



**AIM:**

Acting as per the “Zero Tolerance” principle and without compromise, these set of directives has been drawn up in order to control the sustainability of the hygiene standards and the contagion precautions within the facility as well as the protection of the health of the hotel employees, guests and general population.

**SCOPE:**

It includes the general precautions, measures and actions to be taken throughout the facility.

**Measures to be taken against the Corona Virus ( Covid - 19 )**

- Each guest will be asked upon arrival whether they have been to or travelled from a country which has been declared as risk group within the last 14 days and the information provided will be recorded via relevant forms.
- The temperatures of all the guests, suppliers and personnel will be taken via a thermal thermometer. Those who bear a body temperature over 38 °C will not be admitted into the facility.
- A CIVID 19/Pandemic Committee has been established within the Hotel Management
- Being an ISO 9001&HACCP certified facility, all the applied procedures, directives and relevant forms are being reviewed within the scope of Covid-19 and the necessary amendments and additions are implemented. They will be finalized as per the terms and conditions provided by the Ministry of Tourism.
- The areas regarding safe social distance will be made clear and specific stickers will be applied on floors in order to direct the guests to those areas and raise awareness.
- Secure Social Distance will be regulated for the common areas (restaurants, bars, lobby, swimming pool, Spa & Wellness areas). Information billboards will be put up both for the guests and personnel regarding the topic.
- Personnel will be recruited on the condition that they provide a health report.

**Hotel Faustina**  
**Uçar Turizm San. ve Tic. A.Ş.**



## **PANDEMIC DIRECTIVES**

### *COVID 19 MEASURES*

- Personnel will only start work after receiving Covid-19 training within the scope of orientation training. All personnel will be subject to test following the training.
- Personnel training will be repeated periodically.
- Disinfection procedures will be applied via sufficient number of equipment
- A Periodic Disinfection Procedure for Outdoor areas will be applied as per the specified directives.
- A Periodic Disinfection Procedure for Indoor areas will be applied as per the specified directives.
- A Periodic Disinfection Procedure for Personal Space will be applied as per the specified directives.
- Disinfection methods will be applied via using certified disinfectants which have been proven to be effective on bacteria and viruses and which are not harmful to health
- The rooms will be subject to disinfection procedure following the C/OUT of the guests and they will be kept unoccupied and de-aerated for a period of 24 hours prior to the next arrival.
- Room allocations will be applied by taking the Safe Social Distance into account
- The linen in the rooms such as the bed sheets and towels will be washed at 90 °C, using certified chemicals.
- The Goods Acceptance and receiving areas will be disinfected periodically as per the specified directives and all the activities will be recorded via forms
- Inspection and supervision of the storage areas and Food safety will be implemented by Food Engineers
- The kitchen areas will be cleaned and disinfected as per the specified procedures and directives and these activities will be recorded via relevant forms following the inspection of the said areas by the Food Engineers.
- All the procedures regarding the acceptance, storage, use and presentation of food will be monitored pursuant to the specified procedures and directives by the relevant Department Manager and the Food Engineer.

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## **PANDEMIC DIRECTIVES**

### *COVID 19 MEASURES*

- The Common Grounds will be cleaned using disinfectants on a daily basis as per the specified procedures and directives
- Kitchen utensils and service tools will be washed with special detergents and disinfected.
- Linen used in the room such as the bed sheets and towels will be washed at 90 °C
- Food and Beverage service will be implemented by the relevant personnel who wear masks and gloves, paying attention to the social distance.
- Room cleanings will be implemented by the relevant personnel who wear masks and gloves
- All the personnel will be subject to training on Corona virus, necessary measures to be taken and relevant procedures by specialist companies and persons –both in theory and in practice
- Disinfectant kits will be installed in all the common areas, floors and personnel quarters – visible but out of the reach of children
- In order to comply with Social Distancing Measures whilst using the elevators, priorities will be set and the elderly, handicapped and pregnant people will be guided
- In order to comply with Social Distancing Measures, the check-in procedures will be implemented one at a time so as to prevent crowding in the Reception area and the guest requests will be met swiftly.
- As per the certification statements by the Ministry, Social Distance will be maintained by opening two main restaurants if necessary
- As per the certification statements by the Ministry, a table service via A La Carte Menus may be taken into consideration instead of an Open Buffet Service in the Main Restaurant
- The table set up in the restaurant will be applied by taking Social Distance Measures into consideration
- Beverage service will be at the tables rather than self-service at the bar

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## PANDEMIC DIRECTIVES

### COVID 19 MEASURES

- Sun lounge lay out around the swimming pool will be applied by taking Social Distance Measures into consideration
- Swimming pool disinfection will be provided as per the nominal values set forth by the Ministry of Health, chemicals will be added periodically as per the directives and the values will be monitored via relevant control forms.
- Utility water disinfection will be implemented as per the specified procedures and directives and the monitoring and sustainability within the nominal values will be implemented by the legionella experts
- Spa & Wellness and Fitness areas will be disinfected with special equipment as per the specified procedures and directives and the use of those areas will be allowed by taking Social Distancing into consideration and for a limited number of people at a time.
- A 24/7 Health Service will be provided.
- Guests will be informed regarding the Covid-19 measures via brochures which will be available on our website, social media accounts, common areas and in the rooms as well as short videos on TV and our guidance at the common areas and they will also be warned by the members of the Guest Relations Department where necessary.
- Bills and posters which are aimed to provide information regarding Covid-19 and raise awareness about the necessary precautions will be placed at all the staff areas and quarters