

GENERAL INFORMATION

- The entire Lujo personnel use gloves, special-designed face shields and masks; whereas all the employees have detailed information about the measures taken for your health.
- The handshaking etc. gestures shall not be used as to minimize the contact with the guests.
- The hotel is established in an area of 110 decares whereas has been spread through a wide territory which avoids a threat of crowding during the accommodation, catering or entertainment activities of the guests. As in line with the measures, all the furniture layouts have been replaced to ensure the social distancing whereas the frequency of the routine cleaning tasks has been increased as once in every one or two hours.
- All the personnel and guests entering the hotel are scanned for body temperature by a thermal camera. The health status of the employees is continuously observed whereas social distancing rules also apply in personnel lodges, shuttles etc. areas.
- Any guest may contact to our Joy Advisor team through Whatsapp and communicate any demand or need accordingly without any physical contact.
- Certain warnings reminding the social distancing are placed in areas where guests may possibly gather and crowd.
- The restaurant, beach and pool capacities of the hotel are planned for full occupancy conditions; i.e. the social distancing conditions may be achieved easily through this period in which lesser guests will be accepted.
- The hygiene spots are established in certain locations of the hotel. The guests may get/use the masks, hand disinfectant etc. required products from/in these spots.
- A doctor performs 7/24 in Lujo Hotel. When you feel sluggish, you can reach our doctor without wasting time.
- The agency guides and visitors of the guests are not accepted to the hotel.
- The use of fresh air is provided by cleaning the ventilation and air conditioning system filters at regular intervals throughout the hotel.
- All the indoor areas are closed to service through certain intervals for ozone implementation.
- The hygiene activities carried out in all our areas of use are supervised by Diversey company.
- Any medical waste to arise in our facilities are handled/disposed under a separate Waste Management plan.



TRANSFER

- Our transfers are performed with private vehicles and subject to the following rules:
 - The guests are welcomed without shaking hands.
 - Individual packed alcohol wipes are offered.
 - Each vehicle includes cologne, masks, gloves, alcohol wipes and medical waste bags.
 - The drivers put on gloves and masks.
 - The vehicle is cleaned once the guest leaves the vehicle in the hotel whereas the interior spaces of the vehicle are disinfected.
- Among our transfer cars, there is a vehicle alternative so that the driver part is isolated from the passengers.
- Ozone is applied in the vehicle before the transfer.
- The number of passengers is restricted in transfer vehicles in accordance with the social distance rule.
- The glasses are opened once in each 15 minutes for fresh air circulation.



CHECK-IN PROCEDURES

- The guests are welcomed without shaking hands.
- The personnel to drive the vehicles of the guests (who arrive with their own private vehicles) puts on gloves and masks; whereas the seats of the vehicles are dressed with disposable special covers. Any contacted part is cleaned once the driver parks the vehicle. The vehicle is delivered to the leaving guest only after a detailed cleaning is performed.
- The luggage of the guests is disinfected before accepted into the hotel. The luggage depository rooms are disinfected with ozone through regular intervals.



CHECK-IN PROCEDURES

- The reception practices:
 - The surfaces are disinfected through frequent regular intervals.
 - The personnel use masks and gloves.
 - The reception includes masks and gloves.
- The registration forms of the guests are communicated through Whatsapp.
- The pens for signing the forms are disinfected, packed singly, opened and served to the guest for a brand first use.
- During the check-in, each guest shall sign a statement as undertaking to accord with the Covid-19 measures.
- Any guest understood (based on the information provided during the check-in) to be older than 60 years old and/or having a chronic disease shall be noted as "guest requiring extra attention" whereas their health status and room cleaning routines are observed strictly.
- If the guests have contactless feature in their bank cards, it is recommended to be used in this way. Lujo personnel do not touch the cards whereas the POS devices are cleaned regularly. The keyboards of the POS devices are closed with a disposable cover.
- The guests are served champagne and closed-pack chocolates during the welcome ceremony.
- Lujo Hotel room keys are disinfected and packed singly.
- Buggy vehicles only serve the relevant room, guests of different rooms do not use the same vehicle and we do not have a buggy shuttle service. The vehicles are disinfected after each drive whereas each vehicle includes a special disinfectant kit. The driving personnel also put on masks and gloves.



ACCOMMODATION

- Lujo Hotel shall serve half capacity in 2020 season as to provide more social distance for its guests.
- Once the guests leave the hotel (i.e. their vacation comes to an end), their rooms are kept idle for at least 16 hours.
- The left rooms are cleaned using the products and procedures of Diversey company and accordingly disinfected.
 - o The beds and pillows are placed in protective covers. These are replaced for disinfection after each guest.
 - o The decorative bed sheet etc. textile products are removed from the rooms.
 - o The air conditioning panels, television remote controllers, room phones, hair dryers, hangers etc. items are cleaned in detail as well as door handles and furniture.
 - o The carpets, curtains and seats are cleaned with vaporizer.
 - o The cleaning personnel of the rooms put on special aprons, gloves, masks and plastic overshoes.
 - o Ozone application for 60 minutes following each room cleaning is standard.
- The block entries include stations with hand disinfectants.
- A kit including masks, gloves, plastic overshoes, cologne and alcohol wipes is left in each room.
- All the non-compulsory documents are removed from the rooms. The guests may examine the LujoMag periodical, restaurant menus etc. information through Lujo Art&Joy mobile application or via lujohotel.com internet page. Besides, the IPTV system in the rooms also includes all such necessary information etc.
- Any personnel entering a hotel room puts on a mask, gloves and plastic overshoes.
- If a guest prefers no one to enter in the room, any requested item is left in front of the room door in a hygienic bag.
- The disposable and packed glasses are in the rooms.
- The performed disinfection information of the rooms may be seen in the IPTV.



CATERING (FOOD AND DRINKS)

- All our restaurants continue to provide a la carte service for breakfast, lunch and dinner. No open-buffet service is provided. In the open buffet where the guest has common contact, cold dishes, desserts, salads, fruits, etc. products are served by kitchen staff.
- The placement layout of the restaurants limits 4 persons for each 10 square meters. The guests are accepted with reservation (booking) system.
- The tables and chairs are cleaned with disinfected solution before and after each use.
- The hand disinfectants are placed in the entries of the restaurants.
- All the servicing personnel use masks and gloves. The Lujo service personnel disinfect their hands before and after each order.
- The restaurant menus are disposable. Any guest may also access the restaurant menus through Lujo Art & Joy mobile application.
- The entire spoon, fork, knife sets, napkins, spice holders, sugars etc. on the table are packed singly in hygienic conditions.
- The disposable glasses, plates, pipettes, forks and knives are used in beach and pool areas.
- The white tablecloths are used as to be replaced after each guest.
- All the materials usable in the restaurants and bars are applied disinfectant solution after each service before placed back in use.
- The ISO 22000 Food Security standards apply to our kitchens. All the personnel put on gloves, masks and bonnets. The kitchens are disinfected regularly.
- Any material purchased by the hotel are disinfected with a special solution and only afterwards placed in the warehouses/depositories.
- For our guests who do not prefer open products, some types of food are served in a specially packaged form.



CATERING (FOOD AND DRINKS)

- The butter, olive, sauces etc. products are packed singly in porcelain containers whereas the jams, honey, mayonnaise, ketchup, nutella etc. products are served in glass portion jars.
- The decorative garnitures are cancelled in bar and restaurant services. Freshly squeezed juices are served in special packaging.
- The glasses for the drinks have their own covers.
- The child buffets include different combinations for the children in packed plates (takeaway).
- The menus include healthy food diversities which strengthen the immune system of the body.
- The breads and other pastry products are served in packages.
- No open catering may be served in any spot of the hotel. All food is served in closed small packages.



FACILITIES AND ENTERTAINMENT

- The sunbeds in the pool and beach areas shall have spaces in between as in line with the social distancing requirements. The sunbed capacities around the pools and through the beach is halved. No new guest may be accepted in these areas if the capacity is full (if all sunbeds are occupied).
- The sunbeds have disposable covers whereas each sunbed is cleaned in detail after each use before being used by the following guest.
- All the pools are cleaned in detail as it was also in the past. At least 4 measurements are performed daily for required parameters. The hygiene mats are placed in entries of all the pools. The children pools are emptied and cleaned at least once in a week.
- The food and drinks are served in disposable packs around the pools and through the beach area.
- The distances between the sports equipments in the Sensum Fit area is designed again and the number of users is limited. The Sensum Fit hall is closed regularly throughout the day and ozone application is performed. The sports equipments are cleaned with disinfectant solution.
- The Zen Garden (which is located in Lujo Sports Academy outdoor area) continues to function. The sports equipment are cleaned before and after each guest by an assigned personnel. The group sports activities are subject to the social distancing requirements. The guests are encouraged and accepted for sports classes thanks to individual incentives of our respective personnel and reservation systems.
- The performances in Puppet Arena and other outdoor areas are all realized in line with the social distancing rule.
- Activities specific to children were reorganized to be held safely in open areas.

