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# 2020 HYGIENE MANIFEST

“Your health & safety is important to us.”

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# HYGIENE MANIFEST

In order to ensure that your stay with us is as carefree and relaxed as ever, we have drawn up a measures plan for the reopening to be implemented in all our hotels. Your health and that of our colleagues is of high importance to us.

The plan includes such measures as organisation, capacity planning and hygiene in addition to covering intensive training of our staff. With our health and safety management we want to offer you the best possible protection against infections in our hotels.



# HYGIENE MANIFEST

Dear guests,

As Emir Hotel-family your health is particularly important to us. During your absence, in which we of course miss you very much, we used the time to reschedule how we provide you the perfect holiday that you are used to. In the past few months, we have carefully monitored the consequences of Covid-19 worldwide and we are always reassessing them in order to react accordingly.

Our purpose to offer you a safe & healthy and feel-good holiday is a top priority. For this reason, all regulations of the World Health Organization (WHO) and the Turkish Ministry of Health regarding accommodation & catering areas of the Covid 19 regulations have been carefully implemented. All of our work processes have been adjusted accordingly. Risks were assessed and hygiene standards, distance control and the use of masks and insulation regulations were met in all areas.

We would like to share these measures with you, so that you are well informed before starting your holiday.

## OUR EMPLOYEES

- We want our employees to have a safe and healthy working capacity to work with a high level of motivation. A health & safety committee was set up in order to track and coordinate all measures.
- Our employees have a health check, which is regularly followed up by our hotel doctor.
- All employees have a hygiene training with a certificate.
- All Employees are aware of epidemic and protective measures.



## OUR EMPLOYEES

- Our employees' lounges are in accordance with the new distance rules.
- Our employees' lounges are equipped with hygiene & antiseptic products.
- The staff uniforms are changed daily and will be washed over 60 degrees.
- Our employees' transportations will be disinfected before and after transport.
- Masks are required in the vehicles and the seat capacity is limited.
- Before the start of work, the body temperature will be taken of all employees. In case of any symptoms the start of work is denied.
- There is a mask requirement in the hotel for all Employees.

## DISINFECTION OF PUBLIC AREAS

- All public areas are regularly cleaned and disinfected according to the legally prescribed antiviral and antibacterial agents by the Turkish Ministry of Health.
- Disinfection work is carried out by special trained employees.
- All ventilation shafts and air conditioning systems of the closed rooms in our system are cleaned and disinfected regularly according to the standards.
- The cleaning and disinfection in public areas, toilets and often used surfaces such as door handles, sinks, flushing and elevators are cleaned and disinfected more frequently.
- The number of disinfection dispensers in the hotel is increased significantly, so that guests and employees can disinfect their hands at all important contact points. This includes, for example, all places where food and drinks are offered, sports facilities and the lobby area.
- The seating in the public areas has been adjusted according to the new social distance rules.

## TRANSFER

- Vehicles for transportation our guests are cleaned and disinfected before and after each use.
- The use of a mask is mandatory and we provide hand disinfectants in every vehicle.





## CHECK IN

- All measures for a smooth check-in have been prepared in accordance with the new distance regulations.
- The body temperature of all guests is measured on arrival. If necessary, appropriate measures will be taken in consultation and according to personal data protection guidelines.
- All pieces of luggage will be disinfected in a separate luggage room before check-in.
- Our luggage trolleys are cleaned and disinfected before and after each use.
- The room cards will be specially disinfected





## GUEST ROOMS

- The rooms are cleaned and disinfected according to special standards before each arrival.
- The rooms are cleaned and disinfected at regular intervals with highly effective and antibacterial disinfectants to the regulations and recommendations of the Turkish Ministry of Health.
- Our housekeeping staff use new gloves and mask for every room.



## GUEST ROOMS

- Cleaning utensils are used only once.
- To avoid the spread of dust particles, the cleaning staff do not use a shaking technique when changing the bed linen.
- Textiles such as bed linen and towels are washed at 60 to 90 degrees and additionally disinfected using the necessary steam ironing procedure.
- Bathroom accessories such as soap, shampoo, etc. are carefully cleaned and disinfected before they are left in the rooms.
- A pandemic package consisting of mask, glove and hand disinfection is available in the hotel room.
- After cleaning the room, an ozone disinfection procedure is carried out in the room.
- All cleaning and disinfection work is checked by trained specialists.
- Door handles, telephone, kettle, remote controls for air conditioning and TV, the associated batteries, switches for bedside lamps, minibar and other frequently used items are regularly disinfected.

## RESTAURANTS & BARS

- The occupancy of the Restaurant & Bars are kept within limits in order to maintain the social distance.
- All restaurants and bars are equipped with additional disinfectant dispensers.
- Entrances and exits have been adapted to ensure the necessary safety distances and sign posted.
- Coffee and beverage machines are not used, beverage will be served by our service staff at the table.
- Buffets and bars are marked with social distance markers.



## RESTAURANTS & BARS

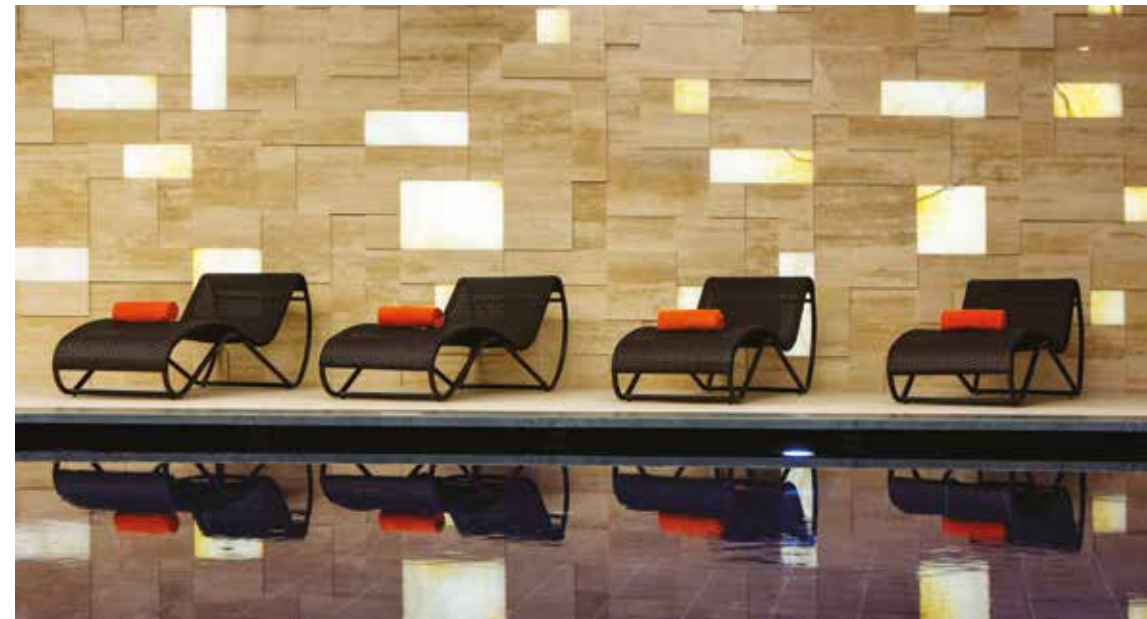
- Seating in restaurants and bars will be cleaned and disinfected after each use.
- Strict implementation according to ISO 22000: 2005 food safety standard.
- At the open buffets you will be served by our service staff. There is no self-service at our buffets until further notice.
- Masks and gloves are used in the preparation and presentation of the food.
- Baby chairs are cleaned and disinfected after each use.





## SPA & WELLNESS

- Spa & Hamam treatments by appointment only.
- The use capacity of the sauna, hammam and steam bath will be limited according the social distance rules.
- Changing rooms, showers, toilets and other common res are cleaned regularly with antibacterial disinfectants. In addition, general cleaning and disinfection are carried out more frequently.





## FITNESS

- The distance rules for fitness equipment have been adjusted.
- Fitness equipment is cleaned and disinfected before and after use.
- The fitness room is carefully cleaned and disinfected before opening and in between at specified times and in the evening after closing. This also applies to all devices.
- Additional disinfectant dispensers in the fitness area



## MINI CLUB & ENTERTAINMENT

Our outdoor mini clubs will be available for our little guests. The activities are carried out in extensive outdoor areas.

- Children's playgrounds are disinfected at regular intervals.
- Our Mini Club employees have been trained to the new hygiene standards.
- Indoor mini club areas remain closed until further notice and babysitting services cannot be offered.
- Our entertainment programs have been prepared by our animation team according to the new standards.







## BEACH AND SWIMMING POOL

- Our swimming pools are strengthened in accordance with Turkish health protection regulations. The pH values and the chlorine content of the pool are more frequently monitored. Temperature content and microbiological chemical analysis tests will be tracked by trained employees.
- The parasols at the beach and in the pool area are in accordance with the new distance rules and will be disinfected after each use.
- All sport & leisure regulations have the new social distance regulation.



## GENERAL INFORMATION

The strengthening of our immune system will highly depend on its nutrition. Your health is very important to us! Therefore we will provide you dishes from the Aegean and Mediterranean region.

All dishes are inspected at regular intervals by our quality management Specialists are commissioned to check the food.

In our facility is a 24/7 doctor service, which is available around the clock for emergencies. In the region there are several hospitals with competent service for your health.

We understand your concerns and take them very seriously. We miss you a lot but we carry you in our hearts till we meet again in the sun of Antalya at the beautiful Mediterranean Sea.

Stay healthy