



HYGIENE PROTOCOL

Esteemed Guests

As Kustur Club Holiday Village, we have worked in line with our unconditional guest satisfaction principle for 54 years so that our valued guests can spend their holidays in the best possible way and return home with unforgettable memories. We will continue to work with the same principle.

We have taken additional measures for you to have a pleasant holiday in the post-COVID-19 period. As Kuştur Club Holiday Village, health and well-being of our guests and employees has always been our top priority.

We would like to share with you all our cleaning and hygiene measures taken in light of the reports by The World Health Organization, Turkish Ministry of Health and Turkish Ministry of Culture and Tourism.

These implementation may decrease, increase or change in severity according to the new circulars issued by the relevant institutions.

Thank you in advance for your understanding and support. We shall overcome these days together. We hope to welcome you as soon as possible and wish you a healthy day.

Sincerely Yours,

Kustur Club Holiday Village

OUR EMPLOYEES

- All of our staff are subjected to health checks and are tracked by our Workplace Physician.
- All of our staff have obtained Hygiene training and received certificates in this respect.
- All of our staff have received training and been made aware on the matters of Protection from Infectious Diseases and Preventing the Spread of Infections.

- Our service vehicles are cleaned and disinfected both before and after every time they are used and the use of the services without masks is not permitted.
- All of our staff have their temperatures taken when they arrive at work. If there is anybody who is not feeling well is reminded and informed not to come to work. Any member of staff with a high temperature is not admitted to work. The process will be recorded and monitored from start to finish.
- The same staff members will be employed during the same working hours as much as possible.
- Information notes are in place at common use areas where safe physical distancing rules are applied.
- The uniforms of Staff are changed on a daily basis, washed at above 60 C and ironed.
- The materials and hand disinfectants necessary for personal hygiene are present in our Staff areas.
- Both physical structure and servicing has been rearranged and adapted to the new requirements at the personnel dining halls. Areas dedicated to our staff have been adapted to social distance rule. Disinfection units in sufficient numbers have been placed in these areas.
- All of our Staff wear mask or face visors and gloves during their work.

ARRIVAL AT THE HOTEL, CHECK-IN & CHECK-OUT PROCEDURES

- Check-in and check-out procedures have been rearranged and adapted to social distance rule. Safe waiting areas have been designed. Distance signs have been placed.
- Body temperature of our guests will be measured and recorded with a contactless thermometer at check in . In the case of a high body temperature, this is shared only with the relevant guest in accordance with the Law on the Protection of Personal Data and due action is taken in line with our action plan.
- Personal protective equipment such as masks and gloves are provided to our guests upon request.
- All our guests are given information about the practices and measures in place and this information is announced in the places where the guest can easily see within the hotel.
- Luggage will be taken to our guests' room safely by our trained, masked and glove-wearing personnel upon request.
- Room cards are disinfected before check-in. Pens to fill necessary forms will be disinfected before use and will be presented to our guests to use safely.
- Within the limits set by your bank, payments can be made with a contactless POS device.
- Room cards returned by a checking-out guests are kept in a separate box and disinfected before use.

- A declaration of our guests stating the country they are from, the countries they visited last, their contact addresses and phone numbers, their health status along with their commitment to comply with the Covid-19 action plan determined by the company shall be signed by our guests.
- If a guest is detected showing symptoms of the disease, then our guest/s will be kept under isolation after notifying the relevant health institution and the hotel doctor until they are transferred to the relevant institution. The required services will be provided by trained personnel who have taken security precautions.

ROOMS

The following precautions are taken in order to ensure safe accommodation in your rooms, which have been prepared, cleaned and disinfected especially for you:

- The housekeeping staff who perform the cleaning of the rooms carry out with a mask and gloves .
- Disposable rags will be used for cleaning the rooms .
- Disinfectants that do not harm health are used for room cleaning. Door handles, faucets, remote controls, telephone, switches, safe-box are disinfected before each check-in.
- If our guests do not want their rooms to be cleaned every day, cleaning will be done in their rooms as much as the frequency of cleaning requested and reported to the reception.
- All of the rooms have balconies and large windows, and they are ventilated in every cleaning.
- The decorative materials and as well as any other cardboard/ materials except for those that are legally compulsory have been removed.
- The glasses at room are washed at high temperature and have been replaced after each check out.
- All linen and textile products are washed at high temperature and ironing them. They are delivered to the hotel in protective bags.
- Amenities are replaced after each check-out.
- Air conditioner filters in each room are disinfected frequently.
- Rooms are ventilated for fresh air during cleaning after each check-out.
- Rooms are disinfected with ULV after every check-out.
- All of the cleaning and disinfection procedures performed in the rooms are checked by trained housekeeping supervisors.

GENERAL AREAS

- General areas have been adapted and rearranged according to safe social distance rule. Necessary measures have been taken and signboards have been placed, information notices have been hung.
- Areas that are frequently used are subject to extra disinfecting practices.
- All ventilation systems are frequently disinfected. Indoor spaces are ventilated with fresh air as much as possible.
- Adequate disinfectant will be made available in common guest areas WCs
- Hand driers have been removed from WC, disposable hand towels will be used.
- Social distance rules have been redefined at the stores. Information notices have been hung. Stores will be cleaned and disinfected before opening or after closing every day.
- Our guests are required to wear masks other than eating & drinking activities due to legal obligation.

KITCHEN AREAS

- Kitchen areas, kitchen utensils and counter top and storage areas are cleaned regularly
- Our kitchen personnel wear a protective mask, gloves and bonnet. Detailed training has been provided for the rules to follow.
- All processes are constantly inspected by our Food Engineer and Consultant Company.
- All processes are conducted in accordance with HACCP standards.

FOOD & BEVERAGE UNITS

- Hand disinfection units are available at bars and restaurants.
- Tea and Coffee machines which are for common use will not be used during this period and tea and coffee will be served by our staff to your tables.
- Protective barriers have been designed for contactless serving of food at the open buffet . The food will be served on the plates by the cooks and given to the guests by them.
- Cutlery sets are served in disposable packages.
- Table clothes are changed for each guest. Cloth napkins are not used at our tables.
- In all Food & Beverage units; table, chair and sitting distances have been rearranged in accordance with the recommended safe distances.
 - Stools have been removed from the bars for the purpose of safe social distance. Reminders for social distancing have been placed at every waiting point at bars and restaurants.
 - Service personnel will serve wearing disposable gloves and will use mask, paying attention to the rule of social distance.
 - Dishes in all F&B units are washed and rinsed at high degrees by a dishwasher, not by hand and offered for safe use by trained personnel under hygienic conditions

POOL & BEACH

- Pools are cleaned in accordance with chemical values that will not allow any disease or epidemic as usual. Our Technical Services Staff, who have received training in this area, continue their activities with extreme care.
- Sunbeds are placed in line with the social distancing rules.
- Pool and beach towels will be delivered to each guest by our employees at the towel Office.
- According to the social distance rule, the maximum number of users will be calculated in the pools and the lifeguards will be informed.
- Disinfection will be carried out regularly to the slide stairs and railings at certain times.

SPA

- Sauna and Turkish bath capacities have been rearranged in line with social distancing rules. Hand disinfectants have been placed at designated points
- The bedding decorative materials at massage rooms have been removed.
- The massage therapist wears a mask during the massage.
- Spa lounge area is disinfected at designated time.
- Spa rooms are cleaned and ventilated after each massage session.
- Massage beds and headrest area in particular will be disinfected carefully after each use.

FITNESS

- Equipment and tools at fitness center have been rearranged in line with the social distance rule, and they will be disinfected after each use.
- Hand disinfectants are available at designated points.
- Number of guests who can use the fitness area simultaneously have been rearranged.
- Outdoor sports equipments remains closed indefinitely.

MINI CLUB AND ENTERTAINMENT

- The Capacity of the Mini Club has been determined in accordance with the social distance regulations. We accept our little guests at the determined capacity.
- Children's fever is measured without any contact at the entrance of the Kids Club. Children with symptoms such as fever higher than 38°C , sore ,throat,runy nose,cough, vomiting, diarrhea, shortness of breath will be directed to a healthcare organization by contacting their parents .
- Hand disinfectants are available at the entrance of the mini Club . Hand disinfectants are placed out of reach of children, disinfectants will be used under the supervision of kids Club staff.
- Indoor spaces will be ventilated with fresh air as much as possible. Air conditioner are not used at kids Club.
- Children are allowed to go out often and do more outdoor activities.

- Social distancing rules are complied with during all activities.
- Toys ,craft supplies and kids playground equipment are frequently cleaned. Due their surface like ; plush ,furry,unhygienic toys that are impossible to cleaned have been removed.
- Children who use the toilet are ensured to wash their hands before and after ,and attention will be given to the children for them to use the toilets one by one.
- Outdoor spaces are preferred for entertainment activities.
- Entertainment activities will continue at low capacities and softly in accordance with safe physical distance rules.
- No activities that require contact will be held. (Football, basketball, volleyball, etc.)
- Materials used for animation activities and children's entertainment will be disinfected after each use.
- The Amphitheatre remains closed indefinitely.

PURCHASING

- Foods are bought from selected suppliers who are subject to inspections, and they are allowed in our facilities only after strict controls formalities are completed.
- Suppliers are audited by our food engineer.
- The whole process from the hotel entrance to the production of the food is inspected by the Food Engineer .
- The personnel performing the storage process use disposable masks and gloves .
- All cleaning materials used are purchased from Diversey.
- The right dosage of the right chemicals is provided in each field In line with the trainings provided by the company.

QUALITY MANAGEMENT SYSTEM PRACTICES

We have certified with

- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- ISO 22000:2005 Food Safety Management System
- All hygiene, food and water safety practices we carry out based on HACCP principles are regularly audited by the international experienced company Rentokil, which we have been working for years.

WHAT WE EXPECT FROM YOU

- Please pay utmost care to keep the social distance while moving within the facility. Please observe and follow the signs placed by the hotel management.
- Please maintain the distance of 1.5 meter left between the tables.

- Please do not alter the distance between the sun beds.
- In addition to transmission through droplets when interacting with others, and touching, Covid-19 virus can be transmitted by contacting with nose, mouth, eye, etc., and it can remain air-borne and live on the contacted surface for a certain period. Therefore, you need to wash your hand frequently with plenty of water and soap. We have placed hand disinfectant devices at the locations, where our service units are available, for your use if and when you are at a distance to the wash-hand basin.
- We hereby once more remind you that you might be legal obligations when you would conceal any finding, information or symptom related to the Covid-19, or you would fail to notify the hotel management or to comply with the measures.
- In common areas, there are grey-capped waste bins for masks, gloves and other protective equipment waste.
- Thank you for having read this guidebook attentively, and for the measures you will comply with for the purpose of protecting the health of our other guests and staff members, in particular your own.

The facility shall remain entitled to modify the service concept as based on the resolutions adopted by the World Health Organization, the Ministry of Culture and Tourism of the Republic of Turkey ,the Ministry of Interior of the Republic of Turkey and the Ministry of Health of the Republic of Turkey and also the local authorities during the course of the normalization process implemented with respect to the Covid-19 by the Ministry of Culture and Tourism of the Republic of Turkey.