



Dear guests,

As Sherwood Resorts & Hotels, Front Office Department, we are aware of the Covid-19 which has impacted the world. For this reason, we take many precautions with the supervision of our management regarding the health and the well being of both our guests and colleagues.

We would like to share some of the measures we plan to implement:

- The surface of the reception desk will be disinfected frequently and after each guest contact.
- Room cards given to guests will be disinfected at check-in / check-out and given to guests.
- Since a virus can remain in any contact environment, guest suitcases will be disinfected prior to check-in. Luggage transport trolleys will be cleaned in detail at the end of the day with surface disinfectant after use. The luggage room will be disinfected twice a day and bellboy employees undertaking this task will be given masks and gloves during the baggage handling and cleaning process.
- Included in the service offerings offered to guests, if required; raincoat, umbrella, etc. materials will be disinfected before and after the services.
- Online check-in will be planned. Before guests arrive at the reception lobby entrance, a mandatory hygiene corridor with red stripes and distance signs will be affixed to the floor.
- For personal precautions, foot disinfectant, digital fever meter, disposable mask, cologne and wet wipes will be available at the reception for guest use. If a possible virus suspect case appears, a doctor's office visit will be necessary (an examination will be required for those who show signs of disease) and the guest relations department will be informed.
- In case of fever and other findings, the emergency health institutions will be informed and will be hosted in an isolated environment under the control of the doctor during this period.
- The guest information card will include details about travel history for the last 14 days, chronic illnesses, and accessible mobile phones numbers of an immediate relative.
- The information provided by guests will be confirmed for accuracy with their signature and the documents will be archived.
- The name, surname and telephone number of an emergency contact person will be recorded by asking our guests during the reservation process.
- In case social distancing is forgotten, our reception staff will be warned to protect the social distance (at least 1.5 meters) between each other and guests.
- Guests will be informed about the preventive measures created or other services that they may need (for example, medical and pharmacy services in the region or the organization itself).
- In addition to all these precautions, our tools, which are open to common use, will be cleaned with surface disinfectant before and after each use.

Our instructions and procedures implemented by the quality department have been revised as a precaution to Covid-19 virus. We look forward to welcoming you again and wish you healthy and happy days.

Regards,

Sherwood Resorts & Hotels
Front Office Department