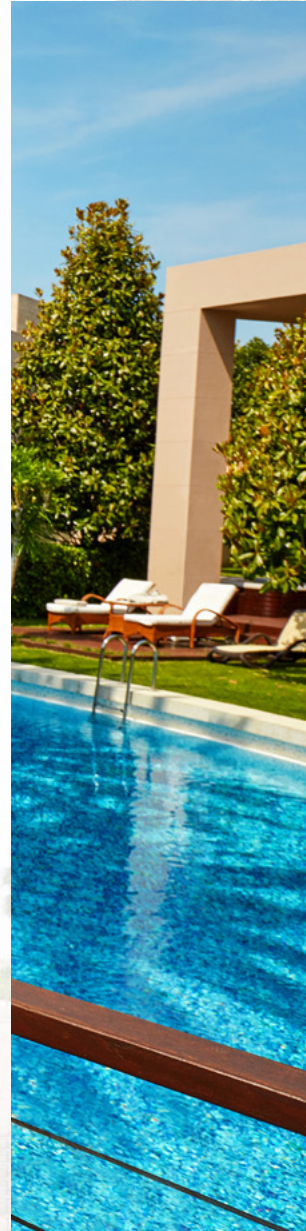


GLÖRIA
SERENITY RESORT



SAFE & GLORIOUS
Concept

www.gloria.com.tr

SAFE & GLORIOUS *Concept*

Gloria Hotels & Resorts, as a brand, has been offering high quality, safe and comfortable holiday experiences for 23 years. We take great pleasure in providing our superior services and we are proud of this privilege.

Like most people in the world, we are concerned about the pandemic and the health risks that it has created. In this difficult period, our highest priority is your health and the health of our employees.

In this regard, we want you to know our services will be offered in accordance with the rules, protocols and certification requirements implemented by the World Health Organization, the Republic of Turkey Ministry of Health and the Republic of Turkey Ministry of Culture and Tourism at the international and national level.

We are sharing the health, hygiene and cleaning procedures we have implemented to ensure that you can enjoy a safe and comfortable Gloria vacation.

We look forward to welcoming you again to Gloria – as soon as possible!



ARRIVAL AT THE HOTEL

- ✓ When you enter the hotel, your temperature is measured with a thermal camera.
- ✓ Pre-check-in is easily performed via the link we send you before your arrival.
- ✓ Your suitcases are disinfected during the welcoming at the hotel and then taken to your room. Our staff performs this procedure while wearing disposable gloves and masks.
- ✓ Your room cards are disinfected and presented to you in special cases.
- ✓ At your entrance, you and your party receive a short questionnaire about your health and travel history.
- ✓ During your check-in, you are informed about the pandemic practices and procedures in our hotel.
- ✓ Our rooms are served to new guests at least 12 hours after the previous guest's exit, after all cleaning and disinfection procedures are carried out.
- ✓ During your check-out, you can view your account statement digitally and perform contactless payment with your card.

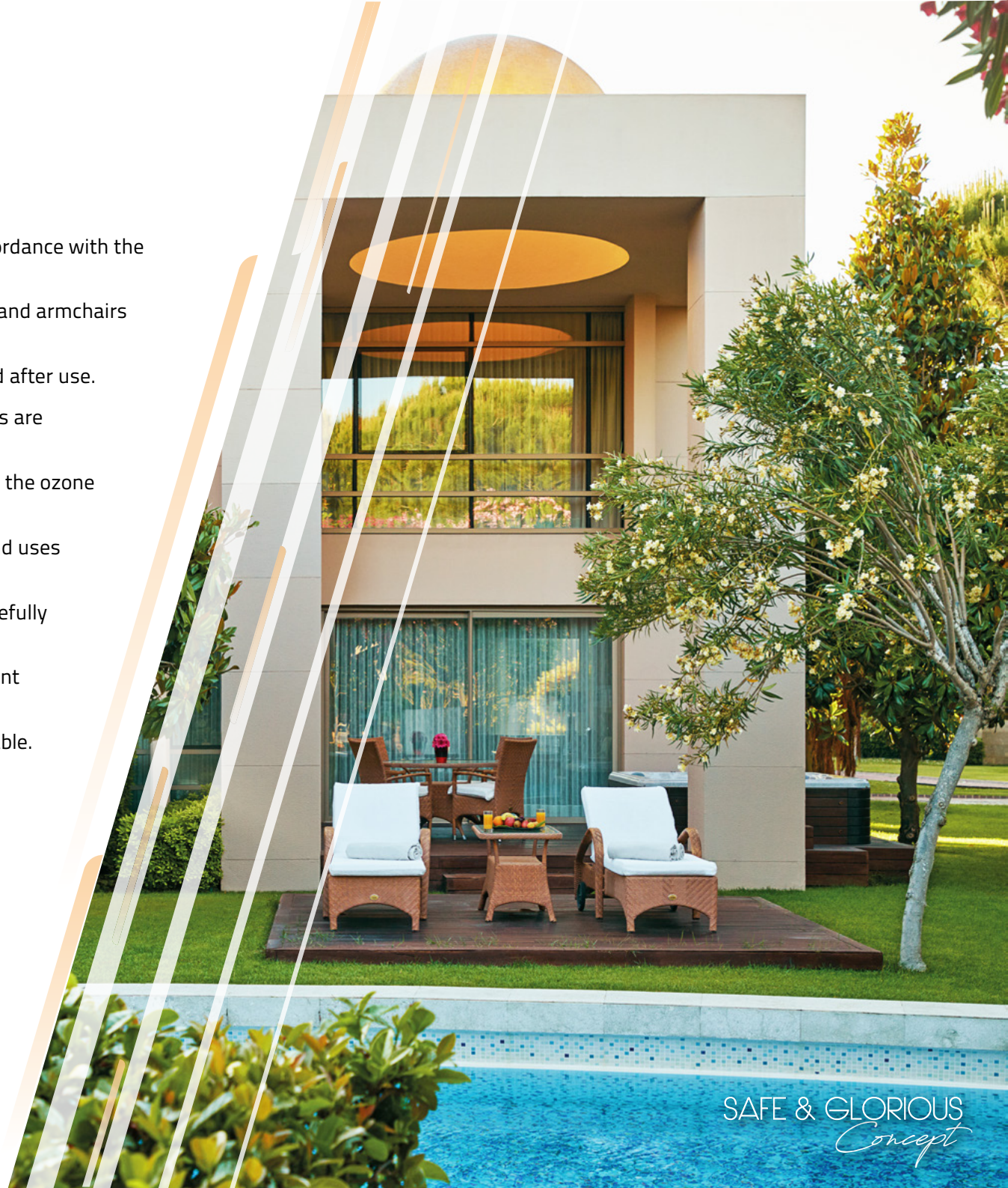
OUR COMMON USAGE AREAS

- ✓ All common areas in our hotel and the materials in these areas are put into service taking into consideration the rules of cleaning and social distance.
- ✓ The rules and practices regarding the use of common areas are presented to guests with visual and written warnings and instructions.
- ✓ All surfaces and equipment that guests are in contact with are periodically disinfected by our staff.
- ✓ All WC doors and faucets in common areas are photocells and used without contact.
- ✓ The number of people who may use the elevator at the same time is limited to two, and visual and written information is provided in front of the doors and inside the elevators.
- ✓ Elevator buttons and interiors are periodically disinfected. Hand disinfectant and usage warnings are provided at the entrance of the elevators for guest use.
- ✓ Day visitors are not accepted to the hotel.
- ✓ Disinfection of the air in common areas is performed by applying ozone and ULV to the air-conditioning systems with fresh air taken from outside.
- ✓ Towels used in the sea and the pool are sanitised in our laundry before your use.



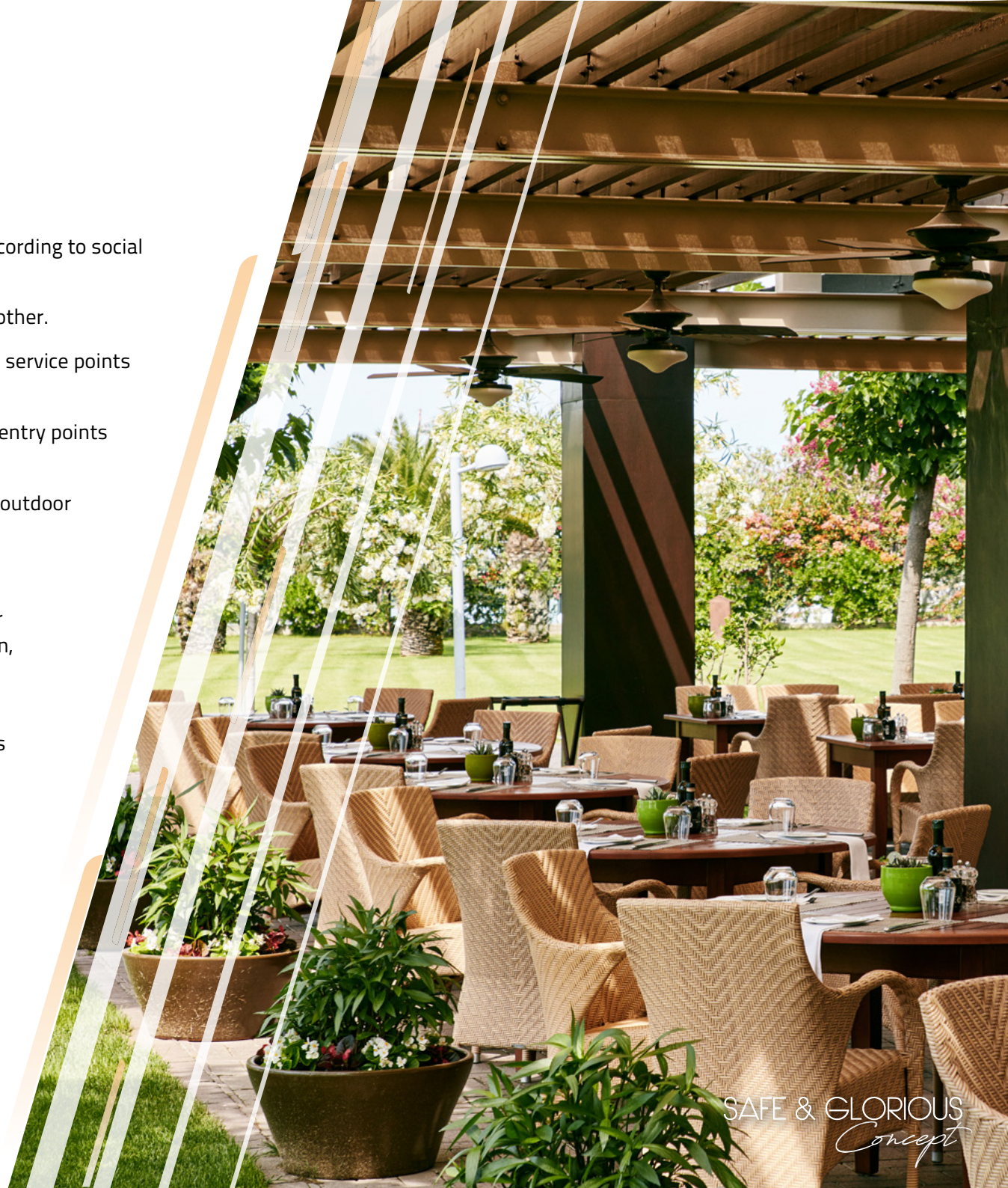
OUR ROOMS AND VILLAS

- ✓ Disposable masks and disinfectant are put in our rooms in accordance with the number of guests.
- ✓ The decorative covers, throw pillows and cushions on the beds and armchairs are removed from use.
- ✓ Furniture and seat covers in the rooms are washed and cleaned after use.
- ✓ Door handles, handrails and elevator buttons on the room floors are frequently disinfected.
- ✓ After the departure of guests, their rooms are disinfected using the ozone method and made ready for the new guest entrance.
- ✓ Our staff wears gloves and masks when cleaning your room, and uses new gloves in each room.
- ✓ Items in the rooms such as telephones, TV controls, etc. are carefully disinfected.
- ✓ TV controls in the room are placed in disposable special transparent cases.
- ✓ The cleaning and floor cloths used in room cleaning are disposable.
- ✓ Linen materials such as bed sheets, covers, pillows and pillowcases, are sanitised and placed in your room.
- ✓ Room floors and corridors are periodically disinfected with a ULV device.
- ✓ The tea and coffee items in the rooms are presented for your use in disposable sealed packages and cardboard cups.



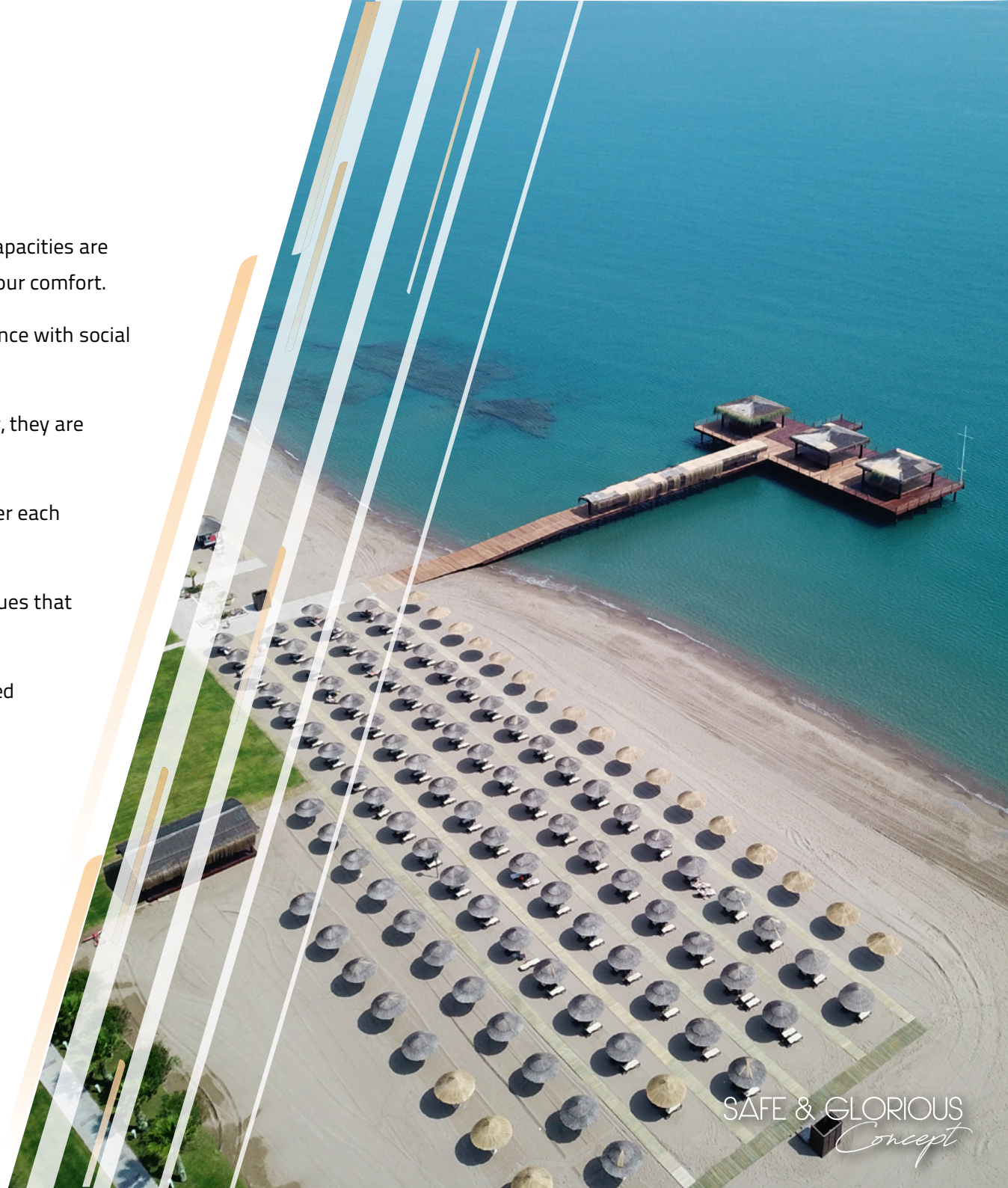
OUR RESTAURANTS AND BARS

- ✓ The seating areas in our restaurants and bars are decorated according to social distance rules and capacities.
- ✓ Tables are positioned at a distance of at least 1.5 m from each other.
- ✓ There are directions and warnings about these distances at the service points in our restaurants and bars.
- ✓ Hand disinfectant units and usage warnings are located at the entry points of all units.
- ✓ Forks, knives, and spoons are served in special packages in the outdoor units. Tablecloths are replaced after each guest use.
- ✓ Tables and chairs are disinfected every day after service.
- ✓ Products offered at the open buffet are presented to you by our kitchen team behind glass separators, to prevent contamination, upon your selection.
- ✓ Our service and kitchen staff serve with protective equipment such as masks, visors, and gloves in all our units and renew this equipment after each service.
- ✓ Restaurant and bar menus are constantly disinfected for hygiene.
- ✓ Snacks are served individually in sealed packages.
- ✓ All equipment used in the service is sanitised during and after service.



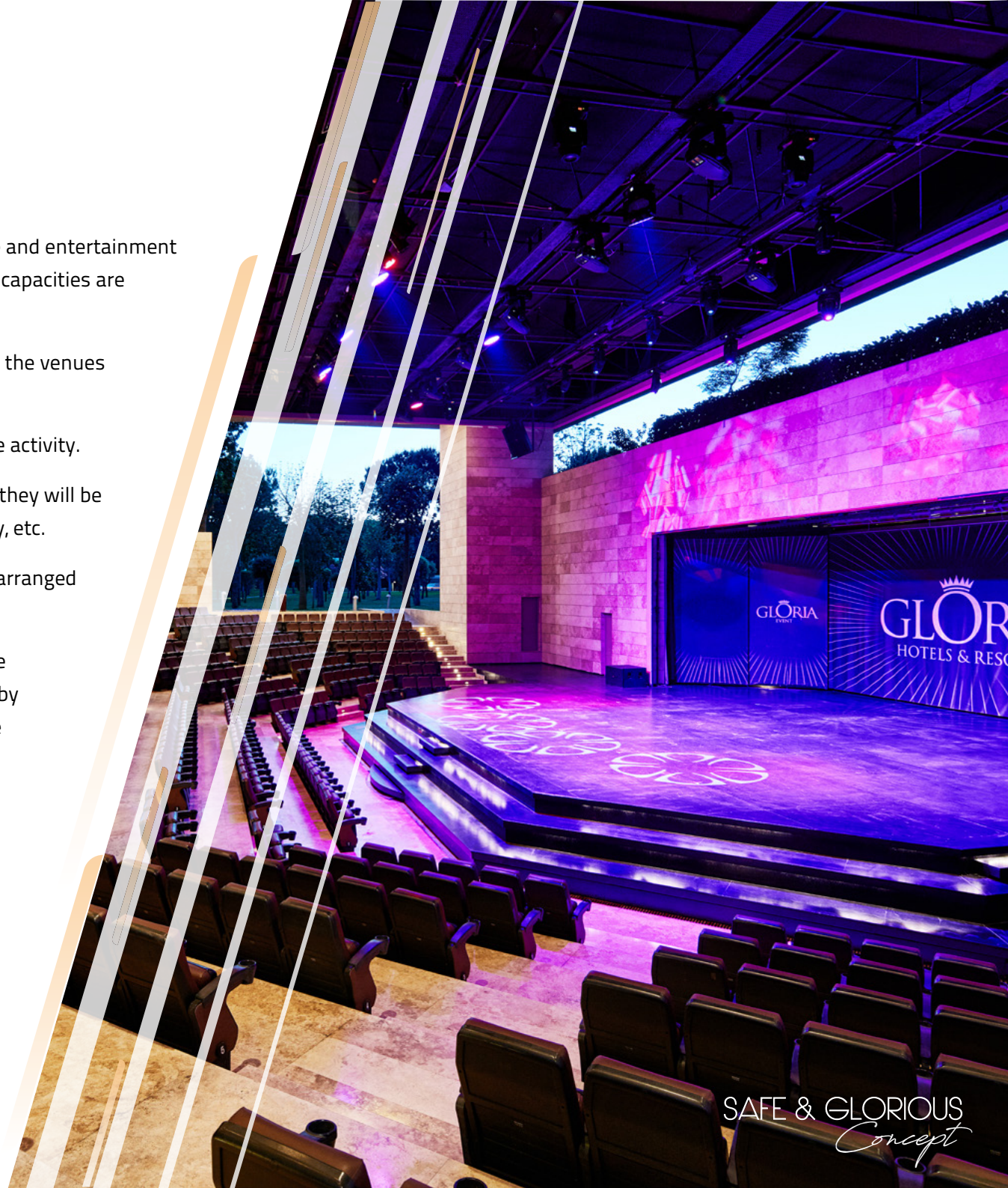
OUR POOL AND BEACH AREAS

- ✓ As our facilities are located in large areas, the beach and pool capacities are sufficient for the implementation of social distance rules and your comfort.
- ✓ The chaise lounges are located at a distance of 1.5m in accordance with social distance rules.
- ✓ After the beach towels are washed and sanitised in our laundry, they are offered to you in one hand.
- ✓ In our pavilions, the cushion and pillow covers are sanitised after each use, and disinfectants are offered for the use of our guests.
- ✓ Pool cleaning is carried out in accordance with the chemical values that help prevent any disease or epidemic, per our usual procedure.
- ✓ All chaise lounges and chaise cushions are cleaned and sanitised after each use.
- ✓ Pool usage capacities are checked by our lifeguard team and guests are reminded of social distance rules when necessary.



OUR ENTERTAINMENT AND ACTIVITY AREAS

- ✓ The seating arrangement and seat spacing in the amphitheatre and entertainment areas are arranged to be at least 1.5 m distance and maximum capacities are determined.
- ✓ Hand disinfectants are available for your use at the entrance of the venues and in the activity areas.
- ✓ Materials used in all activities are sanitised before and after the activity.
- ✓ Our guests are provided with disposable gloves in areas where they will be in contact with activity equipment such as darts, boccia, archery, etc.
- ✓ The distance between machines and equipment in Fit Gloria is arranged to be at least 1.5 meters.
- ✓ At Fit Gloria, the number of people who can be in the area at the same time is one person in 2.5 m². The service will be provided by determining the maximum number of people who can be inside these areas.
- ✓ All instruments are sanitised after each use. In addition to this, disinfectants are located in all areas and easily accessible.
- ✓ Towels are sanitised in the laundry and offered to you in one hand. Closed areas are constantly ventilated with fresh air.



OUR SPECIAL ACTIVITIES AND SERVICES FOR CHILDREN

- ✓ Children's entertainment and activities take place outdoors and in accordance with social distance rules.
- ✓ Upon your request, baby strollers, pushchairs, bathtubs, thermometers, sterilizers, baby cameras, bottles, bottle warmers and diapers are sanitised and offered free of charge.
- ✓ Our children's menu and baby food services continue with the same care.
- ✓ You can send requests to our team regarding the VIM (Very Important Minis) concept that we have implemented for infants age 0-2 years.
- ✓ Children's pools and slides are closed for use in accordance with safety and cleaning rules.
- ✓ The ozonation, disinfection and cleaning of children's areas, as in the areas of use of all our guests, are carried out meticulously and frequently.
- ✓ Our Kids Club staff, who take care of our little guests, consists of specialist teams who have been trained in health, safety, and hygiene.
- ✓ All materials and toys that children touch and play with are sanitised before and after each use.
- ✓ It is strongly advised that children be under the supervision of an adult in all areas common to guests.



OUR STAFF

- ✓ Our personnel are screened for health at the entrance and exit of the facility, and temperature measurements are made.
- ✓ The shuttles used by our staff are disinfected before and after each transfer, and our staff are required to wear masks during the transfer.
- ✓ Staff member who feel ill are instructed not to come to the workplace, and to await guidance on next steps
- ✓ Staff uniforms are frequently changed and disinfected prior to and during working hours.
- ✓ Our staff have disinfection units in common use and working areas.
- ✓ A protective mask and disposable gloves wearing rule has been presented to our staff working in the background.
- ✓ There are notifications and information on the pandemic and hygiene in the common areas used by staff, and social distance rules are applied in these areas.
- ✓ All our staff have been trained on pandemic and health procedures, and these trainings are periodically maintained. Staff without a training certificate have not been recruited.
- ✓ Certified workplace physicians work with our staff in all our facilities and we have action plans for potential situations.



