

KEFALUKA RESORT
GUIDELINE ON HOW TO FIGHT COVID-19



WHAT IS CORONAVIRUS?

Coronaviruses are a large family of viruses that can be transmitted from animal to person, from person to person, and which may also cause disease among people.



Known types include MERS-COV, SARS-COV, and lastly SARS COV-2, which originated in Wuhan city of China.

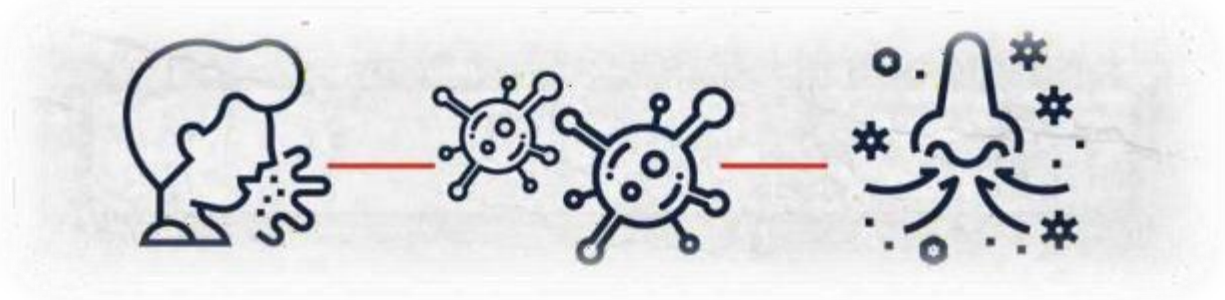
HOW DID IT ORIGINATE?

It was initially in December 2019 that this virus came up in the agenda. Four people working in a market selling seafood and live animals in Wuhan city of China and many people visiting the market in the same period were identified as having lung infections.

On **January 7, 2020**, it was found out that the virus causing the disease was from the Coronavirus family, and the virus was classified as **SARS COV-2**, and the World Health Organization announced the name of the disease as **COVID-19**.

WHAT ARE THE MODES OF TRANSMISSION OF THE DISEASE?

The disease is known to be transmitted through respiration. Virus-containing respiratory droplets scattered during coughing, sneezing, etc. contact the mucous membranes of other people, causing them to get sick.



WHAT ARE THE SYMPTOMS OF THE DISEASE?

Infection may follow a more severe course especially in elderly patients and those with underlying health conditions.



OBJECTIVE

This guide sets out the work and coordination plan to ensure that the accommodation facilities establish the required hygiene and safety criteria in line with the “health first” policy to eliminate the concerns of our guests and their families, as well as our personnel in terms of disease transmission in order to maintain the service continuity of our facilities and to ensure the restoration of operational activities during the period of transition to the “new normal” in which the effects of the COVID-19 pandemics declared by the WHO and the Turkish Ministry of Health on social life come to an end.

This guide also includes the basic steps that should be taken to address the pandemic process in accommodation facilities, which are among the collective living spaces, and to establish an effective management system.

The content of this guide has been prepared, taking into consideration the legal processes at the time of its preparation and is open for revision.

SCOPE

This guide is aimed at the relevant department manager, personnel, and our guests.

FRONT OFFICE



- At the entrance of the reception, the temperatures of the guests are taken with thermal cameras.
- After the suitcases of the guests are received, these are disinfected with a fogging machine equipped with the AHP Technology and the label “disinfected” is affixed on them.
- The minimum social distance that guests must observe at the check-in and check-out is indicated by markings on the floor.
- A hand sanitizer is available for the use of our guests at the entrance of the lobby.
- Treats for the guests consist of packaged candies, as well as beverages in closed bottles.
- Disinfectant and cologne are available at the reception for the use of our guests following the completion of their procedures.
- As our guests, you are offered two options regarding your identity cards: If you wish, your ID cards can be taken, scanned, and disinfected before the delivery of the cards back to you. Or for the purpose of minimizing the risk of contamination, your ID cards will not be taken, but instead, you, our valued guests, will be asked to fill in your accommodation cards by yourselves. Our Front Office personnel will visually review and confirm your information.
- Disinfection is performed before the room card is delivered to guests.

FRONT OFFICE



- For your safety, you will be asked for your contact number and address against any cases that may arise along with the list of countries you have been in the last 14 days through the Guest Information Form. Pursuant to the Law on Personal Data Protection, the explicit consent of our guests is obtained that this information will be shared upon request by the relevant institutions due to Covid-19. Our accommodation facility has no legal responsibility in case our guest is infected by Covid-19 during and after their stay.
- A Letter for Guests in relevant languages is provided to our guests, which explains the procedures performed in our hotel to fight Covid-19, the rules to be followed, and the restrictions on the services due to the current situation.
- “Containers for Infected Waste” are placed in the reception area. You should throw your wastes such as masks, bonnets, and gloves into these boxes. These wastes are disposed of according to the “Kefaluka Hotel Waste Management Procedure”.
- Office supplies in the Front Office are disinfected at half an hour intervals.
- The layout of the club-car seats has been arranged in line with the rules of social distancing.
- Unfortunately, valet service cannot be provided due to the Covid-19 pandemic. In special cases that require exceptions, bellboys will park the cars, ensuring that the windows are open in the meantime, and they will change their gloves after parking, following which they will disinfect and deliver the car keys to the guests.

RELATIONS WITH GUESTS



- Cologne and disinfectants are available at the office desk to be offered to guests.
- The guest relations office will not be used since it is in a closed area. A seating group, in which the rules of social distancing are observed, is placed in a section immediately close to the office. In imperative cases, face-to-face discussions with guests are made in this section using appropriate equipment. In general, it will be a much healthier option to make a phone call for a-la-carte reservations and similar needs for our discussions.
- Guest Relations personnel works with Personal Protective Equipment.
- The health status of our guests who apply to the Hospital/Doctor's Office is monitored.
- You can ask our guest relations personnel for information about the precautionary measures taken. In these cases, it will be healthier to ask for information on the phone.
- In the event of potential Covid-19 cases, our Guest Relations personnel will inform the "Pandemic Team" established by the hotel management and act according to the "Pandemic Emergency Action Plan".
- You can book a-la-carte restaurant reservation by phone, and go to the restaurant without having to be involved in face-to-face contact using your reservation code.
- We have options for you to fill out our surveys online. In the case of questionnaires that cannot be filled online, these are filled in by our guest relations personnel through questions and answers, observing the rules of social distancing.
- Please answer the questions in our survey to evaluate our hotel during the time of the Covid-19 Pandemic. Your feedback is valuable to us.

HOUSEKEEPING



- All Housekeeping Personnel work using Personal Protective Equipment.
- You will find a card labeled “Disinfected” on the doors of the rooms where you will stay. This card means that your room is disinfected with fogging machines using cleaners and disinfectants having the Oxivir Hydrogen Peroxide technology (AHP) after the cleaning. This ensures that you can rest in your rooms without any concern.
- Cleaning cloths are specific, and separate cloths are used for each room. These are kept closed after cleaning and washed and dried over 65°C at the end of the day and disinfected with fogging machines by using cleaners and disinfectants having the Oxivir Hydrogen Peroxide technology (AHP).
- In order to minimize the risk of contamination, info books containing information about our hotel are not left in your rooms. Instead, all information is broadcast on the info channel on the TV in your room.

HOUSEKEEPING



- Textile materials offered for your use in the rooms are changed every other day. (In mandatory and suspicious cases, the change of the textile materials are made daily. Textile products are packed separately and washed separately from others. After these materials are placed in the trolleys, the bags are closed and precautions are taken.) All textile products are cleaned in accordance with the instructions specified in the circulars of the Ministry of Health.
- All kinds of materials (armchairs, etc.) in the rooms, which are not sent to the laundry are fogged and disinfected with cleaners and disinfectants having the Oxivir Hydrogen Peroxide technology (AHP).
- The rooms are ventilated by opening the doors and windows during cleaning. Our guests should not be in the room during the room cleaning. However, in case of any necessity, we ask you to wait on the balcony.
- All cleaning materials used in the rooms are cleaned with soap and water containing disinfectants.
- Our rooms cleaned after check-out are disinfected by fogging with cleaners and disinfectants having the Oxivir Hydrogen Peroxide technology (AHP). Thereafter, the information card labeled “**DISINFECTED ROOM**” is placed on the doors.

HOUSEKEEPING



- All door handles in general use are disinfected at regular intervals.
- The number of people who are allowed to use the elevators at the same time is specified on the elevator. Our elevators are periodically disinfected (elevator buttons, floor, handle, door, windows). However, we recommend that you do not use the elevators except in mandatory situations.
- The toilets in the general areas are periodically cleaned and disinfected, including all the contact surfaces.
- “Containers for Infected Waste” are available in general areas. You should throw your waste such as masks and gloves in these boxes. These wastes are disposed of by our personnel according to the “Kefaluka Hotel Waste Management Procedure”.
- Our lounge chairs are placed according to the rules of social distancing (1.5 m) and their places should not be changed.
- Lounge chairs are disinfected at the end of the day. Hand-contact surfaces in the showers located in the beaches and pools are disinfected in certain periods.
- Textile materials like mattresses are cleaned with steam machines and disinfected with a fogging machine.
- The children’s outdoor playground is open for use and is periodically disinfected during usage hours.

FOODS AND BEVERAGES



- All of our personnel use personal protective equipment.
- All seating groups are arranged, taking into account the rules of social distancing. Seating arrangements should not be changed.
- In our restaurants, all textiles and similar materials offered to our guests are disinfected at the end of the day.
- All glassware and porcelain materials are washed at 85°C and disinfected. These are then kept in closed containers and kept until the next use.
- Glasses are offered for use in the main restaurant, a-la-carte, and B1 lobby bar area.
- In order to minimize the risk of contamination in pools and beach areas, disposable materials are used for the service.

FOODS AND BEVERAGES



- Baby feeding chairs are cleaned and disinfected after use, wrapped in stretch film, and kept ready for use.
- Disposable sugar, salt, and spices are used in our restaurants.
- All of our personnel use personal protective equipment while working.
- Bar desks and benches are frequently disinfected for your health and safety.
- Waiting points compliant to social distancing are arranged in front of the bar desks.
- Our entire bar equipment used in preparing your beverages are kept in disinfectant water before use.

KITCHEN AND THE MAIN RESTAURANT



- All of our personnel in the production prepare food products by using sleeves, masks, bonnets, gloves, and visors, and by fully complying with the hygiene rules.
- The kitchen, bar, room, and pool areas are regularly inspected by our hotel's Food Engineer and the independent DIVERSEY CONSULTING.
- In order to prevent contamination in open buffet areas, meals are served to our guests by our chefs. All our guests approaching the products in the open buffet areas are asked to wear masks to prevent contamination by droplets and air.
- In order to prevent possible contamination around open buffets, our guests will receive their food from our chefs at the 1.5-meter social distancing range that we have determined.
- The glass shields in the shows prevent contact between the guests and the personnel. Our guests can get their preferred food from the chefs behind the shields upon request. While the shields provide the social distancing, guests coming to this area should also wear masks.
- Bread is sliced in portions to prevent hand contact and is offered to your service after vacuum packaging.

KITCHEN SNACK/PATISSERIE



- Most of the equipment used in the room service is disposable and food and beverages are packaged so that only you can open them after their production.
- In all food points except for the main restaurant, we have removed our menu cards for the purposes of hygiene protection. You can see the menus on the boards in these areas. Salad open buffets have been removed, and salads are prepared and served by our chefs upon your request.
- Unfortunately, our children's restaurant is not open for service since it is located in a closed area. The children's menu is available on the Zuzu Snack Bar board and will be prepared and served when you inform our chef about your choices.
- In the B1 Lobby Bar section, the snacks you want are served by the waiters after you select these from the menus.

ANIMATION SHOWS



- At the premises, in the areas and places where the shows are performed, the seating layout is arranged to leave at least 1.5 m of physical distance from the front, back, right and left side, and the maximum number of people allowed in these sections is determined and indicated in the relevant areas. Information regarding compliance with physical distance and warnings where necessary will be instructed by the show performers.
- Hand disinfectants are available and accessible at the entrance to and within the activity areas.
- Activity areas such as Night Club, Movie Theaters, Mini Club, and Young Club will not serve at the moment since they are located in the closed sections.
- Materials used in all activities are disinfected before and after the activity.
- Contact sports activities, games, dances, and other events that create crowded conditions are not exercised. However, it is at the discretion of the business management to perform team sports, football, volleyball, water polo, etc. in line with international and national federation measures and decisions.
- If our guests staying in the same room notify our animation team, a re-evaluation will be made.

ANIMATION SHOWS



- Our guests staying together can enjoy the games such as backgammon, Rummikub, table tennis, tennis, etc., which are disinfected before and after each use, as individual activities.
- Our playing cards are single-use and given as a gift to our guests.
- The number of guests allowed inside of the game hall on the B5 floor has been determined in line with the circular published and specified at the entrance.
- Disinfection takes place after each use in activities such as foosball, billiards, table tennis, etc.
- In areas where the guest is in contact with the activity equipment (darts, boccia, archery, etc.), they are asked to wear gloves.
- Unfortunately, activities that require close contact such as tattoo, face and body painting, etc. have been removed.

FITNESS



- All surfaces of sports equipment, joysticks and monitors, and the areas touched by guests, toilets, showers, and changing rooms are periodically cleaned and disinfected.
- A hand sanitizer is available for your use in the fitness area.
- All the individual exercise equipment included in the fitness area is laid out to be at least 2 m apart.
- No group exercises are allowed in fitness or a different area; these areas are planned for individual exercise.
- Fitness areas and equipment are disinfected by the personnel in charge after each use. In addition, all areas, as well as the equipment used are disinfected before opening every morning, at noon when it is closed and at night after closing.
- Since the fitness area is located in a closed area, the maximum number of people allowed inside is specified at the entrance. Fitness personnel does not perform workouts under the physical distance of 1.5 meters with the guest and work with personal protective equipment.
- Our fitness section works with reservation system.

POOLS, AQUAPARK, AND THE BEACH



- Open pool chlorine level is kept at 3 ppm, which is the maximum level pursuant to the **REGULATION ON HEALTH RULES THAT WILL BE APPLIED TO SWIMMING POOLS**. This should be measured and recorded periodically.
- Boards are placed indicating that guests should take a shower before entering the pool, as well as the rules that they should observe.
- The maximum number of people allowed in the pools at the same time is determined and written in the relevant pools. If this number is exceeded, lifeguards will warn the guests.
- Guests displaying Covid-19 symptoms should not use the pool.
- Super chlorination (shock chlorination) is done once in 15 days under normal conditions, but currently it is scheduled as once per week. Shock chlorination is done at the level of 5-6 ppm in the evening hours when the pool is closed.
- In order to avoid crowdedness in the aquapark and slide pools, time regulations are indicated on the board. Materials used such as slide boats, lifebuoys, etc. are disinfected with chlorinated water.
- Aquapark slides are operated by leaving a space apart between each other in order to prevent the guests from coming close to each other during the fall to the pool. The lounge chairs in the beach area are laid out according to the rules of social distancing. You should not change the position of the lounge chairs within this arrangement.
- Waiting points suitable for social distancing are indicated in front of the towel desk. From here, towels are delivered to you in bags.
- Hand sanitizers and cologne are offered for your use in beach towel stands.
- Toilets located around the beach are periodically cleaned, disinfected, and recorded.

SPA, SAUNA AND TURKISH BATH



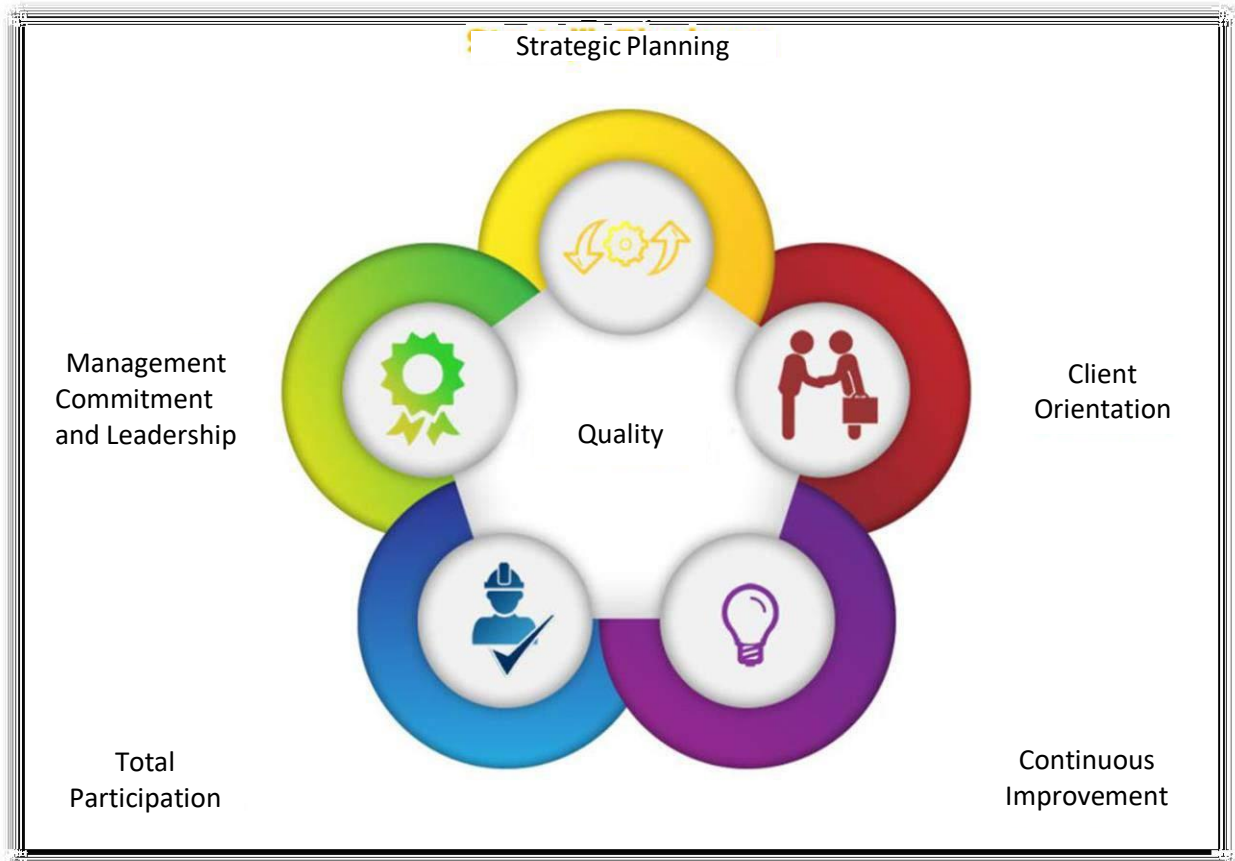
- During the time of the Covid-19 global epidemic, the limitation or complete removal of services below the physical distance (1.5 m) with the guest is subject to the directives of the Turkish Ministry of Health and is at the discretion of the business management. Therefore, in case these areas are put into service;
- Use must be made with reservation.
- SPA personnel uses personal protective measures (mask, gloves, visor mask etc.).
- Cleaning and disinfection plans of SPA and all areas within it are created and recorded.
- Employees are informed about personal and guest-related risks and action plans.
- At the clean and dirty towel stations in the SPA, precautions are taken to prevent hand contact.
- Cleaning and disinfection of baths, saunas, steam rooms, showers, and other areas are frequently performed.
- All these areas are arranged depending on the capacity in such a way that the physical distance (1.5 m.) is maintained, and our guests are served through the reservation channel.
- All products used in these areas (pouch, soap, shower gel, shampoo etc.) are provided in single-use packages.

TECHNICAL SERVICE



- All Technical Service Teams use personal protective equipment.
- Ventilation spaces are disinfected once a week and their filters are cleaned.
- Toilet exhaust suction is active for 24 hours.
- Old ventilation filters have been renewed.
- Water tanks and boilers have been emptied and cleaned.
- The maintenance and cleaning plan of all installations, hardware, machinery, and equipment (energy, heating, ventilation, air conditioning equipment, dishwashers, washing machines, refrigerators, elevators, etc.) are updated and recorded accordingly in line with the pandemic.
- The ventilation system works with fresh air completely taken from the outside. This air is provided to the system after cooling and filtration.
- With regard to the water safety of the facility, a detailed maintenance and cleaning plan have been prepared after the epidemic.
- While the chlorine level should be kept between 0.2-0.4 ppm under normal conditions, the utility water has been changed to be 0.5 ppm free chlorine, preferring the highest level in the time of the global epidemic.
- Personnel entering the guest areas/rooms, food production/storage/service areas take necessary protective measures (gloves, masks, disposable gowns, overshoes, etc.).
- To avoid crowdedness when entering the rooms for repairing a malfunction, the malfunction will be eliminated when the room is empty if it is possible. In this regard, you must wait on the balcony if you are in the room during the repair.

FOOD, HYGIENE AND QUALITY



- With our full-time Food Engineer, the suitability of the rules set in the hotel foregrounds and backgrounds is constantly monitored and action is taken.
- Independent Audit firms perform multiple audits periodically.
- Kitchen, Bar, Food Acceptance, Pool, Fitness, and Spa areas are checked, and cleaning and rule verifications are made.
- Information regarding the measures taken in the Covid-19 Pandemic are requested from all companies that we work with, and their adequacy has been evaluated and the “Approved Supplier List” has been arranged accordingly.
- “On-Site Supplier Evaluation” procedures performed by the Food Engineer are carried out in the form of online inspection.
- All our food warehouses are periodically disinfected with a fogging device having the AHP Technology.

HUMAN RESOURCES



- Kefaluka Hotel Personnel does not start work without receiving training on the Pandemic Guide.
- The recruitment procedures are carried out by considering the retrospective 20-day history of the personnel to be hired and the report stating the health status of the personnel from a fully equipped health institution.
- Personnel is periodically trained by the business to increase awareness of personal hygiene and to ensure that the necessary measures and emergency plans for Covid-19 are implemented.
- Digital screens in online training platforms or personnel areas are more preferred.
- Employees are trained on the methods of use of masks and disinfectants, as well as the manufacturer-recommended quantities and durations of use.
- Employees who are recruited are periodically trained by our Occupational Health and Safety Specialist, Workplace Physician, company specialists that provide us chemical support, Environmental Engineer, and Food engineer.
- For the health of our personnel, an area of a minimum of 2.5 m² per person is provided in the dressing rooms, dining hall, cafeteria, resting areas, and the physical distance is arranged to be 1.5 m.
- The number of people per room has been reduced for our personnel staying in our personnel lodgings.