



# HOLIDAY GUIDELINE

**Dear valued guests,**

We would like to inform you about the precautions we have taken regarding the unexpected COVID-19 pandemic that has affected the world.

Our highest priority is the safety and health of our guests and team members.

Since the start of the pandemic, we have been following the suggestions and reports for COVID-19 by the World Health Organization, Turkish Republic Ministry of Health Science Board, local health authorities and tourism industry association. Accordingly, all possible scenarios have been considered and strict measures have been taken.

In all of our hotels, POSI (prevention of spread of infection), food and water safety procedures, risk analyzes, and emergency procedures are applied. In addition, we are practicing all necessary enhanced measures regarding COVID-19 to ensure the most comfortable and safe stay possible.

In order to carry out this process together, we have developed a guideline which takes up the so-called "new normality".



## NEW NORMAL STANDARDS

First of all, “The New Normal Pandemic Action Plan” has been prepared with the involvement of our whole management team.

We have made our team members aware of the importance of improved personal hygiene and want to create awareness of the current situation and reduce the risk of infection through effective precautions. Furthermore, we have applied detailed cleaning and disinfection measures, especially for general areas and surfaces. We have included these cleaning and disinfection procedures in the implementation plans in all areas of our hotel. We are constantly working on the necessary preventive measures which are implemented at the highest level. The responsible employees and teams are appointed to carry out the individual tasks.

Our procedures are planned as described below from the first time you enter our hotels:



## HOTEL ENTRANCE

Your luggage will be picked up by our concierge team at the entrance of our hotel. Your luggage will be disinfected and then brought safely to your hotel room.

Our concierge team will direct you to our disinfection stand, which is equipped with a hands-free disinfection unit, disposable masks and gloves.

The necessary directions are displayed in the lobby and reception area to maintain social distance.

Prima Holiday – PrimaSol

Prima Urlaub – PrimaSol

## RECEPTION – REGISTRATION

Your travel information of the last fourteen days is recorded on the registration card in accordance with the data protection act. Your body temperature will be checked with an infrared thermometer and you will be informed of the result immediately.

In this booklet you may find the precautions we have taken against the COVID-19 virus.

Our guest relations team has been trained to assist you in all matters.

Your room door cards will be disinfected and handed out in protective cases.



## HOUSEKEEPING AND COMMON GENERAL AREAS

The "cleaning and disinfection plan" is designed to ensure cleaning and hygiene for all rooms, general areas, handtouched surfaces (door handles, operating elements, handles, elevator and elevator buttons, light switches, curtains, glass, armchairs, lavatories, reception, etc.).

Your room is prepared by disinfection and a 20-minute ozone application.

As soon as these cleaning procedures have been carried out, you will be informed by the sign "cleaned for your health" on your door handle.

Disposable masks and gloves are available in your room.

Pillows, comforters and decorative cushions used for decoration are not available in your rooms during this time.



## **FOOD & BEVERAGE DELIVERY AND SERVICE AREAS**

Our welcoming staff at the main entrance of the restaurants will direct you to disinfection stand prepared by us. The stand is equipped with a hands-free disinfection unit and disposable masks and gloves. After completing your hand disinfection procedures at the main entrance our welcoming staff will guide you to the outlet manager. You will be assigned a seat, which will be placed and arranged according to the distance rule.

In addition, special areas have been designed to serve risk groups. Guests over the age of 65 years, those suffering from chronic diseases or pregnant guests can use this area on request. Guidelines and markings have been placed in the food and beverage serving areas to maintain the social distance required while waiting for your service. Our responsible staff will always be on site to provide the necessary guidance and service.

For personal one-time use, custom packed cutlery, cups, tablecloths, paper napkins and disposable spoons will be served to your table.

After the use of the tables tablecloth, runner and placemats will be removed. Table and chair armrests are thoroughly disinfected and new tablecloths, runners and placemats are placed.

The cleaning of all materials present in the food and beverage areas, as well as the placemats before and after use, is carried out through frequent disinfection procedures in accordance with our hygiene and cleaning procedures.

A wider range of detox and immune-boosting food will be available. Designated corners will offer these specially prepared meals in our hotel.



#### **FOOD & BEVERAGE DELIVERY AND SERVICE AREAS**

The children's menus have been newly arranged for our little guests. In the restaurant, feeding chairs used by our youngest guests are stored in a private area. After the necessary disinfection procedures they are being equipped with disposable items such as baby bibs, wet wipes and paper napkins. In all areas used by children "cleaning and disinfection plans" apply. During closing times of these areas the ozone application is carried out carefully and frequently. Our experienced staff receives in-depth training on the cleaning and disinfection plans to ensure the cleanliness and safety of the children's areas. Our highest priority is to ensure that your children can enjoy a carefree and safe holiday.



## SPA AND FITNESS AREAS

The length of use and the capacity of saunas, Turkish baths and steam baths are planned to provide social distancing and safe usage of these areas. For this purpose, a reservation will be required.

Cleaning and disinfection plans have been established for the fitness rooms, which will be documented regularly. These cleaning plans include all surfaces of sports equipment, all contacted areas of control units and monitors, toilets, showers and changing rooms. Fitness rooms and equipment will be disinfected before opening, during the lunch break and after closing. They are prepared for the next day, with air and surface disinfection.

Self-service disinfectants and disposable paper towels will be available in the fitness rooms to ensure disinfection before and after each use of the equipment.



## POOL AND WATER SLIDES

Our pools fulfil all the necessary conditions defined in the “Implementing Regulation on Health Principles of Swimming Pools”.

The chlorine content of the pool water and the pH-value correspond to the values specified in the regulation and the data is measured and documented regularly.

The water of the children's pool and the small slide pools is emptied and refilled more frequently.

Sun beds are placed on the beach and in the pool area according to the social distancing rule. In the pool area you will find signs which provide further precautions, instructions and information in the context of COVID-19.



## ENTERTAINMENT AREAS

Some of the rules and practices that we need your participations are listed below: Seating arrangements have been introduced in the amphitheatres and event areas in order to ensure that the social distance rules are observed. Our sports and entertainment activities were also adjusted in accordance with regulations.

As PrimaSol Telatiye Resort & Hotel we closely follow the guidelines and reports of all relevant national and international institutions and associations.

Your compliance with these rules will contribute to the success of all measures taken.



**Dear valued guest,**

We kindly advise you to follow the visual and written remarks concerning COVID-19 regulations in the hotel:

- Follow the social distance rules.
- Keep your personal belongings in your room as far as possible.
- Wash your hands frequently and properly.
- Use the disinfection equipment that is provided regularly.
- Follow the safety instructions of our employees who are responsible for maintaining and ensuring the clearance regulations in common general areas.
- Make sure that you celebrate special days (such as birthdays) only with your family and people you share the same room with.
- Use the masks provided by the hotel when you leave the hotel. When returning to the hotel, use the hygiene mats provided for cleaning your shoes and wash your hands immediately.

In order to protect the health of you and our team members, be aware that visitors can not be accepted into the hotel.

During your stay, please contact us by using our online surveys, our **support number 100** or by talking to our guest relations staff in a one-to-one conversation. Please feel free to share with us your feedback and expectations regarding the precautions that we take.

Many thanks for your great support and understanding.

Best regards

PrimaSol Telatiye Resort & Hotel Management Team