORT - HOTEL TRANSFER SERVICE

- The hotel's vehicles will be disinfected on each transfer.
- Cologne and hand sanitizer with an alcohol ratio of 70% will be kept in the vehicle.
- Staff's body temperature (driver or accompanying staff) will be measured daily.
- The driver and the accompanying personnel have to take protective measures such as masks and gloves.
- Contact and conversation with the passenger will be kept to a minimum.
- Our guests will have their temperature measured before boarding the vehicle.
- During the journey, our guests will be asked to wear masks.



## • CHECK IN AND REGISTRATION

- Upon entering the reception, guests' luggage will be disinfected with alcohol-based surface disinfectant and taken to the luggage area. Luggage will be labelled as being disinfected.
- Guests' body temperature will be measured by a non-contact thermometer at the reception entrance. Our guests whose body temperature rises above 38 °C will be taken to a pre-determined isolation room and directed to the health care facility.
- All guests who request a mask upon arrival will be given a mask.
- During Check-in, the procedure will be followed according to the social distance rule.
- Cologne will be offered to the guest during the reception.
- The reception entrance will have a stand alone non-contact hand disinfectant and disinfectant hygiene mat.
- A distance of at least 60 cm between seats and chairs of at least 1.5 m will be left between the tables in the reception area.
- Our guests will be taken to an empty, ventilated and sterilized room at 12-hour intervals. Room key cards will be delivered to our guests after being disinfected within UV lamp box.

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- At the reception, there will be hygiene wipes and disinfectant so that guests can keep their personal belongings (mobile phone, tablet, etc.) disinfected.
- Front desk staff and bellboys will use personal protective equipment unless the hotel management has notified them otherwise.
- In order for infected waste to be collected in accordance with the regulations, 'infected waste bins' will be kept in the reception area.
- The reception area will have information brochures and posters on Covid 19 in at least 4 different languages.
- Entrance to the room is set at 14:00 for efficient cleaning and disinfection procedures.
- The front desk will be disinfected every 15 minutes.
- The car keys taken from the guest will be wiped with disinfectant wipes and taken to the key locker and the guest will be given a car card.
- Reception desk, floor, table and chairs will be disinfected at regular intervals.
- Each operator's computer will be specified in the desk and maximum attention will be paid not to use any other computer.
- Keyboard, mouse, phone, cash register Pos machines and printers will be disinfected every half hour. All Pos devices will have contactless payment capability.

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- Our guests will be asked to fill out an information form on whether they have had Covid-19, where they have been in the last 14 days, and if any, chronic ailments.
- Call center employees will be knowledgeable about the measures taken at the hotel at least as well as the personnel standing at the front desk and will be able to provide complete and accurate information on the questions that may come over the phone.
- The use of the computer and phone in the Call Center will not be permitted to be used by other personnel.
- The common internal phone and phone chargers available at the reception will be deprecated.



• **VALET SERVICES**

- Baggage of our guests will be taken to baggage area and disinfected.
- Our guests will be given protective materials upon their request every time they leave the facility and check out from the facility.



## • GUEST RELATIONS

- Guest Relations staff have to follow the social distance rule when communicating with our guests.
- In the Guest Relations desk, cologne and disinfectant will be kept available and the materials used will often be disinfected.
- All guests exhibiting Covid-19 symptoms within the hotel will be notified to the doctor's office and management. In the same way, health status of guests that will have to visit the hospital will be monitored.
- Guests will be accompanied to their rooms by respecting social distance rules and provided information.
- Guest relations personnel are required to know, follow and respond to all measures taken for COVID -19 in the facility.



## ● HOUSEKEEPING

- All personnel that contact guests will use personal protective equipment.
- Hygiene measures taken in rooms will be reported on info channel.
- The amenities in the guest rooms will be presented to our guests in disposable bags.
- Room curtains and similar items (bed runner, chair, seat etc.) will be disinfected by Steam Machine. All textile products will be washed in temperature of at least 65 C.
- Disposable cloths will be used during cleaning.
- After Check-out, rooms will be disinfected with ULV device after cleaning.
- During room cleaning, bed textiles will be removed and rooms will be aired during cleaning.
- All tools and equipment used (trolley, bucket, dustpan, cloth, mob etc.) will be cleaned regularly and then disinfected with alcohol-based surface disinfectant.
- The room that has been prepared for check-in will be labeled with CLEANSTAY room seal and INFORMATION card about the hygiene check indicating that no one has entered the room after detailed cleaning.

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- Alcohol-based hand sanitizer will be placed in each room.
- In the pool and beach area, there will be a range of distance between sunbeds, coffee tables, chairs, etc. materials will be disinfected regularly with alcohol-based surface disinfectant.
- Special dustbins will be placed in general areas for disposal of contaminated masks and gloves.
- Beach towels will be offered to guests at the towel stations by hotel employees. Staff distributing towels will wear masks and gloves.
- The elevators will be used up to the specified number of people and cautionary information will be posted.
- Disinfectant units and warning signs will be positioned at the elevator cabin entrances.



## • FOOD & BEVERAGE UNITS

- Our restaurants will be designed in accordance with the social distance rule and our guests will be served in this direction. All restaurant entrances will have hand sanitizer stations.
- The concept of the open buffet will be established by leaving a space between the guest and the buffet with a 1.5 m lane. Guests will see the entire buffet. Plates will be distributed by cooks. Guests will definitely be prevented from contacting the tongs.
- All seating arrangements and capacity in our restaurant will be arranged according to social distance. At least 1,5 m distance will be left between tables. Walking areas and transitions will be expanded and made comfortable.
- All restaurants will be disinfected at the end of working hours. (All surfaces, equipment and ambient air). Ventilation of restaurants will be provided frequently and disinfected daily with ULV device.
- During the disinfection process, the area will be closed for use, only the sanitation team will be inside.
- All plates, forks, spoons, cups will be disinfected at high temperatures (85 C and above). Knives, forks and spoons will be served in disposable sachettos, while salt, pepper, napkins etc. will be offered as disposable in the restaurant.
- After each guest, table mats on the outdoor tables and the caps on the indoor tables will be replaced.

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- Baby feeding chairs that are used by our guests with babies will be disinfected with appropriate disinfectants after each use and made ready for use by stretching with sets after disinfecting.
- Guests will be served with a can, glass cups or disposable cups upon request for soft drinks.
- In addition, this facility will be provided to our guests who want protective equipment such as masks and gloves.
- Serving kits will be disinfected and packaged by designated personnel solely for this purpose in restaurants.
- Disposable products will be preferred at the beach area as much as possible.



## • BARS

- Bar desks and countertops will be disinfected by constantly wiping with surface disinfectants.
- In all units, disposable cloths (preferably towel papers) will be used.
- All bar stools have been removed to prevent our guests from contacting the service desk.
- All ice machines are disinfected with ozone.
- Bar supplies will be served by our service personnel in order to prevent our guests from reaching them themselves.
- Bar countertop equipment (shaker, bar spoon etc.) will be disinfected after each use.
- Personnel who are in charge of the station will be fixed and disinfection procedure will be applied in case of mandatory changes.
- When our guests request drinks from the bar section, they will be offered two options, disposable cups or sterilized glass cups.
- Newspapers and magazines is removed from common use.



• **ROOM SERVICE / MINIBAR SERVICES**

- Room service items as well as fruit, desserts or cakes that are included in the room set-up will be served in closed containers.
- Mini Bar's products will be put in cupboards after being disinfected.



## • OPEN BUFFET

- At the beginning of each shift, kitchen chef and sous chefs are conducted meetings with all kitchen and stewarding staff to revise hygiene measures and remind them about buffet and kitchen rules and to wear disposable protective equipment (caps, masks, gloves, etc.).
- Appetizers, olive oils and salads will be pre-prepared in predesignated portions and served by the chef at the buffet. Guests will definitely be prevented from contacting the tongs.
- Our single-serving desserts will be prepared for the buffet and served by the chef if the guest wishes.
- Freshly cooked grill products will be served to our guests by our chefs.
- Freshly prepared salads will be served by the chefs upon request.
- All our delicatessen products will be sliced fresh and presented to the guests according to their request.
- The equipment that is used to prepare formula at children's buffet will be removed as it poses a risk and will be prepared by our staff according to the wishes of our guests.



## ● ENTERTAINMENT

- All the activities will be planned and arranged to leave 1,5 m distance from left to right and front to back.
- All sports equipment will be disinfected after the activity.
- Team games and sports shall not be held until the ban imposed by the circular is lifted.
- Participants will be given clean towels in the exercise area and will be provided to put them in the laundry basket by themselves after the workout.
- Participants will definitely be asked to wear sneakers.
- All activities will be held outdoors. There will be a hand sanitizer station in the activity area.
- The Pilates mats that will be used in the activity will be covered with a towel and disinfected after the activity.
- All activities will be organized according to the social distance rule.

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• The measures to be taken for all outsourced live music and show groups are as follows;

- All staff will go through body temperature check and disinfection by the hotel security and then provided with masks to proceed to the backstage under strict control.

- They will sit in the area pre-isolated for them and take their meals and then be taken back to their backstage so that they do not contact the guests. Band members will be served drinks based on the number of individuals and they will be allocated a separate bathroom other than the guests' facilities.

- Stage shows and live music will be performed according to the rules of social distance and choreographies will be arranged accordingly.

- There will be no guest contact during children's shows or adults' activities.



### • MINI CLUB AND KIDS ACTIVITIES

- Mini club's capacity will be announced based on the social distance plan.
- Kids are admitted based on the capacity according to the reservation system.
- Indoor and outdoor activities will be arranged based on social distance rules.
- At the entrance, body temperature of children is measured and those children with a temperature higher than 38 OC will be notified to their parents and not admitted to the mini club. Such guests will be directed to Aspendos Hospital.
- There is hand sanitizers at the entrance and exit of the mini club at a height that kids can not reach. Sanitizer will be used under the guidance of the staff.
- Mini Club team consists of experienced staff members with child pedagogy education.
- Staff will respect social distance rules as in adult guests in other parts of the hotel.
- All indoor spaces of mini club is ventilated at least 10 minutes hourly.
- All toys, hobby items and frequently contacted surfaces are cleaned and disinfected after the use of each group of children.
- Children will conduct educational and informative activities on health and hygiene.
- Activities will be dominantly conducted outdoors with low risk of infection.
- Children will be encouraged to wash their hands frequently including use of toilet by the mini club staff.



## ● FITNESS / SPA

- Fitness machines will be disinfected by the staff on duty before and after use.
- There will be hand sanitizer apparatus at the Fitness entrance.
- Fitness capacity will be revised to be one person per 6 square meters.
- Our guests will use the fitness area with reservation.
- All cleaning and disinfection procedures will be performed with disposable cloths.
- Fitness-spa areas will be disinfected with ULV device and daily ventilation will be provided.
- At least 1,5 m distance will be maintained between all individual workout platforms in the fitness center.
- Fitness staff will wear personal protective equipment.
- Sauna, Turkish Bath and Steam Bath use is limited to 30 minutes maximum. Then, they have to be left empty for at least 15 minutes for cleaning. Their capacities have been revised based on social distance. Such areas will welcome guests based on reservation.

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- All massage treatments will be performed in massage rooms with natural airing.
- All massage rooms and equipment for our guests will be disinfected by staff before and after use.
- All massage rooms will be disinfected at specified intervals with ULV device.
- All massage personnel will wear personal protective equipment.
- All items in SPA and Turkish Bath (bathing glove, soap, shower gel, shampoo, etc.) are disposable items.



## • POOLS

- Guests will be encouraged by being warned to take a shower before entering the pool. Warning signs will be posted and guests will be guided.
- Sunbeds and coffee tables by the pool will be designed according to the social distance rule. A disposable sunbed bonnet will be provided for our sun lodges.
- Chlorine level in the pools will be checked at least 4 times per day by keeping between 1-3 ppm in the outdoor pools and records will be written in the area to be seen by the guest.
- Toys and swimming equipment that our guests bring with them for their children and themselves will not be allowed to be used in the pool anymore. Such items can only be used at the sea.
- Bathrooms around the pool will be disinfected at regular intervals and taken under the record.



● **AQUAPARK**

- Guests will be guided according to the rules of social distance at the Aquapark slides.
- Again, in order to maintain social distance, our 5 slides will be arranged in such a way to keep one closed after another. There will be a cycle of use for the slides so that our guests can enjoy each slide.
- The slides will be disinfected at regular intervals.
- Boomerang attraction will be closed due to hygiene risk from the boat used in this attraction.

● **BEACH**

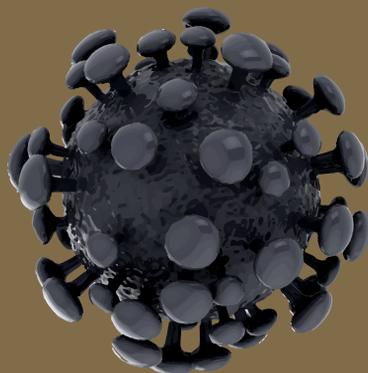
- The sunbeds on the coastal section will be placed to leave 1,5 m between them according to the safe distance rule.
- Hand sanitizers will be offered to guests on the beach.
- Bathrooms around the beach will be disinfected at regular intervals and kept under record.



## • PANDEMIC IMPLEMENTATION RULES IN STAFF AREAS

- Currently, there are regular health checks for all our staff. Our staff will be obliged to periodically provide information about the health of their family members for COVID-19.
- All of our personnel regularly receive special training on epidemic and hygiene, and this cycle will be maintained.
- There are thermal scanner and non-contact body temperature measurement facilities at staff entrances.
- Hand sanitizers and masks will be kept available at the staff entrance all the time.
- Personnel will be provided with personal protective equipment (mask, surgical gloves, visor, etc.) suitable for contact with guests and the environment and their use will be monitored.
- Cleaning and disinfection of staff clothes is be provided on a daily basis.

All the measures and practices we have taken due to the COVID-19 outbreak will be removed from the application upon the end of the outbreak.



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