



Kempinski Hotel  
The Dome

BELEK TURKEY

Dear Guests;

We have implemented certain new standards to our procedures regarding hygiene and cleaning standards that are already implemented in our hotel due to the Covid-19 pandemic upon the instructions from;

- Standards of the Ministry of Culture and Tourism of the Republic of Turkey,
- Recommendations issued by the World Health Organization (WHO) for the accommodation sector, and
- Science Board of the Ministry of Health of the Republic of Turkey.

In addition to the internal audit mechanism, external audits are also in place for ensuring the continuity of standards. The hotel is audited and certified by;

- Statutory Audits
- Management System Audits
- Agency Audits
- 3<sup>rd</sup> party audits.

The health of our valuable guests is very important to us. It is our priority to provide you with the opportunity of a holiday where you can feel hygienic and safe, considering the tough times that we are experiencing due to this pandemic.

All indoor and outdoor areas have been disinfected with ULV fogging method which has been tested and approved by the World Health Organization (WHO). Nano silver technology, which creates long-term antimicrobial effects by ionizing all areas, is also very important. In addition, our mobile disinfection teams established within the hotel continue their efforts on the subject.

The number of contactless hand disinfection points in all indoor and outdoor areas has been increased.

Moreover, some additional measures have been taken to ensure that the check-in procedures of our esteemed guests to our hotel are more hygienic and safe.

We check and record our guests' body temperature with contactless thermometers at the entrances to the facility. In addition, our guests are welcome with disinfection carpets (mats) and hand disinfection solutions. We also keep available, personal protective equipment such as masks and gloves to be provided to guests upon request.

During the check-in and check-out procedures, safe waiting points have been established by taking into account the social distance. Upon request, suitcases and other items will be disinfected and taken to our hotel by our staff, who have received the necessary training on this subject, and they will be delivered safely to our guests' room.

Our guests will be handed door cards that have been cleaned and disinfected in advance. Guests will also receive disposable pens to fill out the registration form.

Our guests who wish to contact us via the e-mail address of our hotel before checking-in to our hotel for checking-in online will be able to perform check-in procedures more safely.

Our contactless POS machines will be used within certain limits.

After check-in, guests will be informed about the measures, changing concepts, holiday understanding and practices that the facility has taken regarding the Covid-19 pandemic.

There is visual information about rules and social distances applied/to be followed in places easily visible to guests throughout the property.

Guests will be required to sign the "Guest Declaration and Undertaking Form" in which they will provide information such as their origin country, the list of countries visited lately and any address and phone number that we can contact them during their stay in our country as well as their declaration on their health status and finally the undertaking that they will conform to the Covid-19 Action Plan in case they show the symptoms of Covid-19 during their stay.



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In the event that a suspected illness is identified, the authorities will be notified and the patient will be isolated until the transfer is taken by the health care provider, their services are provided by personnel who have taken security measures and this situation will be shared with them only in accordance with the laws of the Turkish Code on Personal Data (KVKK) and the requirements will be made as written in our action plans.

Our housekeeping staff and managers work with disposable masks, gloves, aprons, gowns and face visors.

Housekeeping staff use disposable gloves during bathroom cleaning, waste collection, room cleaning and new check-in process to avoid contamination. In case of room changes, they use additional gloves, masks and aprons.

Rooms are cleaned with disposable paper towels.

Effective chemicals and disinfectants are used in room cleaning. Rooms are disinfected and ventilated with ULV fogging method.

Surfaces that are subject to constant touch with hands such as door handles, batteries, phone, safe, TV remote control, air-conditioner remote control, light switches, kettles, coffee machines and also mini bars are disinfected thoroughly.

Cups in the rooms are washed at 65 Celsius degrees and rinsed at 82 Celsius degrees. Disinfectants are also disinfected by the staff and put to your use.

Guest amenities for the daily use of our guests are disinfected. In addition to such items, disinfectants, wet wipes and masks are also added to the range of amenities.

Ventilation culverts are cleaned and disinfected. Anti - bacterial and anti-virus chlorine tablets are placed in Fan-coils.

We aim to protect the integrity of this hygiene chain with new measures taken during the cleaning of the rooms.

All products we offer or manufacture are purchased from secure suppliers. They are accepted and registered after all the necessary control and disinfection procedures.

Our existing safety practices continue in all areas where we offer food and drink services. In order to serve in healthier and more hygienic conditions, our buffet service has also been updated. Now, there is a barrier around the buffet so as not to cause any contamination from guest access. Self-service will not be allowed, our staff will be in the kiosks continuously and will provide the necessary directions and service. We look forward to welcoming you with our trained staff on this issue.

The distance between the dining tables has been arranged as 1.5 meters, and also there will be at least 60 cm between chairs.

Guests will not be allowed to help themselves at tea and coffee machines. All kinds of cold and hot drinks will be served by our staff on duty.

Tablecloths and cloth napkins will not be used, and also instead of regular service items we will be providing disposable salt, pepper, sugar, napkins, toothpick and straws.

The personnel who serve and collect empty dishes will be separated according to the colors of their gloves and provide service by respecting physical distance.

Dining halls, meeting rooms, patisserie, multi-purpose hall, conference rooms, lobby, reception area, lounges bars, sales outlets, sitting and waiting lounges, food and beverage areas as well as beach chairs and canopies around the pool and beach have been rearranged according to social distance rules.



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Necessary measures have been taken regarding social distance with relevant marking in place and we will not be accepting beyond the capacity that has been set.

Our priority is to help you enjoy a hygienic and safe holiday with the actions we take in all areas and the measures we apply.

In order to ensure safe use of our fitness room, reservation system will be applied, the number and duration of people to use at the same time will be limited and cleaning of equipment and spaces will be performed in accordance with the standards after each use. In such spaces, disposable products such as soap, shampoo, shower gel will be offered to the guests.

As always, pool cleaning will continue to be performed according to chemical limits in accordance with standards that will not permit any disease or outbreak.

Chlorine level is between 1-3 ppm in outdoor pools and 1-1,5 ppm in indoor pools and traceability records of periodic measurements are kept.

Beach-pool towels are offered to guests by our staff. The entrance doors of the public toilets are kept open continuously with stoppers.

There are stickers and written information inside the lifts regarding the use of lifts in accordance with social distance.

The ventilation and air conditioning systems and other tools, equipment, materials and equipment such as laundry and dishwasher are maintained and sterilized periodically.

All indoor areas are frequently provided with natural ventilation. Filters of air conditioners and ventilation systems are constantly replaced.

On-site garbage bins are fixed at regular intervals and disposable medical waste garbage bags are allocated.

Cleaning of all areas is carried out according to the texture of the surface with disinfection materials in accordance with the standards and with appropriate frequency, traceability records of these applications are kept.

Indoor areas are disinfected with ULV fogging method and/ or UV-C lamp. Golf shuttles are cleaned and disinfected after each transfer. Buggies are cleaned and disinfected after each use.

Kids club and playgrounds will not be open due to Covid-19 measures by the Ministry of Culture and Tourism.

It is one of the fundamental factors for effective hygiene procedures to raise awareness among our staff while maintaining their health and hygiene since they are in direct or indirect contact with our guests and also their colleagues.. Therefore;

Employees undergo regular health checks while we receive periodical information about health status of their close families against COVID-19.

All employees have been given and will continue to be given special training on the epidemic and hygiene rules. Body temperature of our employees will be continuously measured with non-contact thermometers before each shift. In the event of an adverse situation, in accordance with the Turkish Code on Personal Data, necessary procedures will be applied only by sharing the outcome with the relevant employee as written in our action plans.

Our employees are provided with personal protective equipment (mask, surgical mask, gloves, apron, visor etc.) appropriate to their contact with the guests and the environment at the place of work and hand disinfection facilities are provided and trainings are given about their use.

Clothes of our employees are cleaned according to hygiene rules on daily routine.

Our employees' changing rooms-showers-toilets and common dining & resting areas have been rearranged according to social distance rules.

Arrangements such as landmarks, lanes and barriers have been made and cleaning of these areas and disinfecting them in accordance with the rules are regularly provided.



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Employees are provided accommodation facilities based on social distance rules inside the staff lodging houses within the premises of the hotel. Individuals other than staff are not allowed access.

Our certified business place physician and Occupational Safety Specialists are on duty continuously for our employees.

We will continue to stay dynamic and up-to-date with the actions we take in all areas.

We will be happy to see you at our hotel to experience the "new normal" together.

Kempinski Hotel The Dome Belek Management