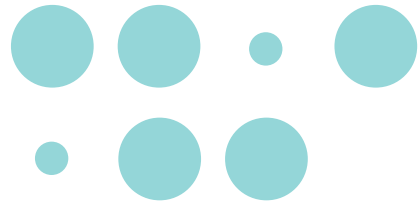


LAREN HOTELS

COVID-19

HYGIENE MEASURES





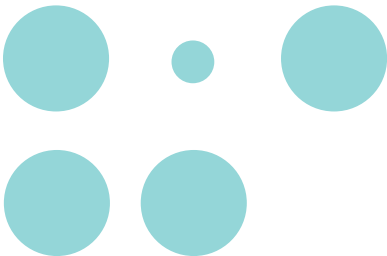
LAREN HOTELS HYGIENE MEASURES

Dear partners

Your health and comfort are very important to us

Our priority is to offer you a hygienic accommodation and a holiday where you can feel safe.

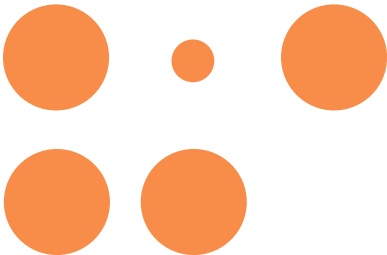
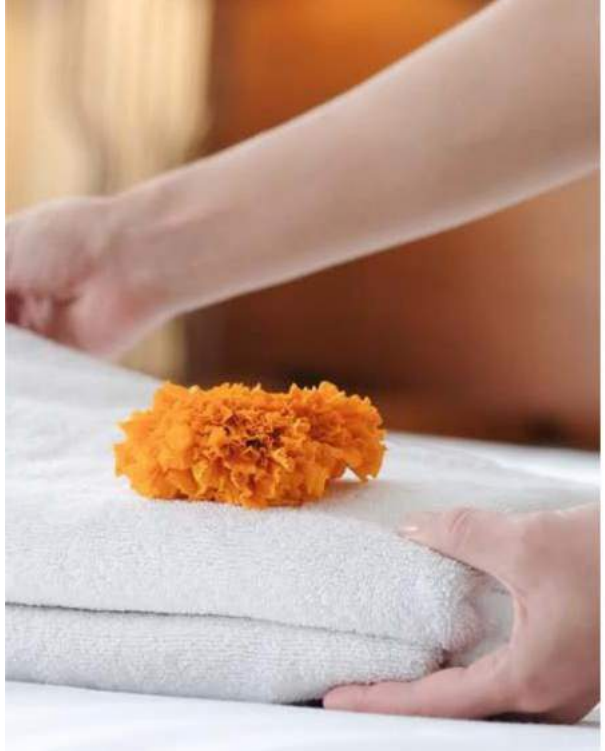
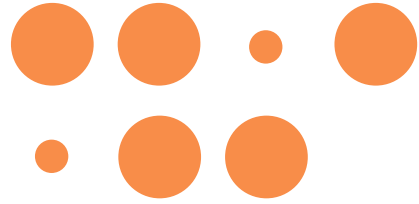
For this, we would like to share our hygiene and cleaning measures that we have increased in order to be prepared due to the COVID-19 Pandemic and other possible epidemic risks that may occur later, and through this manifesto.



Laren Hotels hygiene in our hotel as we are operating in Turkey and our procedures regarding cleanliness standards being applied, with the Covidien-19 caused a pandemic;

- World Health Organization (WHO) "Operational Issues for Covid-19 Management" published by the Hospitality Industry,
- T.C. Ministry of Health Science Board explanations and recommendations
- Local health units and the industry

A new set of standards has been added, taking into account the views and suggestions of its troops. Our Central Pandemic Monitoring Board, which we established at the very beginning of the pandemic process, constantly follows the agenda and developments. Necessary revisions are also made in procedures and practices in accordance with the new situations developing with the findings and suggestions of our Board. In addition, Workplace Health and Safety Committees have been established within our hotels under the chairmanship of our General Managers, who will be tasked with implementing the action plans created by making quick decisions thanks to fast and healthy communication, and necessary training has been provided to the committee staff.



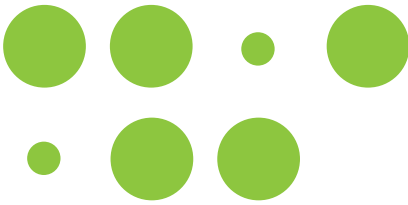
01

WITH OUR EMPLOYEES RELEVANT MEASURES AND OUR HYGIENE RULES

The hygiene of our hotel employees who are in direct or indirect relationship with you, our esteemed guests, and who are also in contact with each other, One of the most important factors for an effective general hygiene practice is to keep them healthy and to become conscious about this issue. Our precautions and practices in this regard are as follows.

- The transfer vehicles used by our employees on their arrivals and departures before each service and then it is disinfected. Our employees have to wear a protective mask during transfers, and since the capacities of the transfer vehicles are used at a rate of 50%, a safe physical distance rule is applied.

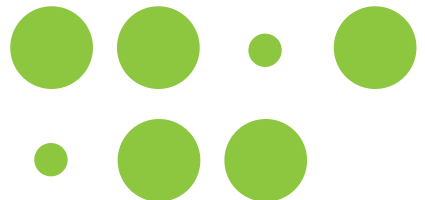




- Before our employees get on the job, they undergo general health screening and fever measurements are made with digital thermometers. Our staff who have high fever and findings related to the disease are not on the job. Our staff, who do not feel well, has been instructed not to come to the workplace and to take action.
- Personnel uniforms are frequently changed and washed, and our personnel undergo disinfection before starting work.

Sufficient number of staff in common areas and in the background work units disinfection unit is available. Every staff member disinfects their hands regardless of which department they work, but they must wash their hands every hour according to the rule.

- Housekeeping, cleaning services, food and beverage production areas and dishwashers our staff working in the background, such as, must wear masks and disposable gloves.
- There are posters and brochures on pandemic and hygiene issues in personnel common areas and a safe physical distance rule is applied in these areas.
- Each employee knows and applies the safe physical distance rule in their relations with our guests and among themselves.
- Our employees, who are in direct contact with the guests, apply masks when necessary.
- Certified Workplace Physicians work for our employees in all our hotels. We have action plans where possible.
- Since the beginning of the pandemic process, all our staff have been trained by specialized firms and healthcare teams regarding the pandemic, prevention methods and contamination conditions, and are repeated continuously. These issues are constantly addressed in the Operation Meetings held every day.



02

OUR DISINFECTION PROCESSES

Hydrogen Peroxide, which is known and approved in detail, of our hotels' Guest Rooms, Restaurants, Bars, SPA and Healthy Living Units, Playgrounds, General Spaces, Meeting Rooms, and all other guest areas, Kitchen Areas, Personnel Usage Areas, offices and warehouses. disinfected with a base material.

Disinfection procedures carried out by professional teams will continue periodically. In addition, our mobile disinfection teams formed within our hotels are working on this issue.





REN LAREN HOTELS

HOTEL & SPA



REN LAREN FAMILY

HOTEL & SPA



REN LAREN SEASIDE

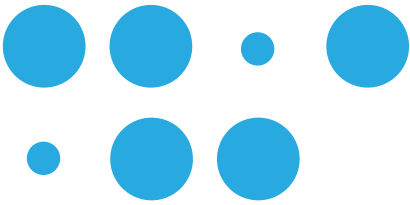
HOTEL & SPA

03

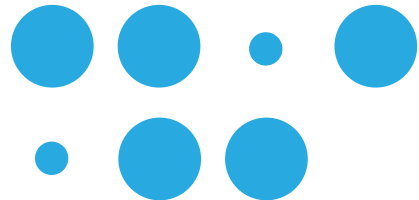
PLACES OUR HYGIENE AND CLEANING RULES

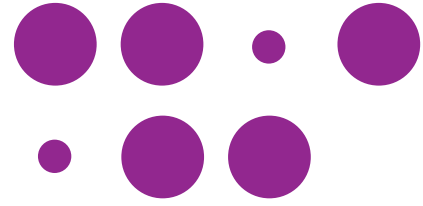


We work with Diversy and Ecolab Companies, which are internationally known for chemical cleaning products in all our hotels. Diversy and Ecolab Companies provide detailed training to all of our staff at regular intervals by their officials. In this way, it is ensured that proper chemicals are used during cleaning. Cleaning processes are provided with suitable cleaning materials and different equipment for each area.



- Continuous touched surfaces, door handles, handrails, elevators in all general areas and wc's, As always, great care is taken in cleaning the elevator buttons, sinks, faucets, urinals and toilets. After cleaning with water and detergent, diluted bleach and chlorine tablets are used. One of both urinals is excluded. Our staff working in all these jobs perform these operations with masks and disposable gloves.
- There are hand disinfection apparatus and units in all our general places, wc's and at every point where they are needed, and their follow-up is done meticulously.
- .Cleaning and disinfection intervals are controlled by means of detailed checklists prepared by tightening.
- The capacity utilization of our elevators is limited so that only members of one family, 4 people from the same group or 2 people who do not know each other can ride. Elevator use instructions are placed in visible places.
- All communal areas and seating groups in public areas have been rearranged taking into account safe physical distances.

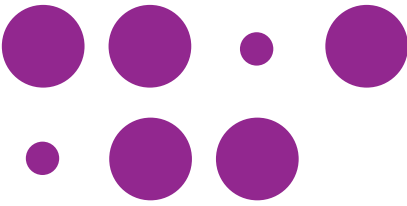




OUR CHECK-IN AND CHECK-OUT OPERATIONS

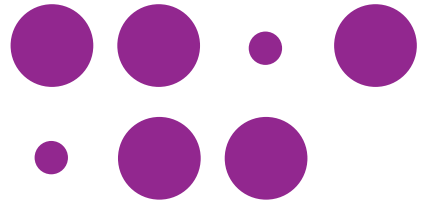
A number of additional precautions have been taken regarding our entrance and exit to our hotels in a safe and easy and hygienic way.

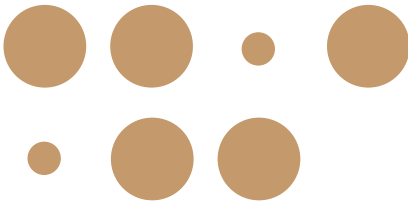
- Suitcases and other items will be taken to our hotel and sent to our guests' rooms safely by being disinfected by our staff who have received the necessary training in this regard.
- With the thermal cameras at our entrance doors, our guests will be subjected to fever measurement and in case of a negative situation, this situation will be shared only with them according to KVKK laws, and the necessary actions will be done as written in our action plans.



- Our staff will explain the precautions we have taken and the measures we have taken, welcome cologne will be served and hand brochures we have made will be given to our guests. Our guest assistant friends are assigned to assist you in all aspects.
- All measures have been taken to ensure that there is no intensity at the entrance and exit of our hotels, safe distance intervals have been shown and safe resting areas have been created when it is necessary to wait.

- Door cards will be given to our guests safely in their disinfected and protected cases before our guests enter the hotel. The items given to you to fill in the required documents are prepared in their special cases and for one use. All entry registration procedures will be carried out considering the safe physical distance.
- If our guests wish to contact our e-mail addresses before entering our hotels, they will be able to perform their check-in more safely with the online Check-in method.
- Our non-contact POS Machines will be used within certain limits and these machines will be disinfected continuously.
- In our hotels, our guests will be able to use our Mobile Applications, if they wish, to be informed about prompt, healthy communication and necessary announcements.
- All transactions that may require contact during check-in and check-out will be carried out in accordance with the safe physical distance rule and duly.

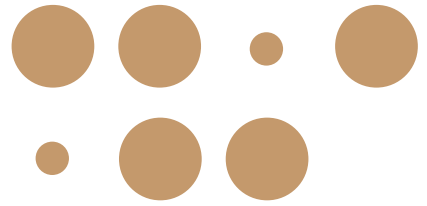




- Effective disinfectant and bleach are used in room cleaning. More attention is paid to the surfaces that are touched by hands, door handles, batteries, telephone handset, television control, climate control, lighting switches, water heaters, coffee machines, minibars are also disinfected after cleaning.
- Linen and towel materials are changed daily and whipping and shaking are not performed during their collection or spreading, so dust and particles are not allowed to form, and the dirt is collected in separate bags.
- All linen and towels used are washed at 90 degrees and in sufficient time.
- Boucle materials prepared for daily use of our guests are disinfected before they are put in place and in addition to these products, our additional hand disinfectants are included in this set for your use.
- In our hotels, our minibar products are subjected to disinfection during the supply of suppliers, taken, delivered in a safe environment and served to our rooms. In our City Hotels, our minibars were emptied for a while.
- Our rooms are ventilated for a minimum of 1 hour after the cleaning process is completed and routinely ozonised.
- Room capacity utilizations are carefully monitored and they are placed at room intervals as often as possible, and new guests are not accepted for a certain period of time after all cleaning and disinfection procedures.



05



OUR GUEST ROOMS



Our aim in all guest rooms is to offer you the environment in which you will make your accommodation in a hygienic and clean place.

- Housekeeper staff and managers working in Room Cleaning work with masks and disposable gloves. After the cleaning of each room, the new mask, gloves and cleaning cloths are changed by washing hands before the cleaning of the other room begins.

06

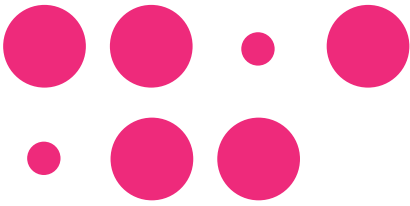


OUR FOOD AND BEVERAGE UNITS

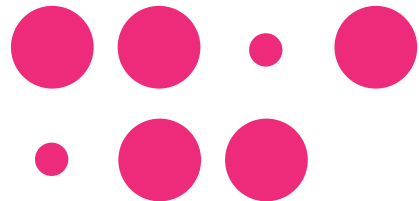
Our room capacities will not be used in all of our hotels for a certain period of time. In this way, it is aimed to maintain the safe physical contact distance required in our food and beverage units.

- In our hotels, our open buffet service system will be narrowed to a certain extent and will be replaced with new ones by using more hygienic and safe materials and equipment in our kiosks. Self-service will not be allowed, our staff will be constantly present in the buffets, and will provide the necessary guidance and service.
- In our City Hotels, our breakfast service will be served with A'la carte method to the extent possible.



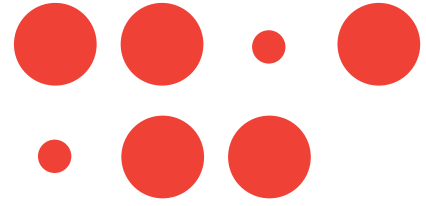


- In order to reduce the density of our open buffet restaurants in our hotels, some of our paid A'la Carte Restaurants can be used free of charge to all our guests by providing set menus.
- There will be hand disinfection equipment at the entrances of all our Food & Beverage units and our staff, who make the necessary guidance regarding the welcome and capacity utilization at the entrances, will take charge.
- In all Food & Beverage units, tables, chairs, stools and sitting spaces are arranged in accordance with the recommended safe distances. The restaurant, bar and general space sizes and capacities of all our hotels are extremely spacious and sufficient.
- Tablecloths and cloth napkins will not be used in our tables, the management materials will be properly disinfected after each use.
- Tea and coffee machines that are used as self-service in our restaurants for a certain period of time cannot be used by our guests.
- Dishes in our food and beverage units will be washed with a dishwasher, not by hand, and presentations can be made with disposable materials depending on the environment.
- General cleaning of food and beverage areas, table chairs, benches, buffets and all other materials and materials will be cleaned properly at the beginning and end of the service and disinfection will be carried out.



07

OUR SPA- WELLNESS AREAS



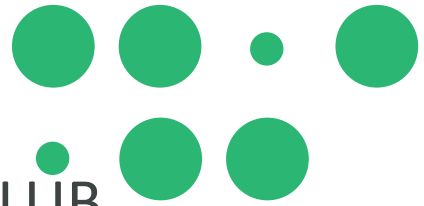
In the baths, saunas, massage areas and care services, high hygienic conditions will be created and their security will be provided with pre-provided or disposable materials and materials.

All of our personnel who perform the applications have to follow the rules we have set to ensure their personal hygiene before and after each application and they will work with masks in dry places.

Usage capacities in our sauna, Turkish bath and steam rooms are limited according to hygienic conditions.

General areas such as dressing-dressing rooms, showers, WCs, and all materials such as towels, bathrobes, loincloths used with clothes closets and keys are safely cleaned and disinfected.



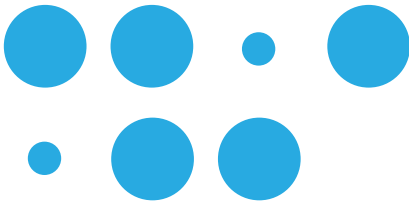


OUR CHILDREN CLUB AND CHILDREN'S PLAYGROUND

Our children are our most precious assets and of course, it is very important for us to have a safe but enjoyable holiday. Ozonation, disinfection and cleaning of all areas to be used by them will continue to be done meticulously and frequently.

Our kids' club staff, who take care of themselves, are made up of hygienists who are experts in their fields.



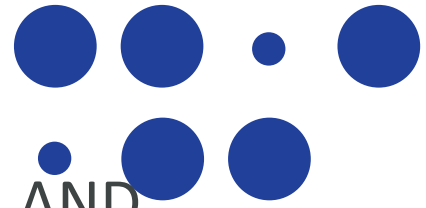


All sunbeds, sunbed cushions, beach and pool cabana and materials are subjected to daily cleaning and disinfection.

Smooth operation of Indoor Pool ventilation systems is provided

Sports and entertainment activities in our hotels will be continued at low capacities and softly in accordance with safe physical distance rules.





OUR POOL, BEACH AND ENTERTAINMENT ACTIVITIES

New layouts are taken by diluting the sunbeds between our Indoor Pool, Outdoor Pool and Beaches according to the safe physical distance rule. Beach and pool edges capacities of all our hotels are quite sufficient.

Pool cleaning will continue to be carried out in accordance with the chemical values that will not involve any disease or epidemic as usual.



GENERAL INFORMATIONS

Hotels Republic of Turkey and found that our experienced worldwide pandemic caused by the disaster Covidien-19 formed by, it is seen that quickly entered the normalization process.

Because the health systems of both countries are very prepared and very sufficient for such situations.

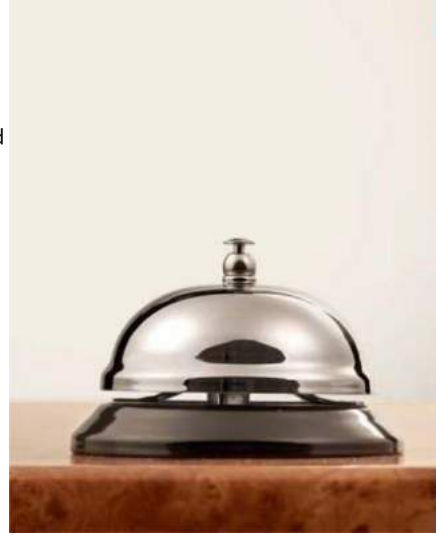
It is the center of the locations where all our hotels are located and it is very easy to reach the full-fledged health institutions.

Our action plans are ready in case of possible cases.

All transactions and applications are recorded in detail.

All materials and products that we offer or produce to our valued guests are purchased from safe suppliers and accepted to our facilities after all necessary control and disinfection processes. Storage and storage conditions and production methods are carried out in extremely hygienic environments in our facilities.

All this in addition to the decision to be established under certain criteria by the Republic of Turkey and the competent authority given and will be a world first and Tourism Our support business to the Certification program Hygiene related to the epidemic will be given by the company internationally recognized lasts. The transmission of the Corona Virus 2019 (Covid-19) epidemic from person to person is in the form of transmission from an infected person via respiratory droplets or direct contact. For this reason, Guest & Guest, Guest & Employee & Employee & Employee relations are extremely important in accommodation facilities. As Laren Hotels, with this awareness, to meet you in new stories in the most hygienic and safe way.



STAY HAPPY, STAY SAFE



larenhotels.com