

LONICERA HOTELS

COVID-19 PROGRAM

"Feel safety and peace of mind"

Applications that we will do for you and your loved ones to have a healthy and safe holiday:

Dear Guests and Business Partners,

All countries in the world as well as Turkey, was negatively affected by the epidemic Coronavirus (Covidien-19). The tourism sector has come to a halt due to travel restrictions and increasing anxiety of people. There have been good developments, however; thanks to the superhuman studies and unique sacrifices of healthcare professionals, relevant managers and experts, we have made this process lighter in our country compared to many countries.

What are the precautions we take?



We are happy to see our guests again During this time, we continued to work. We know that people's expectations will change after the coronavirus outbreak. Accordingly, we made researches; The World Health Organization, Republic of Turkey Ministry of Health, Republic of Turkey Ministry of Culture and Tourism, we examined the recommendations of the authorities, especially the Ministry of Tourism, we talked with experts, we listen to our guests and our agency partners. We updated the operation of each unit to make our guests have a safer and healthier holiday. With the awareness that our business is actually hosting, we have given importance to every detail to accommodate you in the safest way.



Ministry of Tourism Coronavirus Certificate

On April, Mr. Mehmet Ersoy, Minister of Culture and Tourism, announced that they will initiate a certification process in tourism after coronavirus in a television program he attended. Certificate standards were published in mid-May, when the requirements and conditions were clarified. And we are honour had qualify ministry's safe tourism certificates for the safety of our employees and guests.

Our Employees

No Coronavirus cases have been approved by any of our teammates since the Covid -19 outbreak began. We would like to state that we are aware of the fact that a healthy and safe service starts with ourselves and that we closely monitor the health of our employees.



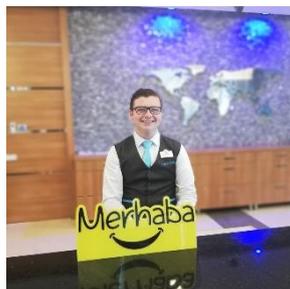
- Periodic health checks of our personnel are performed, and information about the family they live with is obtained.
- Our staff is constantly trained on the subject.
- At the entrance of the staff, their fever is measured, if there is a suspicious situation, they are not taken to the facility and sent to the nearest health institution.
- The same staff works in the same area and at the same time as much as possible.
- Necessary uniform and hygiene equipment was provided according to the area where the staff worked.

Safer Public Places

We have renewed the general cleanliness standards. Our hotels, which are still applying international cleaning and quality standards, have adopted the new standards required after the coronavirus epidemic. According to this;

- All areas are cleaned using appropriate products according to the quality of the surface, using appropriate frequency, traceability records of these applications are kept.
- Every contact is disinfected with disinfectants approved by the Turkish Ministry of Health. Especially the door handles, elevator buttons, handrails and similar places are frequently checked and cleaned.
- Plastic, metal and similar surfaces are disinfected with steam systems over 100 ° C at periodic intervals apart from wiping with certain cleaning chemicals.
- Large and closed areas such as lobby are constantly ventilated naturally. Periodic maintenance and necessary sterilization of central air conditioning systems are provided. Filters of air conditioning and ventilation systems are periodically replaced on time.
- Reception and guest information desks and equipment, all electrical and electronic devices in the rooms, all surfaces are cleaned with medical level professional disinfectants used in hospitals and health institutions periodically.
- Guests will be accepted with a minimum distance of 1 meter inside the elevator and the inside of the elevator will be disinfected frequently.

Guest Acceptance / Check – In



- Contactless fever measurement is applied to the guests at the entrance to the hotel. In fever measurements higher than 38 degrees, the guest is not taken into hotel and the nearest health institution is informed.
- There is a hand antiseptic at the entrance of the facility and at various points.
- Hotel check-in procedures will be done through Online C / In via Lonicera Hotel's Application.
- If payment is to be made, it is made in a contactless way. If the guest's card does not have this feature, the payment pos device is disinfected after each payment.
 - Lonicera Hotel's private room hygienic room wristbands, which are the feature of entering the contactless room, are attached to the guests.
- Guest suitcases will be disinfected without being taken to the room and will be left in the room by the staff.

Safer Guest Rooms



We have launched new cleaning practices so that your room where you rest and sleep during your holiday is as reassuring and hygienic as your home.

- Our rooms are periodically disinfected with ULV devices.
- Towels, sheets and pillowcases are washed and disinfected between 65 ° - 90 ° C with chlorine and high quality detergents.
- It is ventilated for minimum 1 hour during the daily cleaning.
- Hand disinfection has been added to the bathroom amenities.
- Minibars are disinfected before packed food and drinks are placed.
- The floor and furniture surfaces in the room are disinfected with hygiene materials to the extent required by the authorities to combat coronavirus.
- The windows and curtains are left open during the cleaning so that the rooms get a constant sun.
- All surfaces in the bathroom are also disinfected according to the standards.
- Air conditioners inside the room are frequently disinfected and their filters are cleaned.
- Room cleaning is carried out by the same staff as much as possible using masks and gloves.

Food and Drink Areas for Safer Flavors

Enjoyment the standards of delicious meals and desserts that the guests of Lonicera Hotel are accustomed will be preserved and will be offered to you more safely.



- We increased the distances between dining tables. We have applied the social distance rule here by using the number of restaurants in our hotels and the advantage of large space in restaurants. We would increase the table capacities outside.
- The distance between the chairs in seating areas will be set as 2,4,6 and 8 people, will be minimum 60 cm and the distance with other tables will be minimum 1,5 meters.
- We arranged food service times to ensure that they are not crowded.
- We increased the frequency of disinfection of restaurant equipment. After each service, all equipment and space will be disinfected.
- We will provide information that shows the busy hours of the restaurants. In this way, guests can choose to eat during the hours when there is less intensity.
- Hand sanitizer will be kept constantly in restaurants, bars and snack kiosks.
- The meals will be served to you by our Chefs and service staff for your health and safety.
- Service vehicles, spoons and tongs in open buffets will be renewed at short intervals.
- Water service will continue to be served in disposable bottles.
- Disposable cups, cutlery and knife sets will be used for the guests who desire in Restaurants and Bars.
- Trays, plates and similar service products used in restaurants are cleaned with high temperature according to the coronavirus cleaning standards, chemicals accordingly are used and air dried.
- Personnel preparing and serving food constantly use masks and gloves.
- Disinfection of the kitchen is carried out before and after each production.
- Roll breads are now used for one person in the bread buffet. Contact and slicing are prevented.
- In this process, all kinds of beverages will be served by the staff.
- Dishes are cleaned with high temperatures and suitable chemicals and detergents.
- The certification, cold chain and disinfection steps of the imported products for meals are checked before arriving at the hotel.
- Our staff will direct our guests who come to our restaurant to the tables in accordance with the number of people.



Children's Club



Lonicera Hotels has always been popular for families with children. Families going on holiday with their children or babies have always had a pleasant holiday in our hotels. With the advice of the Ministry of Tourism and Culture, the Children's Club and Garden will serve as they used to, taking the necessary hygiene measures in accordance with the physical distance rules.

Safer Beach and Pool Pleasure



Our Mega Aquapark, which consists of 4 outdoor swimming pools, 2 indoor pools, 19 slides within the body of Lonicera Hotel, and our beach, which has the best coast of the region;

- By checking the chlorine values of all our swimming pools at least 3 times a day; By ensuring the necessary hygiene practices with certified pool personnel, pool waters are ensured to be healthy.
- We change the layouts of the sunbeds located on the beach and pool sides. Accordingly, we make groups of 2, 3 and 4 people. We pay attention that there is at least 2 meters distance between them. Since our hotel has a large area, we pay the best attention to social distance.
- As with all surfaces throughout the hotel, sunbed surfaces are disinfected before each use with necessary hygiene materials.
- Directives suitable for the number of people will be made in the areas for sunbeds by our staff in charge.

Safer Entertainment



Summer holidays mean outdoor entertainment, pool games, parties and activities. Maybe not everything will be the same for a corona-free holiday, but we will continue to have fun and entertain. We have completed our preparations to make this safer.

- We updated the activity program. Sun means health, and we carried our activities to places with plenty of Mediterranean sun outdoors.
- We took measures to provide social distance in the animation scene region, which hosts entertaining shows each evening.

Spa and Fitness Services



We have made updates in Sport and Fitness areas for your health and relaxation.

- A suitable number of people will be admitted to the fitness centers in accordance with the social distance rules.
- All the tools used in the fitness center are often wiped with chlorine-based disinfectant, the whole place is ventilated with fresh air.
- Our Turkish Baths and Saunas will be regularly disinfected and will serve in accordance with the social distance rules.
- Fitness and Spa services will serve by appointments at busy times.

We missed you so much. We are happy to see you again and to host you safer in our hotels.