

COVID-19 and OUR HYGIENE PRACTICES



STONE
GROUP

WE ARE READY FOR HEALTHY and BEAUTIFUL DAYS!



In addition to the measures and changes set out in the legislation, we have activated many additional hygiene practices on our own initiative for you. During this period, we established our hygiene board with the participation of different experts and started to plan the activities after Covid-19. In a short period of time we embodied all our measures and realized our investments for physical transformation. Our priority is to allow you, our esteemed guests to have a healthy, safe and peaceful holiday.

STONE GROUP

HYGIENE MEASURES RELATED TO OUR EMPLOYEES



HYGIENE

All our personnel receive hygiene training. Before starting work, all personnel are examined by the workplace physician and fever measurements are made with a digital thermometer. Travelling personnel remain in quarantine at their home or lodgings for 14 days before starting work. Personnel shuttle services are regularly ventilated and disinfected. Hand sanitizers are deployed in all lodging units, and the personnel's temperature is measured with a digital thermometer at the entrance and exit of the lodging. Personnel are provided with personal protective equipment (mask, surgical mask, gloves, visor etc.) and their use is monitored. Hand dispensaries, handkerchiefs and bags of biological waste were provided at the entrance to the personnel locker rooms. Personnel uniforms are often changed washed at 80 C and undergo special disinfection procedures. Hand sanitizers are available in the personnel dining hall and rest areas. There are posters stating the importance of hand hygiene and respiratory hygiene in all personnel common areas and working units in the background.

PERSONAL DISTANCE

It is obligatory to comply with rule of maintaining 2 meter social distance in the personnel dining hall, common use areas and lodgings. Care is taken to employ the same personnel as much as possible on the same shift. Our lodgings are provided in the personnel accommodation in accordance with social distance rules. The personnel dining hall and cafeteria are organized according to this social distance rule. No more than 2 people are allowed to use the lifts used by the personnel. Personnel shuttle services work with 50% capacity in order to maintain safe distance. Posters stating the importance of social distance in the personnel dining hall and communal areas guide our personnel.

MEASURES TAKEN IN GENERAL AREAS



HYGIENE

Internal areas, public areas and lobby cleaning services are periodically cleaned every 3 hours using effective disinfectants. In all general use toilets and frequently used surfaces (elevator buttons, door handles, handrails, etc.) effective disinfectants (chlorine tablets, alcohol-based disinfectants, bleach, etc.) are used for cleaning works. The entire cleaning team uses disposable gloves and masks during this process. Disinfectant units have been provided in areas where there is high contact with the hand, such as all public toilets and elevator fronts. Periodic maintenance of ventilation and air conditioning system and other tools, equipment, materials, equipment such as laundry, dishwasher, and sterilization of necessary ones are provided.

PERSONAL DISTANCE

Seating arrangements in all public areas and public spaces are arranged in accordance with social distance rules (table breaks are 1,5 meters; chairs at the same table are 60 centimeter distance). In-elevator landmarks and written information regarding the use of elevators according to social distance rules were made. All lifts can be used by a certain number of guests under personal distance rules.

CHECK-IN and CHECK-OUT PROCESSES THE HOTEL



HYGIENE

At the check-in to the hotel, our personnel, the hygiene measures we are implementing are explained in general and our improved new concept brochures are presented to our guests. Our guests are welcomed at the entrance to the facility with non-contact fever measurement applications and hand disinfection facilities. Upon request of guests, our valets take the vehicles to our parking area in accordance with hygiene rules. Bellboy service will be provided at the request and approval of the guests. There is always a disinfectant spray and mask in the reception desk. Our guests are tested at the entrance and the necessary records are kept. These records are only shared with themselves within the scope of Protection of Personal Data. For the use of our guests, personal protective equipment such as mask, glove, and disinfectant are available in our front office and guest relations departments. Door cards are disinfected and presented to our guests in a single-use cover.

PERSONAL DISTANCE

Our guests are checked in and checked out in accordance with social distance rules, while our waiting guests are directed to the seating areas. The work plan behind the desk of the receptionists is arranged in accordance with the personal distance rule. (Identity reading, copiers, computers are also arranged in this way.) To ensure that the necessary social distance is maintained, to facilitate and to follow the necessary marks are put in relevant places.

CLEANING and MEASUREMENTS IN GUEST ROOMS



HYGIENE

Mask, bone and disposable gloves are used during room cleaning. Materials such as light switches, drawer handles, kettle and control, which have a lot of hand contact, are subjected to special disinfection process. The rooms are cleaned with disposable cloths. Textile products such as linens, towels, linen etc. are specially prepared for our guests in accordance with hygiene boards in our professional laundry room. After check-out, the guest room is cleaned and ventilated with fresh air for 12 hours and ozonized. Filters, maintenance and changes of air conditioning / ventilation systems are carried out by our professional teams. Extra disinfection is applied to the most commonly touched areas such as electrical buttons, door handles, television controls and thermostat buttons. Housekeeping personnel will not perform the cleaning process while the guest is in the room, even on request.

PERSONAL DISTANCE

Materials such as extra pillows, pike, bedspreads, decorative pillows have been removed from all rooms.

KITCHEN and FOOD and BEVERAGE UNITS



HYGIENE

Both the food in the open buffet and the food in the cooking unit are served to our guests by our personnel on their plates at the social distance. Our restaurant kiosks are equipped with a transparent buffet visor so that food can be given to our guests in a sterile environment. Hand sanitization units, masks, gloves are provided at the entrances of all our restaurants and outlets. All service personnel are on duty with gloves and masks. Seating groups in all food and beverage units are disinfected before meals. Tea and coffee machines used as self-service will not be used by our guests for a certain period of time. The products such as salt, pepper, toothpick etc. offered at the dining tables will be offered in single-use packages. In the shipments of raw materials and products to the food production area, hygiene barriers, sterilization devices, tools and equipment necessary for hand and body hygiene are kept in the kitchen area. All food and drinks produced and served in our hotels are produced, presented and documented under the ISO 22000 Food Safety Management System.

PERSONAL DISTANCE

The seating order in all our restaurants and bars has been rearranged according to the social personal distance rule. (Distance between tables is 1,5 -2 meter, minimum 60 centimeter between table's chairs). To ensure the maintenance of the necessary social distance, to facilitate and follow-up the places required marking has been made. Guests who receive service from the buffet can also use this area in a limited way according to the personal distance rule.

POOLS and BEACHES



HYGIENE

Outdoor pools are subjected to the highest level of chlorination at 1-3 ppm and indoor pools at 1-1, 5 ppm. This process is checked by professional teams in daily / weekly / monthly periods, verified and analyzed and recorded. All deckchairs and seating groups in the beach and pool area are periodically cleaned with effective disinfectants. The beach and pool area has signs warning that showers should be taken before swimming in the pool.

PERSONAL DISTANCE

All sunbeds and umbrellas in the pool and beach area are arranged according to the personal distance rule. (Deckchair intervals are 1.5 meter) To ensure the maintenance of the necessary social distance, to facilitate and follow-up the places required marking has been made. The warning sign for the personal distance to be observed in the pool is located around the pool and is followed by the lifeguards who have passed the necessary training.

SPA and FITNESS CENTER



HYGIENE

Hand sanitization unit, galoshes, boot, disposable mask are available at the entrance of the Spa & Fitness area. All fitness equipment is disinfected during certain periods. Products such as soap, shampoo and shower gel are offered to guests on a disposable basis. All SPA areas and rooms have improved disinfection and ventilation applied in guest rooms.

PERSONAL DISTANCE

The SPA and Fitness areas are available in accordance with the personal distance rule, with an appointment procedure and a maximum duration of 30 minutes. Fitness equipment has been rearranged in accordance with the personal distance rule. (1.5 meter between equipment) necessary markings have been made to the places to ensure, facilitate and follow up the necessary social distance.

MEETING ROOMS



HYGIENE

The frequency of cleaning services in all meeting rooms has been increased and they are cleaned periodically using effective disinfectants between meetings. In all meeting room toilets, frequently used surfaces (elevator buttons, door handles, handrails, etc.) cleaning works are done by using active disinfectants (chlorine tablets, alcohol-based disinfectants, bleach etc.). Disinfectant units, masks and galoshes were provided to the entrance of all halls. Equipment used in meeting rooms (microphone, monitor etc.) is disinfected with effective disinfectants. All halls will be periodically ventilated with fresh air. In food and beverage units (tea and coffee machines, cookies etc. services) only our personnel provides services.

PERSONAL DISTANCE

The seating arrangement in all our halls has been rearranged according to the social distance rule. (60 cm between chairs, at least 1,5 meter between tables) all the tables in the foyer area, bistro tables are also arranged according to the social distance rule. To ensure the maintenance of the necessary social distance, to facilitate and follow-up the places required marking has been made.

RECREATIONAL ACTIVITIES CHILDREN CLUB & WATER SPORTS



HYGIENE and PERSONAL DISTANCE

All animation programs applied in our facilities have been rescheduled according to social distance and hygiene rules. To ensure the maintenance of the necessary social distance, to facilitate and follow-up the places required marking has been made. Disinfestation units, masks and galoshes are provided in our animation areas. The maximum number of people for all animation programs is determined and communicated to our guests orally and in writing.

LEGAL PROCEDURES AUTHORITY RECOMMENDATIONS



Following the spread of the Covid-19 virus to the whole world and the announcement of the pandemic, a hygiene board was established within our hotel under the direction of the Business Manager, which includes all department managers, workplace physician, Health Personnel, food engineer, Occupational Health Safety Expert. This board constantly follows the views of the relevant official and expert authorities and ensures that all necessary measures are implemented in an up-to-date manner according to instructions and recommendations issued by World Health Organization, Republic of Turkey Ministry of Health and Republic of Turkey official the Ministry of Culture and Tourism and other relevant ministries. The procedures and instructions were prepared by our experts and communicated to all units. The prepared process documents cover all the issues mentioned within the framework of the relevant legal regulations and practices. Periodic monitoring forms and checklists have also been introduced to support the newly prepared procedures and instructions in addition to the documents used before this process.

In line with these plans to be implemented in the company, a new training plan has been prepared and implemented in addition to our periodic trainings. The trainings are implemented by determining the number of people in accordance with the rules of social distance and can also be given online if necessary.

OTHER MEASURES



TECHNICAL SERVICE PROCESSES

All installations and equipment in our facilities (energy, heating, ventilation, air conditioning equipment, dishwashers, washing machines, refrigerators, elevators, etc.) are services, cleaned and registered periodically by our expert personnel trained in preventive maintenance and repair and by the authorized services. In addition, the maintenance that requires additional disinfection is planned and implemented and recorded.

WASTE MANAGEMENT

In addition to waste management and environmental practices established and implemented by our expert consultants in accordance with the legal regulations, the infrastructure support required for our new applications has also been provided. (Additional containers, bins, hygiene measures etc.)

PEST and INSECTICIDE CONTROL

Periodically applied pest and pest control is carried out by an expert company according to the requirements of the relevant legal regulations, with professional teams of quality, appropriate chemicals and materials and the process is registered. The teams practice with the necessary personal protection equipment, by observing the physical distance.

MONITORING and VERIFICATION OF PROCESSES (INTERNAL and EXTERNAL INSPECTIONS)



The members of the hygiene board, which is formed in our facilities under the direction of the business manager, constantly check the relevant parts and make document checks. Our facilities is inspected by the internationally accredited hygiene organization to which we are contracted, in accordance with the relevant quality standards and legal requirements, unannounced at regular periods. Safe Hotel program (epidemic risk management inspection scheme) created by independent inspection agency has been added to Food Safety Practices, Hygienic Room Control, Hygienic Spa & Fitness Control, Legionella and water safety programs. The inspections carried out in this context also ensure that the validation and verification of all of our practices are done not only by the team created but also by independent controllers. The hygiene Board shall address the results of all inspections in meetings held periodically; identified and action-requiring issues are reported and necessary corrections are planned and implemented.

INFORMATION



The content in the guide is intended to inform our guests and business partners. For the STONE GROUP, which operates with a philosophy of customer focus, transparency and sustainable communication are the main management principles. Hygiene and health practices are a guiding manual and quality control mechanism for our hotels in the new era. Provided that the structure of reason of existence remains the same, changes or revisions can be made to our practices in accordance with the new decisions taken by the central and local authorities and different scientific developments in the process. All your data processed in this context is protected under the rules set out in the Personal Data Protection Act No. 6698.

We would like to thank you in advance for your adherence to compliance with the rules set by relevant government agencies, and hotel management and all Covid-19 measures within the scope of combat against virus in our hotels.