



# COVID-19 PANDEMIC HYGIENE PRACTICES

# Dear Guests;

As Sueno Hotels, our main service principle is to provide you a healthy and safe holiday based on guest satisfaction.

Here, we would like to share the hygiene and cleaning precautions we improve for getting over COVID-19 outbreak, announced by the World Health Organization (WHO) as a pandemic and protecting our personnel and you, our esteemed guests.



# Our Quality Policy:

Our business approach based on fulfilling our commitments perfectly in time, as the main philosophy of our company since its foundation, also constitutes a basis for our quality policy.

As a natural reflection of this approach we show in all our operations and activities,

1

Our company continues its activities as a firm **TS. EN. ISO 9001 Quality, TS. EN. ISO 14001 Environment, TS. EN. ISO 22000 Food Safety, TS 18001 Occupational Health and Safety Management System and TS. ISO 10002 Complaint Management System** certifications.

2

Several activities keeping this structure strong make us sure. Philosophy of continuous inspection and development for ensuring sustainability of standards (**including ISO 22000 Food Safety Management System**) is prevalent.

3

External Audit mechanism conducted by our **authorized expert personnel** and consultants is continuously implemented.

4

As Sueno Hotels, we have implemented some new additional practices for Covid-19 Pandemic affecting the whole world based on our standards and we continue implementing them based on new developments.

# Precautions And Rules Of Hygiene For Our Personnel

Hygiene of our hotel personnel, keeping them healthy and raising their awareness on this, as the most important part of our services we provide to your our esteemed guest from the moment you take a step in our facilities to your check-out, are one of the most important factors for **an efficient general hygiene practice**. Our related precautions and practices are as follows.



## Precautions And Rules Of Hygiene For Our Personnel

- Transfer vehicles of our personnel are disinfected before and after every service. Our personnel have to wear masks during transfer and safe physical distance rule is applied as **vehicles are used at 50% capacity.**
- Temperatures of our personnel are **checked by digital thermometers** before they start working. Our personnel diagnosed with high fever and disease related symptoms are not sent to work. Our personnel who do not feel well are instructed on what to do and not to come to work.
- Personnel uniforms are frequently replaced and washed and they are subjected to disinfection before start working.
- There are sufficient number of disinfection units at common and background work spaces of our personnel. All our personnel disinfect their hands and wash them in every hour according to the rules regardless of the department they are assigned.
- Our background personnel such as housekeeping, cleaning, food and beverage and dishwashing departments have to wear mask and use disposable gloves.

## Precautions And Rules Of Hygiene For Our Personnel

- Pandemic and hygiene banners, brochures are available in common personnel spaces and physical distance rule is implemented in these spaces.
- All our personnel are aware and implement the safe physical distance rule in their relations with our guests and each other. Our personnel in direct contact with guests use mask whenever necessary.
- Certified On-site Doctors are available for our personnel. We have action plans for potential cases.
- Since the beginning of the course of pandemic, trainings on the pandemic, methods of protection and infection conditions have been provided and are continuously provided by expert firms and healthcare professionals.

# Disinfection Processes

Guest Rooms, Restaurants, Bars, SPA units and Fitness Centers, Mini Clubs and Playgrounds, General Spaces, Meeting and Congress Halls, all other guest spaces and Kitchen Spaces, Personnel Areas, offices and storages of all our hotels are disinfected in detail by certified **Hydrogen Peroxide** based materials with known effects.

Disinfection activities are continued periodically.





## Hygiene And Cleaning Rules For General Spaces

In all our hotels, we work with **internationally recognized firms** for their chemical cleaning agents. These firms provide detailed trainings to all our personnel related with these chemicals. Thus, it is ensured that proper chemicals are used in correct doses during cleaning activities.

Cleaning activities are done with proper cleaning agents and different equipment for each space.



## Hygiene And Cleaning Rules For General Spaces

- Like always, great care is shown in cleaning constantly touched surfaces of all general spaces and WCs, such as door handles, guardrails, elevators, elevator buttons, washbasins, faucets, urinals and toilets and **disinfectants are used after cleaning them with water and detergent**. Our personnel assigned in all these works perform their duties by using masks and disposable gloves.
- There are **hand disinfection apparatuses** and units in all our general spaces, WCs and all required spaces and they are closely tracked.





## Hygiene And Cleaning Rules For General Spaces

- Frequency of cleaning and disinfection activities are increased and supervised through detailed check lists.
- Our elevators are restricted with use of member of the **same family or 3 people** at the same time. Elevator instructions are placed at visible locations.
- Seating groups in all common spaces and general areas are rearranged by considering **safe physical distance**.
- Ventilation systems of all general spaces are set to operate with **100% fresh air**.

# Guest Rooms

Our goal for all guest rooms is to present you a hygienic and spotless space for you to stay.

- Housekeeping personnel and managers working in room cleaning work with masks and disposable gloves. After, cleaning a room, hands are washed and new masks, gloves and rags are used for cleaning another one.



## Guest Rooms

- Efficient disinfectants and bleach are used for cleaning rooms; constantly contacted surfaces are considered more important and door handles, faucets, phone receivers, TV remotes, air-conditioner remotes, light switches, coffee machines and minibars are disinfected after cleaning them.
- All towels are cleaned at **90 degrees** for a sufficient time.
- Hotel guest amenities are disinfected before replacing them. Products in minibars are received from our suppliers by disinfecting them during delivery, stored in hygienic environment and then served to your rooms.
- After, cleaning your rooms, we aerate them **minimum for 1 hour** and they are subjected to routine disinfection.
- Room capacities are carefully tracked and room bookings are done as much as distant from each other and no new guests are accepted for recently checked-out rooms after all cleaning and disinfection procedures.



## Check-in And Check-Out

A series of additional precautions for your easy and hygienic check-ins and outs to and from out hotels are taken for you, our esteemed guests.

- As soon as you enter the hotel, your **temperature will be checked** and recorded by our trained security personnel.

## Check-in And Check-Out

- Your luggage and other belongings will be accepted to our hotel and sent your rooms safely after they are **disinfected** by our trained personnel.
- Our guests will be subjected to temperature checks through **digital thermometers** at entry doors and in case of any unfavorable situation, this will be shared only with them in accordance with the Privacy Law and the steps provided in our action plans will be taken.
- Our personnel will tell you the measures and precautions in general.
- All measures for preventing crowd during check ins and outs, **safe distance ranges** are indicated and safe rest areas are established for waiting.
- Entry cards are prepared safely by disinfecting them before our guests check-in to the hotel. Also, the pens for filling in related forms will be **disinfected after every use**. All check-in registration procedures will be done by considering **safe physical distance**.

## Check-in And Check-Out

- **Contactless POS Terminals** will be used as much as possible and they will be permanently disinfected.
- Within the context of precaution for your holiday, our **Guest Relations Department** with its entire staff is assigned to help you in every possible way.
- All procedures which may require contact during check-in and check-out will be done in the frame of safe physical distance rules and procedures.

# Mini Club and Kids Playground

Lollipop Mini Club, Lollitown, Gameland, Amusement Park, Splash Park, playground, kiddy pools and kid's aquapark will serve in accordance with the following practices due to COVID-19 pandemic.

- Capacity of all playgrounds, game/dining tables, personal playing fields, beds in the sleeping room and all sunbeds around kiddy pools as well as all toys in all playing fields are arranged in accordance with the rules of social distancing.





## Mini Club and Kids Playground

- We show ultimate care for frequently contacted surfaces, door handles, guardrails, washbasins, faucets and toilet bowls in Lollipop Kids' Club and all playing fields just like always and disinfectants are used after cleaning them with water and detergent. Our personnel assigned in all these works perform their duties by using masks and disposable gloves.
- Children will be accepted to the Lollipop Kids' Club with reservation.
- Contactless temperatures of children are checked while they enter Mini club. Parents of the children with any disease symptom will be notified and directed to a healthcare institution.
- There are disinfectant dispensers at entrances and exits and it is ensured that children use them under supervision of our personnel.
- All our spaces are ventilated frequently by opening their doors and windows.
- Activities are mostly performed in outdoors in accordance with the rules of social distancing.
- All toys, hobby materials and children equipment are cleaned, then disinfected before and after every use.
- All our stuffed and hairy toys have been removed.
- Various game accessories as play dough, puzzle, coloring book, etc. will be provided in accordance with your request.



## Food And Beverage Units

Room capacities of all our hotels will not be used entirely for a while, by this way, it is aimed to preserve the necessary safe physical contact distance at our food and beverage units.

- **More hygienic and safer materials** and equipment will be used and frequently replaced in our buffets. Self-service will not be allowed, our personnel will permanently be present at the buffets and provide necessary directives and service.

## Food And Beverage Units

- There will be hand sanitizers at entrance of all our Food & Beverage units and our personnel welcoming you and providing necessary directions on capacity will be assigned at the entrances.
- Table, chair and stool distances in all our Food & Beverage units are arranged in accordance with the recommended safe distances. Sizes and capacities of the Restaurants, Bars and general spaces of all our hotels are extremely spacious and sufficient.
- Disinfected and packaged cutleries will be used in all our restaurants. Disposable versions will be preferred for all possible areas. (Disinfection personnel will take all precautions such as masks, gloves, overalls and etc.)
- Dishes from our Food & Beverage units will be washed with dishwashers and presentations may be done with disposables based on the environment.
- General cleaning of the Food & Beverage spaces and cleaning and disinfection of tables, chairs, counters, buffets and all other appliances and materials will be done appropriately in the beginning and at the end of service.
- Ice machines will be periodically disinfected during the day and their monthly fine cleaning will not be delayed in anyway.



## Straws

Straws used for serving beverages will be presented in individual packages.



## Salt, Sugar, Black Pepper

Similarly, we continue using disposable sugar packages and there will not be any sugar/salt/black pepper dispensers on tables or desks.



## Cocktails


Fruits as lime, lemon and etc. which are used in cocktails, will not be kept at stations, they will be stored in cabinets and served from there.

## SPA, Fitness And Sport Areas

Services at the Bath, Sauna and Massage areas and care services will be provided with disposable goods and materials provided that extremely hygienic conditions are established.

- All our personnel providing these services have to follow the rules we determine for personal disinfection before and after every service and they will work with wearing masks in dry areas.



- 
- Capacities of our Saunas, Baths and Steam Rooms are restricted in accordance with hygienic conditions.
  - All sports equipment, tools and devices in our Fitness Centers are rearranged in necessary proper distances and they **will be disinfected after every use.**
  - General spaces as dressing rooms, showers, WCs, closets and their keys as well as all materials as towels, bathrobes, breechcloths and etc. are safely cleaned and disinfected.



## Pools, Aquapark And Beach

Distance between the sunbeds at our Indoor and Outdoor Pools and Beaches are rearranged by placing them **based on safe physical distance rule**. Capacities of the beaches and pool-sides of our hotels are extremely sufficient.

- Like always, pools will be cleaned properly in accordance with the appropriate chemical levels to prevent any disease or infection.
- **All of our adult Aquaparks** will serve within the scope of social distance and hygiene measures.

## Pools, Aquapark And Beach

- Chlorine level adjustable through automatic dosing practices is kept in 1-3 ppm range for all outdoor pools and 1-1.5 range for all indoor pools.
- All sunbeds and sunbed cushions are subjected to daily cleaning and disinfection processes.
- It is ensured that ventilation systems of the Indoor Pool are run smoothly.



# Proshop And Greenkeeping

- Transfer vehicles (golf car, Club car and etc.,) are **cleaned and disinfected after every use.**
- Golf players are allowed to **disinfect their own equipment.**
- If, any tournament is organized, maximum number of participants is determined and minimum **1.5 physical distance rule will be followed.**





## Summer Concerts



SİBEL CAN



ALTAY



ENBE ORKESTRASI



EBRU GÜNDEŞ

## Animation And Summer Concerts

- Seating order in the amphitheaters, activity spaces and etc. areas where concerts are performed will be arranged to preserve **social distancing**.
- Our personnel **will present your hand sanitizer, cologne and masks** for your during entry and exit to concerts.
- All show areas will be organized for sufficient number of people based on capacity.

# General Information



As the entire Sueno family, we purchase all our materials and goods, we present or produce for you to have a risk-free and pleasing holiday from safe suppliers and we accept them to our facilities after all necessary controls and disinfection procedures. Storage conditions and production methods of our facilities are under constant control and extremely hygienic environments.

Considering the infection conditions of the Corona Virus 2019 (Covid-19) pandemic, we are extremely aware that the Guest & Guest, Guest & Personnel and Personnel & Personnel relations in accommodation facilities are very important.

Wish to see you in your holidays you will spend safely, healthily and enjoyable through renovations we have done and will do in addition to our practices we do in all our facilities.

We respectfully request from you to follow the rules in our facilities during this term...

Stay healthy,

**Sueno Hotels Management**