

# HEALTHY TOURISM APPLICATIONS

## **Dear Guest;**

*As Venezia Palace Deluxe Resort Hotel, we have been fulfilling all the requirements related to the health of you and our employees completely in international standards since the day we were founded.*

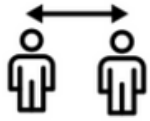
*We are aware of the necessity for businesses to take their precautions at the highest level in order to overcome these challenging days caused by the COVID-19 epidemic, which is experienced internationally.*

*Since the beginning of the process, we have been taking all necessary measures to ensure that your accommodation is at the highest possible comfort and safety, taking into account the recommendations of our Ministry of Health and the World Health Organization. In this context, we would be pleased to share with you the Healthy and Safe Holiday guide, in which we have further increased our hygiene and hygiene standards.*



# HEALTHY TOURISM APPLICATIONS

## General Areas



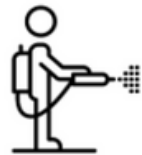
- *Social distance plans have been created for all areas. Social distance warnings and signs have been made in all areas.*



- *Disinfectant dispensers have been added to all our general areas.*



- *Our dispensers (soap, disinfectant, paper towels, etc.) in general areas (restaurants, bars, wcler) are maintained and prepared for your smooth use.*



- *All our cleaning plans were revised according to Covid 19 applications and cleaning periods were tightened.*



- *All our open and closed general areas are stabilized with Active oxygen-based colloid silver in certain periods and disinfected using ULV with products containing hydrogen peroxide.*



- *In all our areas, the surfaces that have lots of contact (door handles, elevator buttons, electrical buttons, etc.) are disinfected in certain periods with surface disinfectants containing 70% alcohol.*



- *There are warning banners in 4 languages for our guests in all our areas.*



- *Daily guest and visitor acceptance is suspended temporarily. All of our employees who work against social distance rules use visor.*



- *Separate trash cans are placed in our general areas for wastes such as disposable mask gloves.*



- *These wastes are not mixed with other wastes.*
- *A section is reserved for possible emergencies.*

# HEALTHY TOURISM APPLICATIONS

## Entrances Procedure



- In our guest and employee entrances, heat measurements are made with a thermal camera.



- In case of an abnormal situation in the measurement results, the doctor is directed to the hospital after the control of our office and the acceptance to the facility is not possible.



- In order to make the entrance of our guests faster, online login procedures have been put into use.

- Glass guards have been added to our reception and guest relations desks.



- Covid 19 Declaration and Commitment is received from all guests and suppliers during the entry process.

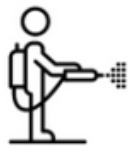


- During the check-in process, all guests are given written and verbal information about the hotel applications.



- Contactless payment systems have been launched.

- The door card, towel card and pencil given at the entrance from the reception are disinfected in the UV cabinet for you.



- Your suitcases are disinfected with ULV and delivered to your rooms.

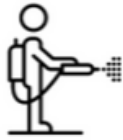


- Your vehicles are pulled by our employees using protective equipment and the interior is wiped with disinfectant.



# HEALTHY TOURISM APPLICATIONS

## Rooms



- All our rooms are disinfected with UVC lamps or ULV before each entrance.



- A minimum of 12 hours is expected for new guest entrance in all our rooms.



- In all our rooms, the areas where contact is intense are disinfected with alcohol-based disinfectant during daily cleaning.



- All rooms are ventilated daily.



- All our rooms have disposable boucle products.



- Personalized cups and packaged mixers are available in sterile bags in all our rooms.



- Tv controls are placed in sterile bags.



- The information letters in all our rooms have been retired and these information has been started to be given on TV.



- In all our rooms, decorative items such as pillow-top shawls etc. were removed from use within the scope of Covid 19 measures.



- In all our rooms, TV Channel 2 broadcast as Covid 19 information channel.



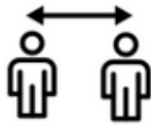
- In all our rooms, our textile products are made safe by washing at 70 degrees for 25 minutes.

# HEALTHY TOURISM APPLICATIONS

## Food & Beverage Areas



- Our ISO EN 22000: 2018 practices continue as standard in all our food and beverage areas.



- In all our food and beverage areas, our tables are arranged according to the social distance plan.



- All of our open buffets are covered with glass and are made by our service trained employees.



- Disposable equipment is used on the tables in all our food and beverage areas. In all our food and beverage areas, our tables are disinfected with alcohol based disinfectant after each use and labeled as "Disinfected for You".



- Hand sanitizer and warning letters are placed at the entrances of all food and beverage areas.



- All our food and beverage kiosks, service equipment and beverage machines are cleaned in certain periods and then disinfected.



- All our food and beverage areas do not use tablecloths, but American services are used.



- In all our food and beverage areas, disposable products are used for the use of salt and pepper on the tables.
- In all our food and beverage areas, additional disinfection applications have been introduced for routine cleaning.



- Self service units have been removed in all our food and beverage units.

- Our employees help you with all your beverage orders.

# HEALTHY TOURISM APPLICATIONS

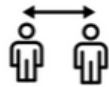
## Pool & Beach



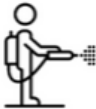
- Our sunbeds are placed in our pool and beach areas according to social distance plans.



- All our sunbeds are periodically disinfected with ULV and alcohol based disinfectant.



- Ratio of chlorine in our pool is kept at the upper limit stipulated by laws of the Republic of Turkey.



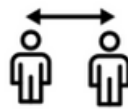
- Our pool measurements are made 3 times a day and announced on the boards around the pool.



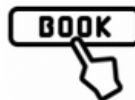
- Our beach towels are distributed from our towel stations through our trained staff.



## Entertainment & Activity



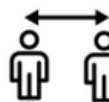
- Daytime activities and sports activities are organized only in outdoor spaces in accordance with social distance rules.



- In all activities, the reservation system is valid and the participants are recorded.



- All group sports and group activities were temporarily canceled.



- Social distance planning was made for show and live music activities.

# HEALTHY TOURISM APPLICATIONS

## SPA-Fitness

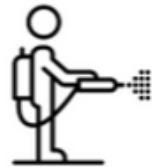


- *In our Spa and Fitness units, temporary services will not be provided within the scope of Covid 19 measures.*

## Kids Areas



- *Our Mini Club is temporarily closed for use within the scope of our health measures.*



- *Our outdoor playgrounds are periodically disinfected with ULV and alcohol-based disinfectant.*

## Health Service



- *In our hotel, 24-hour health service is paid at the doctor's office of our contracted hospital.*

# HEALTHY TOURISM APPLICATIONS

## Technical Services

- *The maintenance of all devices and equipment throughout the hotel is carried out in the planned periods by our Technical Service and / or authorized services.*
- *In our air conditioning and ventilation systems, as in normal conditions, attention is paid to monitoring the condition of the filters and maintaining the proper replacement rate of the indoor air.*
- *Our water system is checked 3 times a day and the chlorine rate in the network is kept at the legal upper limit.*
- *Maintenance and control of dishwashers and washing machines are controlled more frequently than usual, especially at operating temperatures as well as dosages of correct cleaning and disinfection chemicals.*

## Quality Control Applications

- *All our hotels are checked and inspected daily with our expert staff on Quality, Food Safety, Environment, Occupational Health Safety and Information Security.*
- *Republic of Turkey, especially the Ministry of Health, all relevant national and international authorities are monitored continuously and inform my work is done in-house.*





# HEALTHY TOURISM APPLICATIONS

## Our Employees

- *The disease prevention (POSI) procedure that we currently use and apply has been updated in terms of COVID-19; all employees have been trained with the support of our workplace doctor.*
- *All our employees are provided with continuous training on hygiene practices.*
- *The health status of all our employees is screened monthly.*
- *The fevers of all our employees are measured when they come and go to our hotel.*

*Thank you in advance for the measures you will take to protect the health of our other guests and employees, especially your own health; We wish you pleasant and healthy holidays...*

*Venezia Palace Deluxe Resort Hotel Management*

