



We're ready to meet again.

It's been difficult days for everybody and we are at home, like you, but looking forward to see you again, with desire to continue doing our best to make you a little bit happier. Sooner or later this will be over leaving us unforgettable memories, difficult moments and forced learning. This will have taken away the spring and many projects. Interrupted dreams but just for now. We wake up again and keep walking stronger and eagerly. While that moment arrive we preparing the reunion. For that, we adopted more than 40 preventive measures in our hotel that we want to share with you. We will reinvent experience and we promise to make you smile again.

Here we outline the series of measures we're taking to ensure that, during your stay, all you need to worry about is enjoying your holiday with your loved ones.

DOUBLETREE BY HILTON ANTALYA KEMER GENERAL PREVENTION MEASURES UNDER CleanStay™

1. All our staff have received training on Covid-19 preventive measures.
2. All our staff will wear the necessary personal protective equipment at all times.
3. We perform a daily health screening with all our workers, who declare that they have not been in contact with any infected person in the last 15 days.
4. We have reduced the capacity limit of all our hotel spaces, including elevators.
5. **Guest-Accessible Disinfectant:** We provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to disinfect the elevator button before pressing.
6. We have separated the sun loungers around the pools, for a minimum of 1.5m space (between families/groups).
7. We provide umbrellas for those who cannot use the pool area and want to go to the beach, subject to availability.
8. We have identified the high risk areas with signs with preventative advice.
9. **Innovative Disinfection Technologies:** Hilton is exploring the addition of new technologies, like electrostatic sprayers – which use an electrostatically charged disinfecting mist – and ultraviolet light to sanitize surfaces and objects.
10. **Contactless Check-In:** Hilton will double-down on its award-winning Digital Key technology for guests who desire to have a contactless arrival experience. Guests can access their room with a digital room key using their mobile devices through the Hilton Honors mobile app at DoubleTree by Hilton Antalya Kemer. Hilton will continue to expand its Digital Key capabilities to common doors and access points throughout the hotels.
11. **Clean and Clean Again:** We increase the frequency of cleaning public areas.

PREVENTION MEASURES IMPLEMENTED IN FOOD AND BEVERAGE SERVICES

1. We have reduced the number of tables at our buffets (minimum of 1.5 metres between tables).
2. The restaurants are continuously sanitised by the cleaning staff.
3. We've increased the variety of food available in individual servings at our buffets.
4. At Snack Restaurant customers do not have direct access to the food, instead they will be able to see the food for selection, which will be served to them by a member of staff. Anything that cannot be served individually will be served by our staff, to prevent customers from handling food and tongs.
5. We've removed the bread from our buffet; this will be served to customers at the table instead.
6. All our fruit and vegetables have been disinfected with food safe sanitiser and are putted in a protective box in individual serving sizes.
7. We now offer the option of choosing from a menu instead of using the buffet service at all meals. The menu varies daily and is available for room service as well against fee.

8. We offer our a la carte restaurants free of charge.
9. At all meals, our staff wear the proper personal protective equipment to serve food to customers.
10. At breakfast customers can also request individual hot dishes to be prepared in the kitchen.
11. All kitchen and wait staff work with gloves and masks, both those who are customer-facing and those who are not.
12. All crockery is provided by our staff, to prevent customers from having direct access to it.
13. We have placed single servings of salt and pepper on the tables.
14. We disinfect the drinks menu for each bar.
15. By drinks we offer aperitif's in individual servings at our bars.
16. We perform an exhaustive control and inspection of the temperature of our dishwashers (>80°)

PREVENTION MEASURES IMPLEMENTED IN CLEANING SERVICES

1. Our laundrette ensures and certifies that all laundry is washed with disinfectant products at over 60°.
2. Rooms will not be cleaned while the customer is inside.
3. **Hilton CleanStay Room Seal:** We add an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.
4. Gloves are disinfected with hydroalcoholic gel after each room cleaning.
5. We have reduced the number of rooms per housekeeper, to ensure each room is thoroughly cleaned and disinfected.
6. At the request of the customer, we now offer hand sanitiser and face masks as complementary amenities.
7. We use disposable mops for floor cleaning.
8. **Focus on Fitness Centers:** We improve guidelines for disinfecting the hotel Fitness Center, possibly closing for cleaning multiple times daily and limiting the number of guests allowed in at one time.
9. **10 High-Touch, Deep Clean Areas:** Extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes, thermostats and more.

10 High-Touch, Deep Clean Areas in the Guest Room





PREVENTION MEASURES IMPLEMENTED IN ENTERTAINMENT

1. We have limited the capacity of our children's entertainment rooms, as well as adult access to them (one adult per child).
2. Access to games/toys is only permitted after a child has washed their hands.
3. We regularly disinfect our backgammon, billiard balls and cues, ping pong, etc. and video games after each use.
4. We have reduced the capacity of our evening shows, but increased the amount of the shows at multiple locations.
5. All our staff change their entire uniform after each shift, and wash it at over 60°.
6. Smaller games are disinfected daily with disinfectant gel.