



## CLUB HOTEL FELICIA VILLAGE HYGIENE MANAGEMENT

Dear Felicia Family,

- Your health and well-being are very important to us.
- It is our priority to make you feel safe and healthy. Our facility offers you a vacation by taking high-level hygiene measures for you.
- Since the beginning of this exceptional situation, we have followed the instructions of institutions such as the World Health Organization, the Centers for Control and Prevention of Diseases and the Ministry of Health and have continued our work in accordance with these instructions.
- As part of Covid-19, we would like to inform you of the measures that we have already implemented and additionally will do.

### STAFF HYGIENE

- With the appearance of the Covid-19 virus, our personnel training on this topic was started and continued in our hotel.
- Covid-19 hygiene boards and posters were hung up in the staff area and in the toilets for information purposes.
- Our employees, who do not feel well, were instructed not to come to the hotel and to see a doctor.
- The health status of all of our employees is closely monitored by hotel doctors and department heads.
- All of the staff measure and record fever twice a day with a non-contact fever meter.

- We have a Covid 19 emergency team and an action plan that needs to be implemented if necessary.
  
- Disinfection is often carried out in our personal transport vehicles, and personnel must wear masks and gloves during the service. Our staff are provided with masks and gloves every day. In addition, according to the rules, they may only sit at a distance from each other.
  
- Covid 19-specific information boards were set up in both the guest and personnel areas.
  
- A special area has been set up at the hotel entrance to meet our business partners who come to our facility.
  
- The number of contactless hand disinfectants has been increased in all personnel areas and common guest areas.
  
- All employees are required to wear masks, regardless of whether they work in the foreground or in the background.
  
- Our background employees work continuously with masks and gloves.
  
- Our laundries are in our own hands, the uniforms of the employees are washed and disinfected at 60 degrees and the textile products at 90 degrees. Disinfection is carried out on our devices after each wash.

## DISINFECTION

- Disinfection with contactless devices, ozone and ULV methods was carried out in all areas of our facility using approved disinfectants with Ministry of Health and EPA-approved viruses and bacteria.
  
- All disinfection work is carried out by professional teams at certain intervals.

## HYGIENE AND CLEANING RULES

- Our hotel works with the international company Diversey, which has proven its reliability in all chemical products, and Prestige Pool to clean the pools. The authorities regularly train our hotel employees. This ensures that the right chemicals and the right amounts are used in the required areas.
- Surfaces that are frequently touched in all general areas and offices (wash basins, door handles, tables, chair handles, mouse, keyboard, light buttons) are cleaned every half hour with water and detergent and disinfected with Hypogel.
- In all of our general active areas, as well as in the entire human resources area, there are contactless hand disinfection dispensers, and guests and employees are informed about their use.
- The cleaning intervals are shortened, carried out and recorded every half hour.

## SOCIAL DISTANCE

- According to the guidelines of the World Health Organization, it is planned to create a nice atmosphere according to the rules for social distance on the beach, at the pools, in the restaurants and bars and in the general area by using the large area in our facility
- In all of our general areas, the seating arrangements have been rearranged according to the rules for social distance with the table and chair arrangements as a room.
- To ensure that our guests comply with the hygiene and distance rules, an information board was created especially for Covid-19.

## CHECK-IN AND CHECK-OUT

- At the entrance to the hotel, our esteemed guests' items are received and disinfected by our trained staff.
- At the hotel entrance the fever of our guests is measured with a non-contact thermometer.

- The social distance rules allow the process to be completed as quickly as possible without having to wait at the front desk at check-in.
- In addition, there are disinfectant dispensers in our block entrances, so that your hand hygiene is guaranteed at the entrance and exit of the room.

## HOUSE-KEEPING

- Our cleaning staff work with disposable masks and gloves, and the number of rooms per staff has been reduced.
- Separate cleaning cloths and mats are used in each room. In addition, after each check-out, a special disinfection process is applied to our rooms for cleaning, after which the room remains empty for 12 hours.
- All textile products are washed and cleaned at 90 degrees every day to ensure the health of our valued guests.
- Frequent contact points such as tables, armrests, controls, telephone handset, kettle, cabinet and minibar handles and light switches are disinfected separately after routine cleaning.
- The textile products in the room are collected, packaged and changed every day without shaking and whirling.
- The products in the minibar are disinfected upon delivery, stored under hygienic and suitable conditions and replenished in the mini bars if necessary.
- Because of our large terrain and the distance between the apartment blocks, it is no problem to ensure distance.

## EAT – DRINK

- Our hotel room capacities are not fully used for a certain period of time. This is to maintain the safe physical contact distance required in our restaurants and bars.
- Our open buffet system in our hotel is limited to a certain extent and more often replaced with new ones using more hygienic and safer materials and equipment. Self-service is not permitted, our employees are present at the buffets and provide the necessary instructions and service.

- There are hand sanitizing devices at all entrances to our restaurants and bars, and our staff will greet you at the entrance and provide the necessary information and instructions on how to use capacity.
- The tables, chairs, stools and benches of our restaurants and bars are arranged according to the recommended safety distances. The restaurants, bars and general areas and capacities of our hotel are extremely spacious and adequate.
- Tablecloths and cloth napkins are not used on our tables. The salt shakers etc. are properly disinfected after each use.
- The tea and coffee machines in our restaurants are not available to our guests for self-service for a certain period of time.
- In our restaurants and bars, the dishes are not cleaned by hand, but in the dishwasher and, depending on the situation, disposable materials are used in between.
- The general cleaning of restaurants and bars, as well as tables, chairs, benches, buffets and all other materials and surfaces, is carried out according to the recommendation before and after the opening hours.

#### SPA – FITNESS AREA

- After each use, the devices and equipment in the hammam, sauna and fitness areas are disinfected.
- And these areas have been redesigned according to the rules of social distance and their capacities have been halved.
- The distance between the devices in the fitness area has been increased so that the required distance is maintained.

#### KIDS` CLUB – PLAYGROUNDS

- Disinfection and ozonization are continued in the kids` club and on the playgrounds, so that our precious little children can spend a pleasant and healthy vacation.

- Our kids` club employees are trained in hygiene and distance keeping, organize the areas and prevent the crowds.

## BEACH, POOL AND ENTERTAINMENT

- According to the guidelines of the World Health Organization, the beaches and pools were disinfected as needed and redesigned according to the distance rules, using the large area in our facility.
- All sun loungers, their cushions, the beach cabanas and other devices are often disinfected for use.
- In order to enjoy the sea, the beach and the sun more privileged, private pavilions await you.
- While you are sunbathing in our pavilions, your vacation will be unforgettable moments with fruit treats, cold drinks and special service just for you.
- Our entertainment activities are based on the distance rules and will continue to be offered with lower capacity and as soft animation.

## GENERALLY,

- Thanks to the early measures in our country and our strong health system, it can be seen that the exceptional situation is quickly normalizing again.
- We have a doctor in our hotel, our team and our action plan are ready for possible situations.
- All products and raw materials that are offered to you are supplied by companies that have been approved in reliable and necessary ways. And these products are delivered to the facility after acceptance of the necessary controls and hygiene in the area of disinfection.
- In order to be able to experience healthy and beautiful days together as quickly as possible, we have prepared everything for you, We wish you a lot of health!

