



VONRESORT HOTELS

| ELITE | GOLDEN COAST | GOLDEN BEACH | ABANT |

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SAFE VACATION GUIDE

At VONRESORT HOTELS, the health of our dear guests and personnel is of great importance to us.

Our goal is to be able to offer a peaceful vacation in accordance with high hygienic standards.

For this reason, we want to share with you and our personnel the policies and precautions we have taken for you in regards to both sanitation and disinfection against infectious diseases such as Covid-19.





Disinfection Procedures

The guest rooms, restaurants, bars, SPA, kids club, play areas, general areas, meeting halls and every other guest areas such as kitchen areas, employee areas, offices and storage rooms are cleaned and disinfected only using the chemicals approved by the Ministry of Health; moreover the disinfection teams formed within our Hotel chains regularly maintain their disinfection procedures.

Check-in and Check-out Procedures

For the safe arrival and departure of you our dear guests into and from our hotels we have taken additional precautions:

- Our personnel at the reception will check your temperature and, in the off-chance of an issue, the situation will be shared with you and, in accordance with KVKK rules, the necessary procedures will be undertaken.
- Your luggage and other belongings will be disinfected by our personnel who have undertaken the necessary training for this and they will be delivered into your guest room safely.
- Our front office personnel will inform you on the measures and precautions we are undertaking in general and you will be presented with a brochure we made that has information on this.
- The reception area will have hand sanitizers available.
- All the precautions have been taken to prevent crowding at the entry and departure points, safe distance lines have been drawn and safe waiting areas have been designated for when the need arises.
- Key cards, towel cards etc. will be prepared, disinfected and put in a protective cover safely before our guests arrive at our hotels. The pens you will receive to fill in the necessary papers will be disinfected and ready for use. All entry and registry procedures will be carried out by putting safe distancing into perspective.
- While within certain limitations, contactless POS machines will be used. These machines will also be regularly disinfected.
- All the procedures that are required during the check-in and check-out procedures will be carried out in accordance with safe distancing rules and in an orderly fashion.





Guest Rooms

In regards to the chemicals used for cleaning out our hotels we work with an international chemical firm approved by the Ministry of Health.

All our personnel regularly undertake trainings on the right usage and safe dosage of the chemicals.

The cleaning procedures are regularly maintained using the appropriate cleaning supplies and various equipment.

- Our main concern is for you to have a hygienic and clean accommodation. For these reasons, after check-out, our rooms are left empty, to be disinfected with ozone and ventilated for 12 hours after the cleaning procedure so that the disinfected rooms are ready for our new guests.
- You can also access all the information about our precautions, hotel rules and other information using our info channel.
 - Personnel in our housekeeping department are working with face masks, aprons and single-use medical gloves.
 - After every room is cleaned out the mask and gloves are discarded and the personnel washes their hands.
- Rags are differently coloured depending on their usage (dust, window, sink, faucets etc) and are disinfected and washed based on the colour code.
- The chemicals used to clean the rooms are approved by the Ministry of Health, places that are interacted with more frequently are given a higher degree of attention. Places such as door handles, remotes, fauces, telephone handles, light switch keys, water heaters, mini bars and mini bar contents are cleaned and disinfected.
- All our textiles are washed at min. 70°C and max. 90°C for the recommended amount of time and then, ironed out with vapour at 170°C.
- All our hotel guest amenities are disinfected before being placed out daily for the use of our guests.
 - After cleaning the rooms for our guests, the rooms are disinfected with ozone and ventilated for a minimum of 1 hour.





Hygiene and Cleaning Rules for General Areas

- On the topic of cleaning supplies, our hotels work with products from 'Eczacıbaşı', which is known worldwide.
- In regards to general areas such as bathrooms, the surfaces which are interacted with more frequently (door handles, handrails, elevators, elevator buttons, sinks, faucets, urinals and toilet seats) are cleaned and then disinfected with disinfectants.
- Our cleaning personnel which are responsible with the cleaning of general areas, are using face masks, aprons and single use medical gloves.
- We have hand sanitizers that are available and refilled regularly in all our general areas, restaurant entrances, bars, mini club areas, stage areas, bathrooms and other areas where they might be required.
 - Our cleaning strategies are reviewed, logged in detail and regularly inspected.
 - Our elevators have been limited to be used by multiple people only if they members of the same family, with a limit of 4 people from the same group or a maximum of 2 people which are not part of the same group.
 - All shared and general areas have had their seating reorganized in accordance with safe distance rules.
 - At the indoor and outside pool areas, the beach sunbeds have been repositioned so that they are wide enough apart in accordance with safe distance rules.
- All sunbeds, their mattresses, the sunbathing areas and beach materials get cleaned and disinfected daily.
 - Bins for contaminated masks and gloves have been placed inside and around the hotels.

Guest Relation Services

- Guest complains will be observed carefully and, in questionable circumstances, guests will be directed to doctors and the hotel management will be notified.
- Guest relation personnel will now follow the safe distance rules to the maximum extent and, if required, they will meet the guest at a time and place that the guest chooses.
- Guest relation welcoming desks will follow the social distance rules.



Food and Beverage Services

Your health is of great importance to us and that is why all necessary precautions have been taken. All food, beverages and storage space cleaning and disinfection plans have been detailed and revised.

- We have made the cleaning and disinfection of your food and beverage service areas one of our highest priorities.
- Our personnel will help you, our dear guests, to the areas where food and beverages are served.
 - We have extended the dining schedule in order to prevent crowding in our restaurants.
 - Our 'All-you-can-eat' buffet will continue operating more hygienic and safer ingredients and equipment. Our personnel will help guide you and will continue to offer you the necessary services.
 - Hand sanitizers have been made available at the entrances of all food and beverage areas.

We also have personnel to greet you at entry, and inform you about the capacity of the establishment as well as offer you additional guidance.

- Seating, tables and seating areas in food and beverage areas have been reorganized in accordance with the safe distance rules.
 - Our tables and seats are disinfected after each user.
 - On the tables where food and beverage are served, there won't be any hazardous items such as table cloth and table napkins present; tables will have single use products such as salt, pepper, sugar packages present.
 - Beverage services will be served at the table.
 - Buffet desserts, salads and fruit will be serviced as portions.
 - Other products which can't be served as a portion will be delivered to you by our personnel.
- The cleaning and disinfection of the food and beverage areas, tables, seats, counters, buffets and all other equipment and materials will be performed thoroughly at the beginning and the end of servicing.





Spa, Fitness and Sport Areas

- Sauna, Turkish baths and steam bath usage capacities have been reorganized according to hygiene standards.
- Spa welcoming desks will use masks and medical gloves unless instructed otherwise by the hotel management.
- In our Turkish bath, sauna, massage and personal care services single use equipment and materials will be presented to suit the utmost hygienic standards.
 - All our personnel working in these areas will use their personal disinfectants and personal protection equipment with the addition of masks while working in dry areas.
- Within our fitness center all sporting equipment has been reorganized in regards to safe distancing and their disinfection procedures will begin immediately after each user.
- General places such as changing rooms, showers, bathrooms and equipment such as wardrobes, keys, towels, bathrobes, loincloths are being cleaned and disinfected.





Kids Club and Play Areas for Children

It is essential for the children to enjoy their vacation in safe and fun areas.

- Our personnel at the Mini Club will observe every child present, they will question the parents about the health status of the children and will report to their supervisor before allowing entrance to any children that might be suspected of health concerns.
- Seating in our Mini Club areas are reorganized in accordance with safe physical contact distances.
 - Mini Club personnel will wear face masks and medical gloves.
 - Mini Club play areas are being disinfected with ozone.
- Cleaning and disinfection of the Mini Club will continue to be carried out frequently and meticulously.
 - Our Mini Club personnel attending to the kids are professionals in their fields and have been briefed and trained about their responsibilities.
 - Within the Mini Club areas toys and plush toys and other items such as play balls have been removed due to the difficulty in assuring proper cleaning.





Entertainment

- Sport and entertainment have been reorganized and their hosting capacities have been shrunk in accordance with safe physical distance rules and will continue in a soft way.
- Group activities are going to be hosted outside and in smaller groups as much as possible.
- Activities such as yoga and gymnastics will be carried out maintaining a distance of at least 1.5 meters apart and in open areas.
- Cleaning and disinfection of all tools and equipment will be performed regularly.





Technical Services

- Water cleaning and disinfection as well as the water heating systems are operating within standard parameters.
 - PH level checking and disinfection of our pools is still being carried out.
- The chlorine levels of our swimming pools are 1-3 PPM for the outdoor pools and 1-1.5 PPM for the inside pools, as is enforced by law regulations. A level of 2 PPM for the outdoor pools will be maintained and all pools will be heated; PH and chlorine levels will be measured by our personnel 3 times per day and there will be signs indicating the results of the measurements available for our guests.
 - At the entry of all swimming pools there will be hygiene mats present and we will make sure our guests follow our pool entry rules.
 - The pools for children will be emptied out, cleaned and disinfected within predetermined periods.
 - The filters in our air conditioners are cleaned out regularly.





Precautions in Regards to Our Work Parameters and Hygiene Rules

We want to make sure that our staff is aware that their wellbeing and high hygiene standards for both themselves and the facilities is the main cornerstone of maintaining an overall highly efficient hygienic practice.

Here are the actions and precautions followed:

- Transit vehicles used for arrival and departure of our personnel are cleaned, ventilated and disinfected before and after each service.
- The capacity of the work shuttle for our personnel has been reduced to 50% and wearing face masks and safe physical distance rules are now enforced.
- Before our personnel begin their shifts, they undergo a general checkup and during each shift their temperatures are checked with a Non-Contact IR Thermometer. Personnel with fever or evidence of any illness are not allowed to start their shifts.
 - Our personnel change their uniforms very frequently.

Our uniforms are washed at an appropriate temperature and ironed out.

- Within common personnel areas there are brochures about the pandemic and hygiene related subjects and safe physical distance rules are being applied.
- The back-office and shared personal areas have had hand sanitizers installed.
- Our entire staff is instructed, trained and regularly audited to work according to general and personal hygiene standards.
- Our entire staff is required to wear aprons and use single-use medical gloves and face masks while working (when required).
 - A physician is assigned to our facilities.
 - The personnel dining hall, personnel changing rooms and personnel housing rooms have been reorganized according to safe physical distance rules and have had their cleaning plans updated to current standards.

