

ORKA SUNLIFE RESORT & SPA



SANITARY MANIFESTO ABOUT COVID-19 PANDEMIC

Dear our esteemed guests,

The new type of coronavirus disease (COVID-19) has caused a pandemic in the world.

In our country, a number of measures are being implemented to prevent the risk of infection and distribution.

Also for ORKA SUNLIFE RESORT & SPA your health is very important.

Our priority is not to expose our employees and you, our valued guests, to the danger of coronavirus in all areas, and to provide you with hygienic and safe accommodation and recreation.

In this challenging situation we find ourselves in, it has become imperative to heed warnings about our personal and public health and to take precautions. Above all, our guests and employees must wear masks in public places, respect social distancing rules and minimize contact with surfaces. Cleaning and disinfection is very important to prevent infections and fight epidemics. Please wash your hands often and use hand sanitizers available in public areas.

To prevent cross-infection, we pay attention to personal hygiene and clean and disinfect the contacting surfaces with high quality equipment and knowledgeable personnel. We provide training to our employees on the Covid-19 pandemic and hygiene.

We closely follow the agenda and developments with our Covid-19 Emergency Team, departmental committees and Workplace Health & Safety team, which we established at the beginning of the pandemic process, and apply the Covid-19 Emergency Plan according to the new situations.

In this regard, we would like to share with you the hygiene and cleaning measures that we have strengthened to be prepared for the COVID-19 pandemic and other possible epidemic risks that may arise in the world.

INFORMATION BOOKLET FOR GUESTS

RECEPTION (registration desk)

- ❖ The body temperature measurements of our guests are recorded and monitored upon entering the hotel.
 - ❖ Guests are asked to carry their luggage and/or their belongings to avoid the risk of infection. If you would like to be carried by a hotel employee, transportation will be carried out after observing the necessary hygiene rules.
 - ❖ Where lines may occur, markings have been made to maintain social distance, and such markings on the floor must be respected.
 - ❖ All our common areas have an alcohol-based hand sanitizer / hand sanitizer approved by the Ministry of Health.
 - ❖ The desk, pens, room keys, telephone, bell and other equipment are cleaned with an alcohol-based disinfectant.
 - ❖ All our common areas are located at a social distance of 1.5 meters.
 - ❖ In terms of social distance rules, distance is not required between our guests sharing the same room.
 - ❖ In order to protect social distance, the maximum number of people in the common areas of our hotel is determined at the entrances. Our guests must meet the maximum occupancy.
 - ❖ The elevators cannot be used by more than 2 people. (No social distance is required between our guests living together.)
 - ❖ Great attention should be paid to hand hygiene; hands must be washed for at least 20 seconds. Hands should be washed with soap and water.
 - ❖ Close contact such as shaking hands and hugging should be avoided.
 - ❖ When coughing and sneezing, cover your mouth and nose with a disposable tissue. If you do not have a napkin with you, you should use the inside of your elbow.
 - ❖ Protective clothing and equipment as well as a mask are kept at the entrance to our building.
 - ❖ Wear a mask in public places.
 - ❖ Gray-lined trash bins are placed in the common areas of guests; such containers are only for materials such as masks and gloves.
 - ❖ Guests must provide information about their whereabouts, chronic medical conditions, if any, and whether they have had COVID-19 in the past 14 days.
 - ❖ Guests are asked to complete a Covid-19 risk notification form, in which they must confirm that they will comply with the hotel's measures.
 - ❖ Information charts regarding Covid-19 and hygiene practices in our staff and common areas have been created and published in 3 languages.
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HOTEL TRANSPORT

- ❖ The furnishings have been made in accordance with the capacity rules of our hotel vehicles.
 - ❖ Our hotel vehicles have an alcohol-based hand sanitizer / sanitizer, cologne and enough masks for passengers.
 - ❖ Cleaning of frequently contacting surfaces such as seats, door handles, car handles is carried out and recorded before each service.
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CONTACT WITH GUESTS

- ❖ Our guests who wish to visit the SPA - Hammam - Fitness - Kids Club must dial “0” (zero) and make a reservation.
 - ❖ Indoor counters and shops adapted to the necessary hygiene rules.
 - ❖ **Ambulance;**
 - In case of emergency (in case of symptomatic or suspicious cases), there are certain isolation zones on the territory of the hotel.
 - In case of emergencies, measures are taken to identify patients with symptomatic or suspicious cases, after which an intervention plan is drawn up, and in accordance with this plan, information will be transferred to the ALO 184 Coronavirus Advisory Line of the Ministry of Health and the Regional Department of Agriculture and Forestry.
 - Information about the persons and organizations to be contacted in case of an emergency will be transmitted to the necessary authorities and through the appropriate channels.
 - If you find symptoms associated with Covid-19, such as fever, cough and shortness of breath, call the phone number "0" (zero) and inform the hotel about this.
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FOOD - DRINK (F&D)

- ❖ During the day, the body temperature of our guests is measured and recorded at random at the entrance to the restaurant for inspection.
 - ❖ Open buffets are covered with glass / organic glass domes and serviced by responsible personnel.
 - ❖ The distance between the tables in the restaurant is 1.5 meters, the chairs next to each other are 60 cm, and the distance between the seats in the lobby area is 60 cm.
 - ❖ After each service, the table, chair, bar, buffet and other surfaces that guests often touch are cleaned with an alcohol-based disinfectant.
 - ❖ After disinfection, highchair are covered with stretch wrap.
 - ❖ A spoon, fork, knife, salt, pepper, napkin and other products are presented to guests in personalized disposable packaging. Disinfectant is available on all tables and in public areas of the restaurant and bar.
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HOUSEKEEPING (HK)

- ❖ Disinfection processes for all of our sites and contact materials - equipment are performed after each use by guests and in accordance with the cleaning plan.
 - ❖ The rooms are equipped with disposable (shampoo, soap, shower cap), special disposable packaging for guests (glasses, plates, cutlery, etc.).
 - ❖ Rooms with C / O are disinfected using the ULV device after the cleaning process is complete.
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TECHNICAL SERVICE

- ❖ Cleaning practices are carried out in all our units, recorded and monitored.
 - ❖ In our pools, chlorine levels are periodically measured, recorded and monitored.
 - ❖ Ventilation systems for closed areas open to public use operate at full capacity using fresh air.
 - ❖ Filters of room and general air conditioners are regularly disinfected.
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KIDS CLUB

After service (use);

- ❖ Kids club has a room capacity rule and is limited to entry. For this reason, admission to the kids club is subject to prior reservation.
 - ❖ At the entrance, the body temperature of the children is measured and recorded.
 - ❖ Parents must bring their children to the club and hand them over to the attendant at the entrance, and pick them up at the exit.
 - ❖ Children without parents and an accompanying person are not allowed to enter the kids club.
 - ❖ The club notifies the parents of the children and the emergency response team about a possible case of illness or a suspicious situation.
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Spa-Hammam-Sauna-Fitness

After service (use);

- ❖ For spa, hammam, sauna, massage parlor and fitness center, the room capacity rule, visitor limit and advance reservation apply.
 - ❖ Upon entering these areas, the body temperature of guests is measured and recorded.
 - ❖ The use duration of the hot tub-sauna area by guests is no more than 30 minutes and every 15 minutes there is a process of cleaning, disinfection and ventilation.
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HOTEL STAFF

- ❖ All of our employees working in our building have a Covid-19 Pandemic and Hygiene Training Certificate approved by the Community Organization / Ministry of National Education.
 - ❖ All of our employees working in our building have received training on the plans and protocols applicable to COVID-19.
 - ❖ Gray coated trash bins are located in staff and guest common areas and are only intended for materials such as masks and gloves.
 - ❖ All precautions taken for guests are also valid for staff and required requests are made.
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Please remember to take the following precautions for health and general safety



When coughing and sneezing, cover your mouth and nose with a disposable tissue. If you do not have a napkin with you, you should use the inside of your elbow



Avoid close contact, such as shaking hands and hugging.



Avoid crowded places if possible.



Avoid touching your mouth, nose and eyes with dirty hands if possible.



Hands should be washed with water and regular soap for at least 20 seconds.



If water and soap are not available, use an alcohol-based hand sanitizer