

ELA QUALITY RESORT BELEK ADDITIONAL MEASURES FOR COVID-19



ELA

QUALITY RESORT BELEK



We closely monitor the development of new coronavirus (COVID-19) in communication with local and international authorities.

Republic of Turkey Ministry of Health has been managing this process with great care and precision.

For us, the health and safety of our guests and employees come first and foremost under all circumstances as it has always been. Therefore, we would like to inform you about the precautions we have taken at **Ela Quality Resort Belek.**

We wish you a healthy and safe holiday.

Ela Quality Resort Belek Management

DISINFECTION



Disinfection procedures carried out with our hotel inspection team are constantly checked.

Hand sanitizers are located in our general areas so our guests can easily use them.

1 The lobby and public areas, and restaurants and bars are arranged in accordance with social distance guidelines.

Capacity implementation in our elevators has been initiated, and warnings and notifications are posted in relevant areas

RECEPTION



At the entrance of the facility, all our guests are informed regarding fire prevention measures and hand sanitizer usage.

The necessary arrangements have been made at the Reception area to allow guests to check-in in accordance with social distance guidelines.

The luggage of our guests is disinfected before it is sent to their rooms.

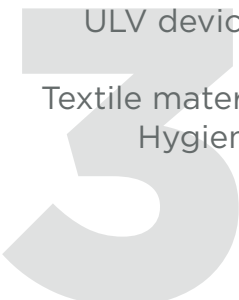
GUEST ROOMS



As Ela Quality Resort Belek, all chemicals used in our hotel for general hygiene and cleaning are made under the Diversey brand, approved by Republic of Turkey Ministry of Health.

Within the scope of new measures, all our rooms are also disinfected with ULV devices. Single-use bathroom set-ups are used in our rooms.

Textile materials such as bathrobes and towels are washed at 60-90 C. Hygiene packaging is performed and prepared for service.



FOOD AND BEVERAGE



The restaurants, bars, children's areas, spa, fitness area, kitchen and all other general areas of our facility are disinfected daily, on a regular basis, by our special cleaning teams.

Food and drinks served to our guests are produced taking into account food safety practices.

Our main restaurant buffets have been re-arranged and disposable products are used in our buffet restaurant.

POOL, BEACH AND ENTERTAINMENT



Our pool and beach areas are arranged in accordance with social distance guidelines.

Our entertainment and activities have been adjusted accordingly.

In the seating areas of our amphitheatre, markings have been installed in accordance with social distance guidelines.

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KIDS CLUB



To protect the health of our children, adjustments have been made in the Everland Q City working hours and activities.

When the facility is closed, all the children's areas and toys are cleaned and disinfected.

6

AB-I ZEN SPA



Capacity arrangement has been adjusted in the A-bi Zen Spa. All areas used are disinfected by our cleaning teams after service.

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HEALTH OF OUR TEAMS



The health of our team, as well as the health of our guests, is our top priority.

Our staff is constantly informed by our workplace doctor regarding epidemics and hygiene practices through trainings.

Our personnel service vehicles and lodging areas are periodically disinfected.

Our personnel are given temperature checks at the hotel entrance. In case of possible risks, the necessary follow-ups are performed.



QUALITY CERTIFICATES



ISO 9001:2015
Quality Management
System



ISO 22000:2005
Food Safety
Management System



ISO 14001:2015
Environmental
Management System



ISO 10002:2004
Customer
Satisfaction
Management
Service



OHSAS
18001-2007
Occupational
Health and Safety
Management System



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