

# GÜRAL

PREMIER HOTELS & RESORTS

Belek • Tekirova • Antalya

## COVID-19 PROTOCOL





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As Gral Premier Hotels&Resorts, health and well-being of our guests and our employees has always been our top priority. We have been closely following up with the updates and the news reported about Covid-19 pandemic by the World Health Organization and the Turkish Ministry of Health since first day.

Measures have been taken strictly in light of the information provided. New measures have been added to our already existing hygiene and cleaning standards at all our facilities operated in Turkey and in the rest of the world. We would like to share with you all our cleaning and hygiene measures taken in light of the reports by the World Health Organization,

Turkish Ministry of Health, and Turkish Ministry of Tourism.





## OUR EMPLOYEES

- All our staff have been provided with training on Covid-19 protection methods and contamination conditions since the first day and is being repeated regularly.
- Shuttle services for commuting to/from work are disinfected regularly. Wearing a protective mask is a must.
- Our employees undergo medical screening.
- Information notes and brochures are in place at common use areas where safe physical distancing rules are applied.
- Uniforms are changed for hygiene purposes frequently.
- Areas dedicated to our staff have been adapted to social distance rule. Disinfection units in sufficient numbers have been placed in these areas. Both physical structure and servicing has been rearranged and adapted to the new requirements at the personnel dining halls.
- All our employees wear a face mask at closed area.





## FRONT OFFICE

- Check-in and check-out procedures have been rearranged and adapted to social distance rule. Safe waiting areas have been designed.
- Luggage and personal belongings of the guests are disinfected before taken to their room.
- Valet personnel wear a disposable clothing/mask and gloves, and the car key is disinfected.
- Shuttle and club cars are frequently disinfected. Transfers have been adapted to safe physical distance rule.
- Our guests are welcomed with thermal cameras or contactless fire measurement applications, disinfection mats and hand disinfection materials. Personal protective equipment such as masks and gloves are provided to our guests upon request.
- All our guests are given information about the practices and measures in place.
- Room cards are disinfected before check-in. Pens to fill necessary forms are given in a clean package.
- Room cards returned by a checking-out guests are kept in a separate box and disinfected before use.
- Number of contactless POS devices have been increased at our facilities



## ROOMS

- Our cleaning personnel wear a mask, gloves. These protective materials are changed before entering in another room for cleaning. The same conditions apply to all staff who entering the rooms.
- Disinfectants that do not harm health are used for room cleaning. Door handles, faucets, remote controls, telephone, switches are disinfected before each check-in.
- The bedding and decorative materials and as well as any other tissue/cardboard/leather materials except for those that are legally compulsory have been removed.
- The glasses at room minibars have been replaced with disposable ones and minibars are disinfected after each check out.
- Face masks are delivered to the rooms upon request.
- All linen and textile products are washed at high temperature for a sufficient time. They are delivered to each room in protective bags.
- Air conditioning outlets and lids in each room are disinfected carefully on a routine basis.
- Rooms are ventilated for fresh air during cleaning after each check-out.



## GENERAL AREAS

- General areas have been adapted and rearranged according to safe social distance rule. Necessary measures have been taken, information notices have been hung. Areas that are frequently used are subject to extra disinfecting practices.
- All ventilation systems are frequently disinfected. Indoor spaces are ventilated with fresh air as much as possible.
- Signboards and information notices are in place at the elevator to make sure social distance rule is followed by all.
- Hand disinfectants or disinfection wipes are made available and used at general spaces and WC units.
- The lounge area is often disinfected.
- Social distance rules have been redefined at the stores. Information notices have been hung.



## KITCHEN AREAS

- Our hotels are certified in line with the food safety system. Superior hygiene and quality standards are used at the kitchen areas of our facilities.
- Kitchen areas, kitchen utensils and counter top and storage areas are cleaned regularly.
- There are sterilization devices, equipment and tools for hand and body hygiene are in place at the kitchen areas.
- Our kitchen personnel wear a protective mask, bonnet and gloves. Detailed training has been provided for the rules to follow.



## FOOD & BEVERAGE UNITS

- In all Food & Beverage units; table, chair and sitting distances have been rearranged in accordance with the recommended safe distances.
- Service equipment at the food & beverage areas are cleaned regularly before and after the service.
- Air purifier devices are available in the restaurant area.
- Dishes in all F&B units are washed by a dishwasher, not by hand.
- Tables, seats, chairs at F&B units are disinfected after each use. Disposable materials are used for cleaning.
- Our service personnel carrying clean and dirty materials are organized to be different people.
- Mixing apparatus and pipettes come in a protective bag.
- Table clothes and runners are changed for each guest.





## **POOL & BEACH AND ENTERTAINMENT**

- Pools are cleaned in accordance with chemical values that will not allow any disease or epidemic as usual.
- Sunbeds are placed in line with the social distancing rules.
- Pool and beach towels are in protective bags or are delivered to each guest by our employees.
- Entertainment activities will continue at low capacities and softly in accordance with safe physical distance rules.
- Outdoor spaces are preferred for entertainment activities.
- According to the social distance rule, the maximum number of users will be calculated in the pools and the lifeguards will be informed.





## KIDS CLUB

- The capacity of the kids clubs has been determined in accordance with the social distance regulations. The distance between kids game/dining tables, individual game areas, and if any, beds, are arranged to be at least 2 meters.
- Children's fever is measured without any contact at the entrance of the kids club. Children with symptoms such as fever higher than 38°C, sore throat, runny nose, conjunctivitis, cough, loss of appetite, malaise, muscle aches, skin rash, abdominal pain, vomiting, diarrhea, and shortness of breath will be directed to a healthcare organization by contacting their parents.
- Hand antiseptic for children's hand hygiene is available at the entrances and exits. Hand antiseptics are placed out of reach of children and used under the supervision of staff.
- Doors and windows are opened often and natural ventilation is done. Children are allowed to go out often and do more outdoor activities.
- Social distancing rules are complied with during all activities.
- Alcohol disinfectants are used on hard surfaces after cleaning with detergent.
- Toys, craft supplies and kids playground equipment are frequently cleaned using water and detergent. They are then wiped with alcohol-based disinfectants and left to dry.
- Since toys need to be disinfected in order to be reused, sufficient number of toys are available.
- Trained personnel work in these areas. The staff ensures to maintain social distance between children and prevent them from engaging in physical activities that increase the risk of transmission of disease, and the club programs are organized according to this principle.
- Children who use the toilet are ensured to wash their hands before and after, and attention is given to children for them to use the toilets one by one.



## SPA & FITNESS

- Sauna, bath and steam rooms capacities have been rearranged in line with the hygiene conditions and social distancing rules. Hand disinfectants have been placed at designated points.
- There is an air cleaner device in the spa area.
- The massage therapist wears a mask during the massage.
- Disposable materials are preferred when serving offerings and treats.
- Amenities are disposable.
- Spa lounge area is disinfected at designated times.
- Excessive contact areas at massage rooms are intensely disinfected. Massage beds and headrest area in particular are disinfected carefully after each use.
- Equipment and tools at fitness center have been rearranged in line with the social distance rule, and they are disinfected after each use. Hand disinfectants are available at designated points.
- Number of guests who can use the fitness area simultaneously have been rearranged.



## STORAGE AND RECEIVING AREAS

- Our facilities inspect its food suppliers in compliance with the certificate standards.
- Foods are bought from selected suppliers who are subject to inspections, and they are allowed in our facilities only after strict controls and disinfection formalities are completed.
- Storage conditions and productions are fully hygienic at our facilities.
- The hotel representative washes his hands and changes gloves after lowering each vehicle.
- Storages are frequently checked for hygiene conditions based on a given hygiene list.



## QUALITY PRACTICES

- Pandemic Safety Team was established in our hotels.
- Manufacturers are inspected for cross contamination risk.
- Supplier companies work according to designated rules and requirements at delivery and receipt areas.
- Stores at the hotel are obliged to follow the designated rules.
- ATP measurements are taken in order to follow up with the frequency and efficiency of hygiene and disinfection at the guest contact areas based on a tracking chart.
- Occupational safety and health risks, analysis, training have been designated a ovided.
- Informative personnel training sessions are made available at our hotels.
- Information is provided regarding measures that need updating or adding.



## **EMERGENCY AND ISOLATION**

In order to prevent any incidents in our facilities, all precautions will be taken and applied precisely. Despite all the precautions taken, if any of our guests or employees show any symptoms, emergency measures will be strictly followed. If we have a guest who has a positive Covid-19 test, if it is determined that there is no need for treatment in the hospital by the Healthcare Institution, we will take it under control, including the people from the same family or those who stay together, in their room or special isolation areas we have determined during the stay in our facility.

## **COVID-19 TEST AND SAMPLING PROCEDURES**

Upon the request of our guests whose residence address is abroad, they will be able to have the covid-19 test performed at Health Office which located in the hotel ,test centers and airports for a fee .

**Kind Regards,**  
Gral Premier Hotels&Resorts