



Preventive Measures for  
the Reduction of  
Hygienic-Sanitary Risks  
in New Reality

06.2020



## About IC Hotels

IC Hotels operating under IC Holding with its 40 years' experience in global economy has become a well known brand with 4 hotels situated in Antalya region and welcoming guests from all over the world: IC Hotels Residence, IC Hotels Green Palace, IC Hotels Airport and IC Hotels Santai Family Resort.

With 25 years' experience, strong and well trained staff, wide repeat guest portfolio IC Hotels has succeeded to be one of the leading brands of excellent service in tourism sector.

Our team has worked very hard to guarantee the relief and tranquillity guests need in terms of new reality. All necessary sanitary and safety measures have been developed.

We wish all our guests to have a pleasant and safe holiday.

# Hotels



Residence | Green Palace | Santai Family Resort | Airport



# Hotels



You think, you dream whole year about it, and you start preparations when the time comes. After a long hard year of work, if you are searching for a place to relax and get away from the busy city life and spend some peaceful time in a nice place, IC Hotels is the right destination for you.

Surely you deserve a marvellous holiday... We, as IC Hotels, see offering you an excellent holiday experience in all our facilities our most important duty.

And in 2015, with our totally renewed rooms, our quality approach of years, and a unique food and drink experience, we redefine the 'all inclusive' concept.

In IC Hotels Green Palace situated in the Kundu district, the greenest part of Antalya, famous for the blueness of the Mediterranean and the oxygen deposits of the pine forests at the point where green and blue meet, it is possible to spend an amazing holiday.

With 429 rooms in different alternatives, IC Hotels Green Palace attracts attention with its sandy beach as well as different concept pools spanning an area of 4 thousand square meters. We are proud to present a different kind of holiday service in our NICO kid's club divided into 3 age groups such as Baby Club, Mini Club and Teenage Club, totally renovated in the summer season of 2018 and suitable for 0 to 16 year olds.

Our new Aquapark concept gives a possibility to join the never ending fun while you collect some memories for you and your family. IC Hotels Green Palace, surrounded with rich gardens with more than 300 kinds of trees, bushes, flowers, palms and lakes with fish and swans, is located 25 km from Antalya city center and 15 km from Antalya Airport, serving with 'All Inclusive' during winter season and 'High End All Inclusive' concept during summer season.

# Hotels



IC Hotels Santai Family Resort, located in Antalya, Belek, spread on a 94.240 m<sup>2</sup> area, by one of the most beautiful beaches of the Mediterranean, hosts a big variety of plants and trees. As the name might suggest IC Hotels Santai Family Resort is the destination for a fun-filled holiday with all the family. Its NICO Kids Paradise is the most modern mini club in the area, Swim Up Villas are constructed in 2015, and its rooms are entirely renovated in 2012. It offers all family members a fantastic holiday experience with a splashtastic aquapark opened in 2016, a choice of pools and a whole host of activities and games. IC Hotels Santai Family Resort serves its visitors 12 months based on the concept of 'Ultra All Inclusive' with fantastic food options available everywhere from a la carte restaurants to snack bars, there is a variety of tasty dishes on offer that'll tempt even the fussiest of eaters. The hotel has 508 rooms and is 30 km to the Antalya city center, and 25 km to the Antalya Airport.

**OUR ALL INCLUSIVE CONCEPT** You think, you dream whole year about it, and you start preparations when the time comes.

Finally you deserve a marvellous holiday...

We, as IC Hotels, see offering you an excellent holiday experience in all our facilities our most important duty.

And we set to our journey in 2012, with our totally renewed rooms, new room types added in 2015, new aquapark and mini club, our quality approach of years, and a unique food and drink experience, we redefine the 'all inclusive' concept.

# Hotels



You think, you dream whole year about it, and you start preparations when the time comes. After a long hard year of work, if you are searching for a place to relax and get away from the busy city life and spend some peaceful time in a nice place, IC Hotels is the right destination for you. Surely you deserve a marvellous holiday...

We, as IC Hotels, see offering you an excellent holiday experience in all our facilities our most important duty. And in 2016, with our Lake Villas and Lake Deluxe Villas renovation, our quality approach of years, and a unique food and drink experience, we redefine the 'ultra all inclusive' concept with A La Carte Services. In IC Hotels Residence situated in the Kundu district, the greenest part of Antalya, famous for the blueness of the Mediterranean and the oxygen deposits of the pine forests at the point where green and blue meet, it is possible to spend an amazing holiday. With 43 villas in different alternatives, IC Hotels Residence attracts attention with its sandy beach as well as different concept.

IC Hotels Residence guests can benefit all the facilities of IC Hotels Green Palace which is situated in the same garden. IC Hotels Residence, surrounded with rich gardens with trees, bushes, flowers, palms and, is located 25 km from Antalya city center and 15 km from Antalya Airport, serving with 'Ultra All Inclusive' concept with A La Carte Services.

# Hotels



IC Hotels Airport located only 800 meters to the Airport, and 10 minutes to Antalya city center is not simply an airport hotel, but a city hotel hosting weddings and special gatherings. It serves all needs thanks to its great location close to business and shopping centers.

IC Hotels Airport is designed to serve short term travellers, group tour organizations, meeting and seminar organization businesses, and guests who want to spend their weekends and holidays with their families in a decent environment with a variety of activities. It also offers a pleasant facility for Antalya citizens to spend their weekdays or weekends with different activities, in gym and sports club.

# Certificates





## Safety Measures in New Reality

### *"You Are Valuable For Us"*

We are looking forward to welcoming you for happy and safe holiday in 2020 as it has been for years. Come and spend your best holiday in IC Hotels, following personal safety rules and keeping social distance.

# WELCOME!



We advise you to follow rules and regulations of authorized institutions, travel agencies and hotel in order to safely spend the holiday you've been waiting for a whole year. Your health is our priority ...



When planning your trip to different countries we recommend to purchase comprehensive travel health insurance.



The biggest support you can give us is to pay special attention to personal hygiene of yourself and your children while enjoying the best holiday ever. Hand hygiene and social distance are the most important parts of your happy and safe holiday.

# WELCOME!



Healthcare worker is present at the hotel round the clock.



In case of any health issue, please, contact our Guest Relations team.



We are the best team working together for a long time and supplying all your needs during your holiday. This makes us stronger and makes you happier and safer.



In common use indoor areas we recommend to wear masks. If you don't have one, our Front Office or Guest Relations staff will be happy to assist you.

# WELCOME!



During your stay we are left to ourselves. We would like to remind that in terms of new reality we do not accept visitors from outside.



# WELCOME!



When entering the hotel the outer surfaces of your suitcases will be disinfected with internationally accepted Diversey Oxivir Plus product.



Use web check-in option prior arrival by choosing the hotel you will stay at. Take advantage of the fast check-in when arriving at the reception – sign the form you have filled in on our website before arrival and collect your room key. The arrival process is now faster, easier, and more efficient.



Thermal cameras fixed at the reception instantly measure your temperature. In case of negative situation we'll share this information with you.

# WELCOME!



Reception staff brings your luggage to the room without contacting with the luggage of other guests and leaves it in front of the door. If you wish your luggage to be brought into the room directly, our bellboys will enter the room using disposable overshoes.



Room cards are delivered to you after being disinfected carefully.



While checking in, 1,5 m social distancing markers and U-layout ribbons are used. There are waiting areas ready in front of the reception.



While parking your private vehicle necessary hygiene measures are applied and afterwards vehicle is parked.



Elevators are constantly disinfected with automatic devices using fresh air. We strongly recommend you to keep social distance inside elevators and in waiting areas in front of them.

## YOUR ROOM IS READY



According to the plan only 50% of, maximum room capacity will be in use. The territory of each of our hotels is nearly 100000 m2. Thus social distance can be easily kept and nothing prevents you from spending the best holiday ever.



We'll try to keep rooms on both sides of your room empty.



There are hand sanitizers at the elevator's entrance. Please, follow the usage instructions.



Please, share your accommodation requests with us before checking in, we'll be happy to assist you.

## YOUR ROOM IS READY



Your room is being kept empty for 24 hours after cleaning and disinfection before your arrival.



We use Diversey products for room cleaning and disinfection processes.



Your room is being cleaned by our staff wearing disposable mask, gloves, cap and overalls. After every cleaning the equipment is renewed.

## YOUR ROOM IS READY



We use paper towels while cleaning. Mop and mop ends used for floor cleaning are renewed after each room.



Toilets and TV remote controls are covered after cleaning.



Towels are washed at 90°C and delivered to your room in special bags.



After cleaning your room is disinfected with UV-C and ULV devices.

## YOUR ROOM IS READY



After all cleaning operations we stick 'your room has been disinfected' label on the door, thus ensuring that nobody enters the room before you.



Room cleaning, towel change and minibar services are based on your preference. You can request these services via mobile application or by filling in the form in your room.



Room directory, runners and throw pillows have been removed from the rooms. We are using disposable paper cups instead of porcelain and glass cups.



The products for minibar are being disinfected with ULV devices during entry and exit, and are placed untouched in the minibar. Enjoy them!

## HAPPY MOMENTS IN COMMON AREAS



Beach/pool towels are individually packaged and distributed at towel desks in common areas, enjoy swimming and sunbathing.



We clean common areas more often.  
All our faucets are photocell.



All seating groups in bars and restaurants  
are arranged following social distancing rules.

## HAPPY MOMENTS IN COMMON AREAS



We organized sunbeds by the pool and on the beach in groups of two and three in accordance with social distancing rules. We recommend that you do not relocate the sunbeds. We are always happy to assist you.



## HAPPY MOMENTS IN COMMON AREAS



Please, inform us if you would like to be served at the same table during your stay. We'll be more than happy to reserve a table for you for the entire stay.



In all bars and restaurants we serve you using masks and gloves.



According to the new arrangement all dishes you've chosen are served to your table. If you wish, our buffet staff can also assist you.



In restaurants all drinks are served to your table.

## HAPPY MOMENTS IN COMMON AREAS



We continue offering delicious food using traditional cooking techniques.



Tables and chairs are disinfected after each use.



Cutlery is served in a special cover, salt and pepper shakers are disposable.

## HAPPY MOMENTS IN COMMON AREAS



Ketchup, mayonnaise, olive oil, lemon juice and similar sauces are disposable or served directly to your table.



In our F&B presentations we gave priority to the products that will strengthen the immune system. If you have dietary restrictions, please, inform us beforehand.



In outdoor bars we bring your orders to the table.



We serve drinks in paper cups, bottles or cans. Please, specify if you wish your drink to be served in glass.



We serve nuts and chips in sealed packages in all our bars.



In IC Hotels Airport breakfast, lunch and dinner can be served at the restaurant or ordered directly to the room.

WELCOME!



All our indoor and outdoor pools are open. We strongly recommend you to take a shower and use foot disinfectant pool before swimming.



## HAPPY MOMENTS IN COMMON AREAS



In food production we are acting regarding TSE, ISO and HACCP criterias. All fruit and vegetables are disinfected with ozonation. The origin of all products is determined.



Dish washing operations are carried out without touching kitchenware. All cleaned dishes are kept in closed cabinets before service.



Our audits are conducted internally by hotel's quality staff daily and externally by private audit firms monthly.

## HAPPY MOMENTS IN COMMON AREAS



For pools' cleaning we use the upper limits of chlorine rates according to administrative obligations.



Kid's pools are emptied twice a week and filled up again. In case of hygiene problem pools are closed till hygiene conditions return to normal.



When using the pool we recommend to use waterproof diapers for children and swimming cap, ear plugs and goggles for both, adults and children. Please, remind you children not to swallow water in the pools.



Our water parks are operating with maximum capacity according to social distancing rules.

## HAPPY MOMENTS IN COMMON AREAS



We are taking care of trees, landscape and lawns using organic fertilizers. Enjoy spending best moments with your children on our green and safe lawns.



We recommend escaping sustained exposure to direct sunlight during the peak hours of sun irradiation (11:00 -16:00 hours). It is very important for your health.



According to hygiene and health regulations we strongly recommend not to consume food by the pool and on the beach.



We recommend using towels individually without sharing even with your family or children.

## HAPPY MOMENTS IN COMMON AREAS



Balanced consuming of acidic, alcoholic, sugary and browned products will help you to have a pleasant holiday. Do not forget to drink plenty of water and eat fruit and vegetables.



All necessary hygiene precautions are taken in shopping areas.



In case of technical malfunction in your room our technical staff is happy to fix it wearing disposable mask, gloves, overshoes and face shield. We kindly ask you to ventilate the room and leave it until the malfunction is fixed. Afterwards the room is disinfected.



The territory of each of our hotels is nearly 100000 m<sup>2</sup> and 80% of it is green. Garden irrigation operations are held at night in order not to disturb you. Irrigation is made with mains water and irrigation caps are disinfected weekly.



Our entertainment activities are presented following social distancing rules. We'll have a lot of fun this year!

## HAPPY MOMENTS IN COMMON AREAS



Sitting layout in entertainment areas has been redefined. In order to avoid density during evening hours shows, live music and kid's activities are launched in different areas at the same time.



Social distancing rules are observed during wellness, health, sport and entertainment activities during the day. All equipment is disinfected before use.



We try to organise more activities outdoor. It's also very important for your health.



Our Baby Room is closed for a while. Theme cooking activities are paused for a short period of time.



## IC HOTELS TEAM IS WAITING FOR YOU

*The health of our experienced team working for a long time in IC Hotels is also protected ...*



We are wearing masks and disinfecting hands in service vehicles. Also there are masks and pocket hand sanitizers for staff in the hotel.



In service vehicles single and cross sitting is used in order to protect social distancing. Every service vehicle is disinfected with ULV device before and after each use.



When entering and exiting the hotel the temperature is measured by thermal cameras.

## IC HOTELS TEAM IS WAITING FOR YOU



We have received all necessary health and hygiene trainings relevant to the pandemic process, our certification processes have been completed. We are also supported with quality service trainings. Our education department constantly updates the training contents.



Our precision in F&B and cleaning services offered for guests is also applied in serving our team in staff common areas.

## IC HOTELS TEAM IS WAITING FOR YOU



Document distribution within the hotel has been minimized and we have created a digital infrastructure.



Personal hygiene conditions are fulfilled completely.



All team members have done all necessary tests and health checks before starting to work.

*You are valuable for us!  
As IC Hotels Team we wish you  
to have a happy and safe holiday with us.*