



ALVA DONNA  
HOTELS

ALVA DONNA HOTELS GROUP  
COVID - 19  
PREVENTIVE MEASURES





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## CHECK-IN & CHECK-OUT PROCEDURES

With the aim of precautionous the temperature of our guests is measured by thermal cameras during arrival to the hotel.

Due to specially marked social distance areas quick check-in is done with minimum contact.

As an option online check-in is available without any contact.

Luggage is disinfected by our trained staff, that strictly observe hygiene rules and safely deliver it in your room.



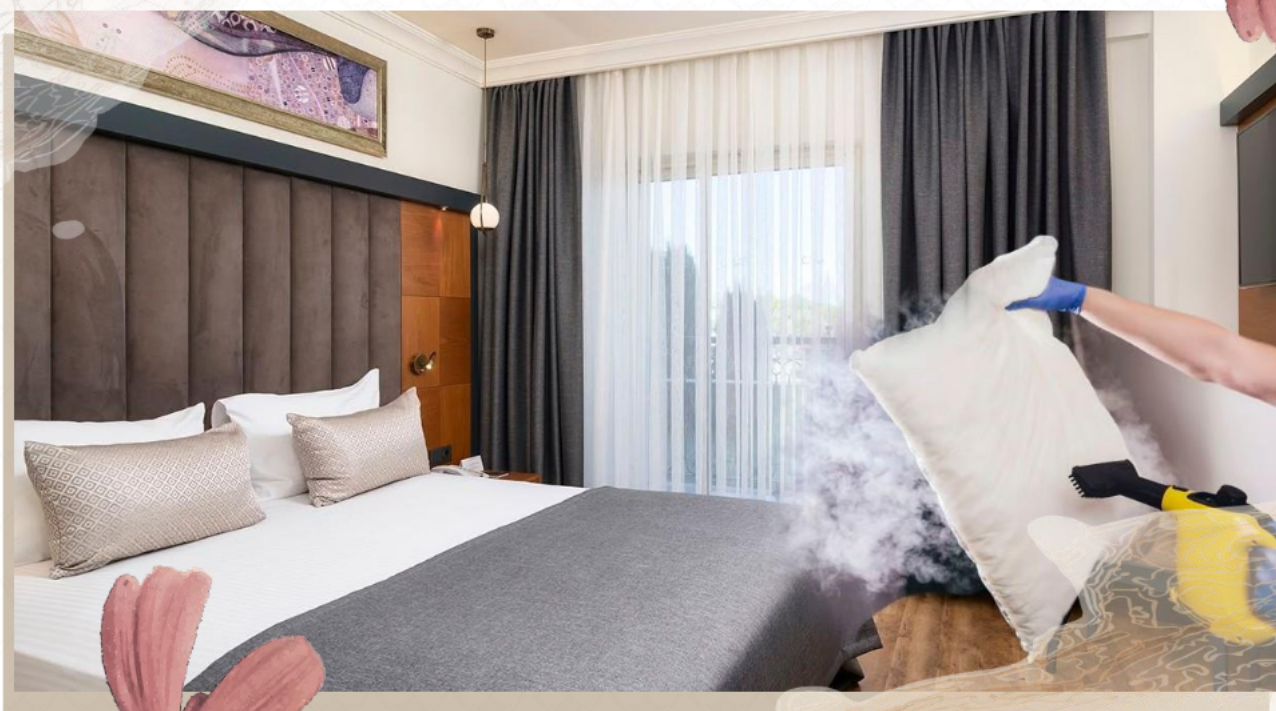


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## ROOMS

Our rooms are cleaned thoroughly and according to the instructions; disinfected with pulverization method and properly aired out. All textile products are washed at minimum 60°.

Each room is cleaned by disposal cleaning equipment.





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## FOOD & BEVERAGE

Ultra all inclusive system is valid. The open buffet has been separated by glass in front of the counters.

The food you choose is served by our personnel.

In order to avoid congestion, meal times have been prolonged.

The layout of all tables which are situated in bars and restaurants corresponds to the rules of social distance.



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## POOL & BEACH

All sunbeds and umbrellas are placed according to the social distance rules and 1.5 m intervals are preserved.

In accordance with international hygiene standards, pool water contains 1.3 ppm level of chlorine which is automatically provided by dosing system.



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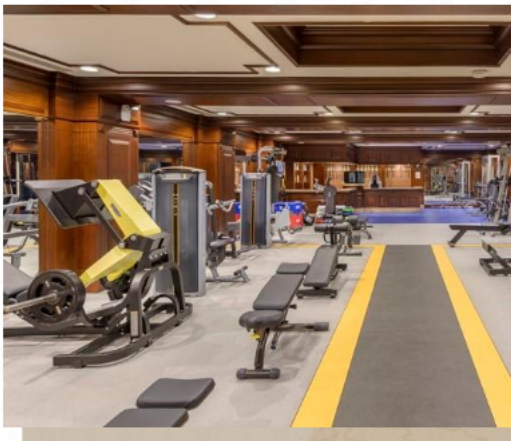
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## ANIMATION & ENTERTAINMENT

Sports and entertainment activities in our hotels are arranged by adhering to safe distance rules.

All sports equipment in our fitness halls are placed according to safe distance rules and disinfected after each usage.

The shows take place with social distanced seats layout.





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## KIDS CLUB & CHILDREN PLAY AREA

Playing grounds with risk probability same as indoor sections are unavailable.  
Aquapark for children and mini club pools are available.



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## PERSONNEL

Our certified staff passed training courses of pandemic preventive and protective methods, their temperature is measured before starting the work and in case of risk detecting, the personnel is not allowed to enter the facility.

Service vehicles are disinfected and ventilated frequently.

Personnel uniforms are washed daily at 60° and other equipment is disinfected constantly.

