



COVID-19 HEALTH AND SAFETY INFORMATION

Updated: 28 May, 2020



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With our mission of providing services that always exceed expectations since the very first day, we place utmost importance on the health and safety of our guests and employees and utilize all our means in this regard.

Since the first outbreak of the global Covid-19 (Coronavirus) pandemic, we have closely been following the World Health Organization and relevant public authorities and have been implementing the given guidelines. Together with our internal and external teams we are ensuring that our service standards are compliant in term of safety and health, and are conducting audits with independent third parties.



**THE HYGIENIC ROOM &
SPA & GYM AUDIT**



**THE SAFE & HYGIENIC
MINI CLUB AUDIT**



YOU ARE SAFE

We apply the **ISO 22000 Food Safety** management system in our facility where every process from the acceptance of food to its presentation is continuously monitored by the Food and Environmental Engineers in our company.

Regnum Carya is the first hotel in Turkey to implement **The Hygienic Room** Program by Diversey Consulting, one of the world's leading companies for hygiene solutions, as well as the first hotel awarded with certification. Regnum Carya has been the most successful implementer of this program in the Mediterranean area in 2019 with its score average.

Regnum Carya is also the first hotel in Turkey to implement and receive certification for Diversey Consulting's **The Hygienic SPA & Gym Audit and The Safe & Hygienic Mini Club Audit** programs. Regnum Carya is the only accommodation facility in the Mediterranean Region that still continues to implement these programs.

Our hotel is the first and only resort hotel in Turkey to have been awarded the **Safehotels Executive** certificate, the highest degree of certification granted by the Safehotels, a global hotel safety certification company that performs audits in 60 countries worldwide.

ISIS - Turkey's Healthy Holiday System (STS) has awarded our facility with a certificate of achievement for the efforts to prevent illness caused by food, water and the environment.

Regnum Carya is certified by the **Potema** bed cleaning system, the world's only registered bed cleaning service.

In addition to the high standards that we apply to our procedures concerning the safety of our guests, food and water safety, community health, hygiene, environmental safety, waste management and occupational health and safety, preventive measures against the epidemic have been taken and immediately been implemented by our internal and external team of experts to provide safer accommodation.

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Employees

- ▶ Our employees' temperatures are taken and recorded when they enter and exit the premises. If they show any symptoms of Covid -19 they are immediately checked by the on-site doctor.
- ▶ Service vehicles, work areas, common areas and offices used by employees are arranged according to social distancing, the intervals for cleaning and disinfection are increased and all necessary personal protective equipment is provided.
- ▶ Employees with the flu, cold or any illness are given a sick leave and not allowed to return to work without the approval of the on-site doctor.
- ▶ The current status of all our employees is closely monitored as per the "Covid-19 Health Declaration and Commitment".
- ▶ In addition to the standard food safety and general hygiene trainings given to our employees, awareness and hygiene trainings are provided regularly within the scope of Covid-19.



Guests

- ▶ Our private transfer vehicles are disinfected before and after each use, masks and hand sanitizers are provided.
- ▶ For guests arriving with their personal vehicles, service for cleaning and disinfection is provided upon request.
- ▶ All guests' temperatures are taken and recorded upon entry to the hotel.
- ▶ At check-in to the hotel, our guests are required to fill in the Covid-19 declaration and commitment form which includes information on travel history and health status.
- ▶ Masks, gloves and hand sanitizers are available for our guests.
- ▶ Our guests are offered fast check-in and secure payment options.
- ▶ Our guests are given a sealed check-in kit containing the room card, map of the hotel, Covid-19 information card and a mask.
- ▶ Suitcases are disinfected before being delivered to the room.
- ▶ If our guests request **SafePlus** room service upon arrival, the room will not be entered.
- ▶ Room service, suitcases, towels, water, etc. services will be provided by maintaining social distancing.
- ▶ Our guests are provided with detailed information 7/24 through our WhatsApp line about our preventive measures for the epidemic.



Guest Rooms

- ▶ Cleaning and disinfection of the guest rooms are carried out by our expert team wearing personal protection equipment and using the industry's leading products approved by the Ministry of Health.
- ▶ According to the cleaning plan, the rooms are cleaned starting with the balcony, bedroom, dressing room, bathroom and lastly the toilet, using disposable cleaning cloths and mops in different colours.
- ▶ The SafePoints program is continued after the high touch room devices, control panels and hard surfaces are sanitized with an antiviral disinfectant.
- ▶ After check-out, the minibar's coolers and drawers are disinfected and all products and service equipment are renewed and secured with security tape; all bed and bathroom textiles, including unused pillow linings, are also replaced with clean ones.

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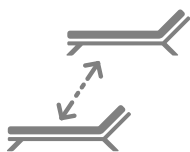
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- ▶ The bathrooms are equipped with antimicrobial liquid soap.
- ▶ All hotel guest amenities used in the room and bathroom are presented in single-use packages.
- ▶ Materials such as spare pillows, blankets and spare clothes hangers in the rooms have been removed and will be provided upon the request of the guests.
- ▶ Shoe bags, disinfectant wipes and transparent gloves are placed in the rooms.
- ▶ The room service menu and all printed materials have been removed, they will be accessible through the TV in the room and the hotel's website.
- ▶ The specially equipped dressing rooms in the rooms will not be entered for cleaning if requested by the guest.
- ▶ Ventilation ducts and filters are cleaned and disinfected and the room is renewed with fresh air.
- ▶ Upon the completion of all cleaning, disinfection and preparation processes of the rooms, the doors are sealed until the entrance of the new guest.



**OXIVIR
PLUS**



Common Use Areas

- ▶ All common areas in our premise have been rearranged according to social distancing and hand disinfection stations have been installed in the required areas.
- ▶ Cleaning and disinfection of all common areas is carried out by our team of experts who have taken personal protective measures.
- ▶ The high-touch surfaces determined as critical points are cleaned with Diversey Oxivir Plus after the guest's use.
- ▶ In addition to chemical disinfection processes, the steam method, ULV technique, ozone and UV technology are used to disinfect common areas and guest rooms.
- ▶ All common area toilets are equipped with antimicrobial liquid soap and hand sanitizers. Common area toilets are cleaned and disinfected with chemicals of medical category. The frequency of technical maintenance and disinfection of the hand dryers have been increased.
- ▶ The cleaning and disinfection processes of the ventilation ducts and filters have been increased. Ambient air in the hotel building is regularly renewed with fresh air.
- ▶ The pH and chlorine levels in all our pools are kept within the limits of the required standards, their values are checked, the frequency of reverse cleaning and rinsing is increased and the filters are kept clean.
- ▶ The distance between the sunbeds in the pool and beach areas are arranged according to social distancing. Single use towel covers are provided for each sun bed, disinfection is provided for other sun beds.
- ▶ All towels are provided by the staff or in bags.
- ▶ The cleaning and disinfection processes of the Kid's Club and Youth Club have been increased and some areas have been temporarily closed.
- ▶ The cleaning and disinfection processes in the SPA, Turkish Bath and Fitness Hall have been increased, and through the reservation process in certain areas the number of people is restricted.
- ▶ The fitness center and indoor pool are closed between 12:00 and 13:00 during the day for cleaning and disinfection.
- ▶ Additional measures have been taken within the scope of Covid-19 in hair salons, markets and all stores providing services within the hotel.

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Food and Beverage Services

- ▶ Dining and beverage serving areas are arranged according to social distancing, wide and adequate seating areas are provided in the terraces.
- ▶ All employees are made sure that they take personal protective measures.
- ▶ Our open buffet and brunch service hours have been extended and food is served by our chefs.
- ▶ Designated areas for senior guests and guests with children are offered within the buffet restaurants.
- ▶ After the dining and beverage serving areas are closed, they are thoroughly cleaned and disinfected with ULV.
- ▶ Tables and chairs are disinfected after each use.
- ▶ All service equipment, including baby high chair trays, are sterilized at high temperatures in dishwashers.
- ▶ Children and baby buffets are served by our chefs.
- ▶ In addition to our existing hand hygiene instructions, every 30 minutes an audible system is used in our kitchens to remind hand washing.
- ▶ Lobby guest reception and room amenities are provided in sealed hygienic packages.



Laundry Services

- ▶ Professional laundry service is provided on site.
- ▶ All hotel textiles and laundry are washed by our expert team by taking cross contamination measures.
- ▶ Diversey Clax Personril, a chemo-thermal disinfection product recommended by international authorities for hygienic washing, is used for laundry and for cleaning room textiles.



Security and Health Services

- ▶ Our facility has 24/7 on-site and off-site security guards, health officials and an ambulance vehicle on duty.
- ▶ According to the guidelines of public authorities, in order to provide isolation in case of possible or suspected cases, all necessary procedures and service standards have been defined and isolation areas have been identified.
- ▶ The temperature of all visitors, suppliers and outsourced service providers are taken upon entrance to our premises and preventive measures are taken.
- ▶ The infrastructure and standards ensuring the safety and hygiene of all products from product delivery to guest use are applied in our facility.



In accordance with the Ministry of Tourism's circular on the "Controlled Normalization Process in Accommodation Facilities" some mandatory practices were introduced and some services were restricted. We will continue to update this page according to the latest information.

For questions and further information please contact us. info@regnumhotels.com