

S P I C E

HOTEL&SPA



COVID-19 HYGIENE MANIFEST





INTRODUCTION:

The main pillar of the entire operational and organizational structure in the emergence of the service provided by Spice Hotel & SPA has always been human health and safety.

We believe that the continuity of the systems and a healthy operation can only be achieved in this way.

Thus, our Quality and Safety systems that we have created and are trying to improve day by day is a structure that our valuable large family sees as a life insurance in this sense, since the first day of our establishment. Our priority is to offer you a hygienic accommodation and a holiday where you can feel safe. To accomplish this, we briefly share with you, our hygiene and cleaning measures that we have increased in order to be prepared due to the COVID-19 Pandemic and other possible pandemic risks that may occur later, in this information booklet. Our procedures, which are implemented as Spice Hotel & SPA hygiene and cleaning standards, have gained even more importance due to

- Publication by the World Health Organization (WHO) titled "Operational Issues for Covid-19 Management",
- Comments and recommendations by the Republic of Turkey Ministry of Health Sciences Council,,
- Implementation of a new set of standards with the views and suggestions of local health units and sector associations.

Pandemic Monitoring Team formed by Spice Hotel & SPA right at the beginning of the pandemic process constantly follows the agenda and developments. Necessary revisions are made in procedures and practices according to the new situations developing thanks to the determinations and suggestions of our staff on duty.

MEASURES TAKEN ABOUT OUR EMPLOYEES AND OUR HYGIENE RULES

As hotel employees are in directly or indirectly in contact with you our esteemed guests and each other, their cleanness and their being kept healthy and aware of this issue is one of the most important factors for an effective general hygiene practice. Our precautions and practices are as follows.

- The transfer vehicles used by our employees on their arrivals and departures are disinfected before and after each service. Our employees have to wear a protective mask during transfers, and since the capacities of the transfer vehicles are used at a rate of 50%, a safe physical distance rule is applied.
- Our personnel undergo a general health screening before work, and fever measurements are made with digital thermometers. Our personnel, who has a high fever and has chronic illness with symptoms related to the disease, is not let working. Said personnel who do not feel well are instructed not to come to work and are informed about the procedures to be performed.
- Personnel uniforms are frequently changed and washed, and our personnel undergo disinfection before starting work.
- There is a sufficient number of disinfection units for the personnel in the areas of use and in the background work units. Each of our personnel disinfect their hands regardless of the department and they must wash their hands every half hour according to the rules.
- Our personnel working in the background such as housekeeping, cleaning services, food and beverage production areas and dishwashing must wear a mask and disposable gloves.
- There are posters and brochures on pandemic and hygiene in the personnel common areas and a safe physical distance rule is applied in these areas.



- Each employee knows and applies the safe physical distance rule in their relations with our guests and among themselves. Our employees, who are in direct contact with the guests, apply masks when necessary.
- Certified Occupational Physician is working for our employees in our hotel. We have action plans for possible situations..
- Since the beginning of the pandemic process, all our staff have been trained by specialized companies and health teams regarding pandemic and protection methods thereof, contamination conditions, and these trainings are repeated continuously. Also, these issues are constantly addressed in the Operation Meetings held every day.

OUR CHECK-IN & CHECK OUT PROCEDURES

A number of additional measures have been taken regarding the entry and exit of our valued guests to our hotel in an easy and hygienically safe manner.

- Suitcases and other items are disinfected by our personnel who have received the necessary training in this regard, are taken to our hotel and sent to our guests' rooms safely.
- With the fever measurement device located at our entrance door, our guests are passed through fever measurement and in case of a negative situation, they are not accepted to our facility as directed in our action plans and sent to the relevant health unit.
- Our staff in charge explains the measures taken and implemented and offers welcome cologne. In our hotel, Guest Relations personnel are assigned to assist you in all matters.
- All precautions have been taken to prevent the accumulation at the entrance and exit of our hotel, safe distance intervals have been displayed and safe resting areas have been created when it is necessary to wait.
- In order to eliminate close interaction of the guests, the number of seats and chairs has been reduced to a minimum and the necessary social distance has been created in the lobby and foyer areas.
- Door cards are prepared and disinfected before our guests enter the hotel and will be handed safely in their protected cases. Pens given to you for filling the required documents have been specially prepared by disinfection. All entrance registration procedures are carried out by taking into account the safe physical distance.
- Contactless POS Machines will be used within certain limits and these machines will be disinfected continuously.
- All transactions that may require contact during check-in and check-out are carried out in accordance with the safe physical distance rule and duly.

OUR DISINFECTION PROCESSES

Our hotel's Guest Rooms, Restaurants, Bars, SPA and Healthy Living Units, General Venues, Meeting Rooms, Congress Halls and all other guest areas, Kitchen Areas, Personnel Usage Areas, offices and warehouses are thoroughly disinfected.

Disinfection processes carried out by professional teams continue periodically.

In addition, our mobile ULV disinfection teams formed within our hotel are working on this issue.



GENERAL VENUES

OUR HYGIENE & CLEANNESS RULES

Our hotel is working with Ecolab Company, which is internationally known for chemical cleaning products. Ecolab Company provides detailed training to all our staff at regular intervals. For this reason, usage of the right dosage and the correct chemicals during cleaning is ensured. Cleaning processes are provided with suitable cleaning materials and different equipment for each area.

- In all general areas and WCs, great care is taken to clean surfaces, door handles, handrails, elevators, elevator buttons, sinks, faucets, urinals and toilets, as always. After cleaning with water and detergent, diluted bleach and surface disinfectant are used. Our staff working in all these jobs perform these operations while wearing masks and disposable gloves.
- There are hand disinfection apparatus and units in all our general venues, WCs and at every point where they are needed, and their follow-up is done meticulously.
- Cleaning and disinfection intervals are tightened and controlled through detailed checklists.
- Capacity utilization of our elevators is limited in a way to be used by only members of one family, 4 people from the same group or 3 people who are not related can. Elevator usage instructions are placed in visible places.
- Seating groups in all common areas and public spaces were rearranged taking into account safe physical distances.
- Our sunbeds in the beach and pool surroundings have been rearranged taking into account the social distance rules.





OUR FOOD & BEVERAGE UNITS

- Hand disinfection equipment is available at the entrances of all our Food & Beverage units, and our staff work at the entrances to make the necessary guidance regarding capacity utilization thereof.
- In all our Food & Beverage units, tables, chairs, stools and seating distances are arranged in accordance with the recommended safe spaces. Restaurant, Bar and general venue sizes and capacities are extremely spacious and sufficient.
- General cleaning of food & beverage venues and cleaning of table chairs, benches, buffets and all other materials is performed in accordance with the cleaning and sanitation plans and at the beginning and end of the service, disinfection processes are carried out.
- Our hotel buffet service system has been narrowed to a certain extent, and is frequently replaced with new ones by using more hygienic and safe materials and equipment in our kiosks. In general, minimal portion presentations are made.
- Our staff is constantly present in the kiosks and provides the necessary guidance and service. Our guests do not come in contact with buffets, and our cooks make presentations within the framework of social distance.
- Tablecloths and cloth napkins are not used in our tables and the management materials are properly disinfected after each use.
- The tea and coffee machines used in our restaurant will not be available to our guests. Tea and coffee will be served by staff.
- In our Food & Beverage units, presentations are made with single-use materials according to the environment outdoors.
- Vegan, Vegetarian, Pescatarian and Gluten-free foods will be prepared in all Restaurants according to the demands of the guests.
- Fresh spices, fresh greens and fresh vegetables are served at local product greenhouses created in the gardens of our hotel and the main restaurant offers an organic salad corner.

OUR GUEST ROOMS

Regarding our guest rooms, our aim is to provide you with the environment in which you will stay in a hygienic and clean manner.

- Housekeeping staff and chefs working in Room Cleaning work with masks and disposable gloves. After the cleaning of each room, before the cleaning of the other room begins, hands are washed and masks, gloves and cleaning cloths are changed.
- Effective disinfectant and bleach are used in room cleaning, and more attention is paid to the surfaces touched by hands. Door handles, batteries, telephone handsets, television controls, air conditioning controls, lighting switches and minibar are also disinfected after cleaning.
- Our rooms are ventilated for a minimum of 1 hour after the cleaning process is completed and routinely subjected to ULV treatment
- Room capacity utilizations are carefully monitored and room placement is provided in certain intervals. New guests are not accepted for a certain period of time after all cleaning and disinfection procedures.
- Towels are changed daily and whipping and shaking are not performed during their collection or spreading. This way, dust and particle formation is prevented and the contaminants are collected in separate areas. All used towels are washed at 90 degrees and in sufficient period.
- The boucle materials prepared for the daily use of our guests are disinfected before being replaced.
- Our minibar products are received from suppliers after being disinfected. They are kept in a safe environment and are again disinfected by our staff and served to our rooms.
- After our guests leave the room, the items such as pens, letterheads, brochures etc. are destroyed and not reused.

OUR POOL, BEACH & ENTERTAINMENT ACTIVITIES

- In our hotel, sports and entertainment activities are carried out in low capacities and lightly in accordance with the safe physical distance rules.
- The sunbeds between our Indoor Pool, Outdoor Pool and Beaches are placed sparsely according to the safe physical distance rule and a new order is provided. Our hotel beach and pool side capacities are extremely sufficient.
- Pool cleaning will continue to be carried out in accordance with chemical values that will not allow any disease or pandemic, as always.
- All sunbeds, sunbed cushions, beach and pool cabins and materials are subjected to necessary cleaning and disinfection daily.
- Necessary hygiene measures are taken in our indoor pools and ventilation systems are operated flawlessly.
- In hookah presentations, a single-use lantern is used and the bottles are disinfected under suitable conditions after each use.





OUR CHILDREN'S CLUB AND CHILDREN PLAYGROUNDS

- Children are our most precious assets and, of course, it is very important for us to let them have a safe and fun holiday. Sanitation, disinfection and cleaning of all areas used by children continue to be done meticulously and frequently.
- Our Children's Club staff, who take care of the children, are made up of hygienists who are experts in their fields.
- Our playgrounds are disinfected in detail by our cleaning team after each use.
- Considering the health of our children, products such as plush, small-piece toys, which cannot be easily cleaned and followed, have been removed from our playgrounds.
- Hygienic training activities are organized regularly by our personnel trained in our children's playgrounds.
- Our children's playgrounds are rearranged according to the social distance rules and activities are organized within the framework of these rules.



PANDEMIC EMERGENCY MANAGEMENT PREPARATION PHASE

In case of suspect or diagnosed guests and employees in our facility showing symptoms of disease, the actions to be taken not to allow the infection to spread to the wider population are defined by emergency and action plans.

THESE DEFINITIONS CONTAIN INFORMATION THAT CAN CONTROL THE PANDEMIC SUCH AS:

- Isolation Rooms
- Insulation Timesi
- Related Persons
- Internal and External Communication Units
- Internal and External Communication Units
- Considering the management of guests and employees who show signs of illness, the necessary internal communication is provided for the sympathetic guests or employees, so as not to allow the spread of the infection to the wider population;
- Channels have been created for the guests who show signs of illness to be notified to the management by the hotel staff (Employees of the department who are in direct contact with the guest such as housekeeping services, food and beverage service department, front desk, technical service that go to the rooms every day)
- Guests or employees who show signs of disease in our facility are directed to the hotel workplace doctor or contracted health unit. Guests or employees who refuse this recommendation will be removed from the facility through health ministry officials or law enforcement, as they pose a health risk and do not cooperate.
- No guests or employees whose disease situation have been approved by medical institutions can be kept in our facility. Persons with close contact with the patient are promptly directed to authorized healthcare facilities to conduct the necessary tests and examinations. Patients who do not accept and people who are in contact are requested to leave the hotel. Regarding the guests, the agency and tour operators are also responsible for this issue.



GENERAL INFORMATION

Our hotel is located in a central location and access to fully equipped health institutions is very easy.

Our hotel cooperates with ANADOLU ASPENDOS Hospital and we have a doctor service. Our action plans are ready in case of possible cases. All transactions and applications are recorded in detail.

All of the materials and products that we offer or produce to our valued guests are purchased from safe suppliers and accepted to our facilities after all necessary control and disinfection processes. Storage conditions and production methods are carried out in extremely hygienic environments in our facilities.

In addition, ABBA is the first in the world that has been decided by the Turkish authorities to meet certain criteria.

In addition, we continue to support Hygiene Certification Program for Pandemic which is created by the authorities of the Republic of Turkey under certain criteria and is a first in the world, to be awarded to tourism businesses by internationally recognized companies.

The transmission of the Corona Virus 2019 (Covid-19) pandemic from person to person is in the form of transmission from an infected person via respiratory droplets or direct contact. For this reason, Guest - Guest, Guest - Employee and Employee - Employee relations are extremely important in accommodation facilities.

GOOD BYE - STAY HEALTHY

SPICE

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İskele Mevkii, Belek - 07506 Antalya / TÜRKİYE
+90 242 715 35 35 • +90 242 715 21 97 • info@spice.com.tr • spicevip@spice.com.tr



www.spice.com.tr