

ZEYNEP *Hotel*

COVID-19 HEALTHY AND SAFETY INFORMATION

Update: 01 March, 2021



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As Zeynep Hotel, we use every means possible to ensure the comfort, health and safety of our guests and employees.

Since the first outbreak of the global Covid-19 (Coronavirus) pandemic, we have closely been following the World Health Organization and relevant public authorities and have been implementing the given guidelines.

Together with our internal and external teams we are ensuring that our service standards are compliant in terms of safety and health, and are conducting audits with independent third parties.



We apply the **Food Safety** management system in our facility where every process from the acceptance of food to its presentation is continuously monitored by the Food Engineers in our company.

In our facility, all stages from receiving the goods to serving them are continuously monitored by our Food Safety Team.

Has been awarded a certificate of achievement by implementing **The Safe & Hygienic Mini Club Audit** programs of Diversey Consulting.

ISIS - Turkey's Healthy Holiday System (STS) has awarded our facility with a certificate of achievement for the efforts to prevent illness caused by food, water and the environment.

Zeynep Hotel is certified by the **Potema** bed cleaning system, the world's only registered bed cleaning service.

In addition to the high standards that we apply to our procedures concerning the safety of our guests, food and water safety, community health, hygiene, environmental safety, waste management and occupational health and safety, preventive measures against the epidemic have been taken and immediately been implemented by our internal and external team of experts to provide safer accommodation.

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Employees

- ▶ Our employees' temperatures are taken and recorded when they enter and exit the premises. If they show any symptoms of Covid -19 they are immediately checked by the on-site doctor.
- ▶ Service vehicles, work areas, common areas and offices used by employees are arranged according to social distancing, the intervals for cleaning and disinfection are increased and all necessary personal protective equipment is provided.
- ▶ Employees with the flu, cold or any illness are given a sick leave and not allowed to return to work without the approval of the on-site doctor.
- ▶ The current status of all our employees is closely monitored as per the "Covid-19 Health Declaration and Commitment".
- ▶ In addition to the standard food safety and general hygiene trainings given to our employees, awareness



Guests

- ▶ Our private transfer vehicles are disinfected before and after each use, masks and hand sanitizers are provided.
- ▶ All guests' temperatures are taken and recorded upon entry to the hotel.
- ▶ At check-in to the hotel, our guests are required to fill in the Covid-19 declaration and commitment form which includes information on travel history and health status.
- ▶ Masks, gloves and hand sanitizers are available for our guests.
- ▶ Our guests are offered fast check-in and secure payment options.



Guest Rooms

- ▶ Cleaning and disinfection of the guest rooms are carried out by our expert team wearing personal protection equipment and using the industry's leading products approved by the Ministry of Health.
- ▶ According to the cleaning plan, the rooms are cleaned starting with the balcony, bedroom, dressing room, bathroom and lastly the toilet, using disposable cleaning cloths and mops in different colours.
- ▶ The bathrooms are equipped with antimicrobial liquid soap.
- ▶ After a guest checks out, all bed and bathroom textiles in the room, including unused pillow protectors, are replaced with clean ones; all products, tableware and cutlery are renewed after the minibar is disinfected



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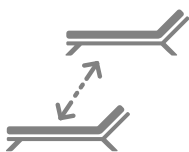
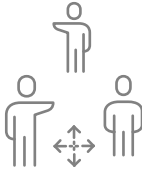
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- ▶ All hotel guest amenities used in the room and bathroom are presented in single-use packages.
- ▶ Materials such as spare pillows, blankets and spare clothes hangers in the rooms have been removed and will be provided upon the request of the guests.
- ▶ Shoe bags, masks, disinfectant wipes and transparent gloves are placed in the rooms.
- ▶ The room service menu and all printed materials have been removed, they will be accessible through the TV in the room hotel's website.
- ▶ Ventilation ducts and filters are cleaned and disinfected and the room is renewed with fresh air.
- ▶ After all cleaning, disinfection and preparation processes are completed, the doors are kept shut until a new guest checks in.

Common Use Areas



- ▶ All common areas in our premise have been rearranged according to social distancing and hand disinfection stations have been installed in the required areas.
- ▶ Cleaning and disinfection of all common areas is carried out by our team of experts who have taken personal protective measures.
- ▶ The high-touch surfaces determined as critical points are cleaned with Diversey Oxivir Plus after the guest's use.
- ▶ In addition to chemical disinfection processes, the steam method, ULV technique and ozone are used to disinfect common areas and guest rooms.
- ▶ All common area toilets are equipped with antimicrobial liquid soap and hand sanitizers. Common area toilets are cleaned and disinfected with chemicals of medical category.
- ▶ The cleaning and disinfection processes of the ventilation ducts and filters have been increased. Ambient air in the hotel building is regularly renewed with fresh air.
- ▶ The pH and chlorine levels in all our pools are kept within the limits of the required standards, their values are checked, the frequency of reverse cleaning and rinsing is increased and the filters are kept clean.
- ▶ The distance between the sunbeds in the pool and beach areas are arranged according to social distancing.
- ▶ Sunbeds are disinfected after each use.
- ▶ All towels are provided by the staff or in bags.
- ▶ The cleaning and disinfection processes of the Kid's Club and Youth Club have been increased and some areas have been temporarily closed.
- ▶ The cleaning and disinfection processes in the SPA, Turkish Bath and Fitness Hall have been increased, and through the reservation process in certain areas the number of people is restricted.
- ▶ The fitness center and indoor pool are closed between 12:00 and 13:00 during the day for cleaning and disinfection.
- ▶ Additional measures have been taken within the scope of Covid-19 in hair salons, markets and all stores providing services within the hotel.

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Food and Beverage Services

- ▶ Dining and beverage serving areas are arranged according to social distancing, wide and adequate seating areas are provided in the terraces.
- ▶ All employees are made sure that they take personal protective measures.
- ▶ Our open buffet service hours have been extended and food is served by our chefs.
- ▶ After the dining and beverage serving areas are closed, they are thoroughly cleaned and disinfected with ULV.
- ▶ Tables and chairs are disinfected after each use.
- ▶ All service equipment, including baby high chair trays, are sterilized at high temperatures in dishwashers.
- ▶ Children and baby buffets are served by our chefs.
- ▶ Room amenities are provided in sealed hygienic packages.



Laundry Services

- ▶ Professional laundry service is provided on site.
- ▶ All hotel textiles and laundry are washed by our expert team by taking cross contamination measures.
- ▶ Diversey Clax Personril, a chemo-thermal disinfection product recommended by international authorities for hygienic washing, is used for laundry and for cleaning room textiles.



Security and Health Services

- ▶ Our facility has 24/7 on-site and off-site security guards, health officials and an ambulance vehicle on duty.
- ▶ According to the guidelines of public authorities, in order to provide isolation in case of possible or suspected cases, all necessary procedures and service standards have been defined and isolation areas have been identified.
- ▶ The temperature of all visitors, suppliers and outsourced service providers are taken upon entrance to our premises and preventive measures are taken.
- ▶ The infrastructure and standards ensuring the safety and hygiene of all products from product delivery to guest use are applied in our facility



In accordance with the Ministry of Tourism's circular on the "Controlled Normalization Process in Accommodation Facilities" some mandatory practices were introduced and some services were restricted.

We will continue to update this page according to the latest information.

For questions and further information please contact us. info@zeynephotel.com



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SAFE TOURISM CERTIFICATE

This certification recommended by Turkey Tourism Promotion and Development Agency is issued by BV Inspektorate Uluslararası Gözetim Servisleri A.Ş.

BV Inspektorate Uluslararası Gözetim Servisleri A.Ş., is accredited by TURKAK and its accreditation coverage is published at www.turkak.org.tr

SENTIDO ZEYNEP RESORT & SPA OTEL

has met the requirements of the "**Assessment Criteria for COVID-19 and Hygiene Measures to be Implemented in the Hotels and their Food & Beverage Venues during the Pandemic**" published within the framework of the "Safe Tourism Certification Program" and has become entitled to receive "**Safe Tourism Certificate**".

Certificate Number

BVI-TR-3212

Date of First Certification 18 / 03 / 2021

Issued on 18 / 03 / 2021

Date of Expiry 18 / 04 / 2021

Facility Type

Accommodation Facility

Signature

İBRAHİM TAGAY
Certification Manager

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