



**MAXXROYAL**  
RESORTS



**GUIDE TO A  
SAFE AND HEALTHY  
HOLIDAY**





## Our Valuable Guest,

Welcome to the world of Maxx Royal.

Being back at our hotel makes us happier than ever.

The health, safety, and comfort of you and your loved ones are always our top priority. We have meticulously prepared with due diligence and care to ensure that your holiday is free of stress. As we have in past years, we look forward to welcoming you with confidence this year, as well, and invite you to participate in our efforts towards this process.

It is clear that the Covid-19 pandemic, which has affected the entire world, has revealed that we should all exercise increased caution and care.

In this informative guide, we describe the routine cleaning and hygiene practices that have always been conducted in our facilities, as well as the additional measures we are taking against Covid-19 and possible other infectious disease and epidemic risks.

We also include important rules that we know you will apply carefully. For more information, support, and service details, your Maxx assistants are qualified to contact you at any time. We hope that your Maxx Royal experience will be as unique as ever...



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## OUR RESPONSIBILITIES

In our hotels, necessary measures are being taken in consideration of national and international protocols and information, particularly guidelines and decisions by the World Health Organization and the Science Committee of the Turkish Ministry of Health. Certification requirements recommended by the Turkish Ministry of Culture and Tourism are being met with the utmost care.

A COVID 19 Management Team was established in our facilities under the supervision of the Hotel's general managers. This team closely follows the instructions and publications of the Turkish Ministry of Health and other relevant government authorities, and is responsible for developing, implementing, and monitoring hygiene and health processes throughout the Hotel.

Within the extent of this teamwork, a "Covid-19 Disinfection Team" was established solely to implement and monitor processes for the cleaning and disinfection of the common spaces of our facilities in compliance with protocols and guidelines. Surfaces that are often touched are being cleaned frequently with disinfectant; traceability records are kept by the Covid-19 Disinfection Team.

In the case that any illness is suspected in our hotels, isolation chambers (rooms) have been designated in order to safely isolate those affected individuals until the required doctor's examination is conducted and verification is provided. At this stage, authorized institutions will be notified by taking necessary emergency actions under the guidance of our Hotel medical teams and with the coordination of the Covid-19 Management Team.



## ARRIVAL AND WELCOMING

Your temperature will be measured with contactless thermometers and recorded at the security point where you, our valuable guests, arrive at the facility. Monitoring and control processes will continue with the thermal camera located in the lobby where your check-in procedures are carried out.

Your luggage will be accepted by our trained team at the entrance of our hotel, labelled and safely delivered to your room after an application, in the luggage room, of disinfection chemicals and ULV systems approved by the Turkish Ministry of Commerce and the Turkish Ministry of Health.

Your Maxx Assistant, who will assist you during your holiday, will lead you to our hand sanitizer stand after welcoming you with the necessary protection measures, and provide disposable masks and gloves upon your request.



## CHECK-IN/CHECK-OUT PROCEDURES

As per Maxx Royal Resorts standards, check-in procedures are organized by your Maxx Assistant while you are relaxing in our lobby bar.

At this stage, your registration card is completed by recording your credentials and verified personal information, including your last 14 days of travel information and your health condition.

After the registration procedure has been completed, your room card and information booklet – both disinfected exclusively for you and put inside protected cases – are delivered to you.



## ROOMS

We have taken additional measures in the guest rooms to prepare the healthiest and safest living spaces for you and your loved ones, and to ensure the same comfort and hygiene that you enjoy at home.

These measures include the following.

- The housekeeping team, who have received special training on the issue, use masks, gloves and apron during cleaning and disinfection while they are inside your room. All rooms are cleaned with disposable cloths.
- All textile products in your rooms are prepared for your use by being washed at appropriate temperatures.
- When cleaning rooms, cleaning and disinfection chemicals approved by the Turkish Ministry of Commerce and the Ministry of Health are used in appropriate quantities. The rooms are ventilated at the end of the cleaning process.
  - Before you settle into your room, the ambient air is disinfected with ozone devices programmed in accordance with the size of your room. As well, the filters of the ventilation system are cleaned and the filters are replaced when required.
- The cleaning of the closed-circuit ventilation system, air quality adjustments, air conditioning and filter replacements are also conducted in our follow-up protocols for all common spaces.
  - The room service team disinfects their hands before entering the guest rooms. Room service personnel take all personal protective measures (mask, gloves, bootie, hair restraints).
  - Food and beverages available in the room are cleaned with disinfectant wipes before being placed in the minibar.
- Sanitation kits/hand sanitizers have been added to the personal amenities sets available for your use.
- The rooms are left empty for designated periods; cleaning and disinfection processes are repeated before preparing rooms for new guests.



## RESTAURANTS AND BARS

We continue to display all presentations in our restaurants and bars in a healthy and hygienic manner. In addition:

- Hand disinfection units are located at the entry points of the restaurants. The tables and chairs in the restaurant and bar units have been rearranged in accordance with social distance guidelines and their capacities of use have been redefined.
  - The welcoming team will guide you to these units and inform you regarding the capacity of the restaurant.
    - Since the first day, we have minimized the risks posed by self-service style dining with our a la carte service.
      - We will continue to present our products in their freshest state per our up-to-the-minute service variety.
  - The products in our buffet displays and showcases will be served by our professional teams to minimize potential contact and contamination risk.
- You can also select menus for the food and beverage options offered in our restaurants through the Maxx Royal Resorts Mobile Application downloaded to your mobile phone.
  - Our daily children's menu will be served in a restaurant of your choice.
- Our attentive and trained serving team disinfects the tables and chairs after each use and takes protective measures when communicating with you. The plates, glasses, liqueur glasses, packaged cutlery and single-use salt, spices and napkins, cleaned and disinfected for you, are being served according to your requests from the moment you are seated in the restaurant.
- All the storage, production and preparation areas behind our restaurants and bars are cleaned in accordance with cleaning and disinfection protocols and disinfected using the most appropriate and safe methods.
  - Over 500 employees, working in separate sections and exercising the utmost effort to ensure that each meal is a delicious and healthy experience for you, carefully use personal protective equipment. Our employees have been continuously trained and produce meals in accordance with international quality and food safety norms/rules.
- Our internal audit team, consisting of food engineers, retains the records of each stage and is routinely audited by the relevant government authorities and private accreditation agencies. Our water and food quality is consistently monitored by laboratory analysis.
  - Replicate samples, representing our daily productions, are taken and stored in suitable conditions.



## AVEN ROYAL SPA AND GYMS

We have also implemented additional steps in our SPA and gyms to ensure that you enjoy a fit and healthy holiday. These measures include the following.

- You can quickly book and receive private services in the Turkish bath, sauna, and steam room sections through your Maxx Assistant. The specialized SPA team will contact you regarding other SPA areas.
- To take advantage of these areas safely, we kindly ask you to comply with the designated maximum capacity listings and adhere to the protective measures recommended by the attendants.
  - We suggest that you avoid bringing your personal belongings to these areas as much as possible; keeping your valuables in your room safe will permit you to less time in common spaces.
  - In the SPA areas, disposable soaps and shampoos, scrubbing pouches and slippers, as well as disinfected and packaged towels and wraps, are provided for your use.
  - The machinery and equipment in the gyms has been rearranged at the required appropriate distances and separated with transparent screens; equipment and machinery are disinfected before and after each use. Packaged, disinfected mini towels are also available for your use in this area.
  - Fitness and SPA sections are cleaned, disinfected and ventilated for 15 minutes at the end of every 30 minutes of use.





## **ENTERTAINMENT, ACTIVITY AND SPORTS FIELDS**

Our activities, sports and entertainment programs have been carefully planned for your enjoyment and safety.

Your consideration of the maximum capacities designated for these areas is greatly appreciated. Following the guidance of our staff regarding social distancing and other protective measures will be helpful in ensuring your safety.

Our attendants will inform you of programs with exclusively enriched content.



## **MAXXILAND KID'S CLUB**

Our mini clubs serve in accordance with the guidelines distributed by the relevant government authorities of the Turkish Republic to provide you with the healthiest conditions.

Our expert Maxxiland team offers the safest game, activity and entertainment options and preferences to your children. Our Maxxiland team also undergoes medical screening. All activities will be scheduled with you and our little guest.

Our professional and trained team is ready to spend time with our little guests and provide special care service!



## BEACH, AQUAPARK and POOLS

Maintaining health measures at the highest level in our seas and pools, where you will enjoy the summer, is always one of our main priorities. In these areas:

- All nationally and internationally recognised standards, primarily the “Regulation on Health Principles of Swimming Pool Maintenance”, are met in both common use and private villa pools.
- Water quality values are measured regularly, followed, and recorded by a trained technical team. Pool water samples taken routinely are analysed in laboratories. You can find the analysis results displayed in our boards, located poolside.
- All our pools are routinely audited by our internal audit teams, the relevant government authorities and private accreditation agencies. Our pools are registered in the Ministry of Health system and our general hygiene conditions, analysis results and all other control records are followed by the District Directorates of Health.
- Before using the pools, we recommend that you perform your personal cleaning and review our information on pool rules.
  - Pool towels are disinfected and packaged.
  - The distances between sunbeds and seating groups on the beach and poolside have been rearranged in accordance with social distance rules. Please abide by these guidelines in these areas and in the pools and the sea.
  - We kindly request that you comply with the designated maximum capacities guidelines at the pool.



## OUR TEAMMATES

The health and safety of our teammates is as important as that of our valuable guests. Therefore:

- Medical screenings of all our employees is performed periodically and monitored.
- As well, the Covid-19 histories, tests, and treatment processes of all our employees and their families are followed up periodically within the control system provided by the government. In case of possible risk, the related employee is directed to the health institution and is required to rest until the risk is no longer present.
  - The temperatures all of our employees, suppliers and service providers are measured with a thermal camera and touch-free thermometers at their entry-exit of the facility and recorded.
- Social distance rules are applied for all our employees in all work areas (staff dining hall, service, dressing room, etc.)
  - With our awareness and expert team understanding, all our employees have undergone Covid-19 training, primarily on basic hygiene, and continue to receive training routinely.

## SOME IMPORTANT REMINDERS ...

- In all common areas where you spend time outside your room, the locations and surfaces that are frequently touched are subjected to cleaning and disinfection processes by our specially trained teams during certain periods. We recommend that you exercise care when touching surfaces in common areas, and that you wash and disinfect your hands after any contact.
    - You will see markings and directions placed in many locations throughout the facility to maintain social distance guidelines. Please keep your social distance by regarding these markings and directions.
    - We recommend that you use masks and gloves where necessary; avoid touching your eyes, nose and mouth; and comply with the “maximum capacity” guidelines designated in Hotel areas.
    - We kindly ask that you observe all written or visual warnings and comply with the guidance of the attendants to make your stay safer.
    - Please take the necessary measures when communicating with other hotel guests and employees, except your family members and relatives. Keep your social distance, wear a mask and prefer digital communication unless in-person contact is required.
  - Please keep in mind that, at this time, we must let go of our habits of embracing, hugging and shaking hands; covering your mouth with a clean tissue while coughing or sneezing is essential – if you do not have a tissue or handkerchief, please sneeze or cough inside your elbow.
    - We kindly request that you dispose of your masks and gloves in special waste bins, indicated in grey, after each use.
    - Please do not leave your room if you suspect that you or your companions exhibit any symptoms of the virus. Please contact your Maxx Assistant immediately and seek medical assistance.
  - We kindly request that you pay attention to ensure that your children also comply with these guidelines.
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In accordance with the instructions of the national and international authorities or the developments regarding the process, there might be changes in the measurements taken.

To follow the changes made and the updates, please visit our website.

