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1. GOL

In order to prevent the infections caused by the new Corona Virus, Covid -19, to meet the required high hygiene and safety expectations, to complete the operational and structural studies and to take the necessary precautionary measures against the epidemic, as well as to set up training programs for the hotel staff and perform.

In order to manage the risk of a coronavirus epidemic (Covid-19) that can spread very quickly with physical contact and respiratory tract etc. and the number of infected people around the world is increasing rapidly with regard to public health important to ensure social isolation by reducing social mobility and human contact.

It is possible that the Corona Virus epidemic (Covid-19) will also occur in our workplaces. For this reason, it is important to analyze this high-risk factor with regard to workplace processes and to determine in advance how the workplace will also work for an employee in the event of an infection. Some rules must also apply in the workplace from e.g. B. Employees, employers and suppliers, customers and visitors are observed.

2. SCOPE

It contains precautions, practices, and regulations that cause New Type Corona virus infection and spread in all Zeniya Groupe hotels.

3. RESPONSIBILITY AND AUTHORITY

All employees and subcontractors: Record deviations, Request corrective and / or preventive action that is required, to fix violations, Fulfillment of requirements and follow-up and evaluation.

Head of department; Corrective and / or preventive actions to be taken by the departments in an appropriate and effective manner.

Management representatives: Corrective and / or preventive measures are followed and their effectiveness is measured.

General Manager: Evaluation of corrective and / or preventive measures and provision of the necessary resources if necessary.

4. DEFINITIONS

New Type Coronavirus (SARS-CoV-2): It is an infectious disease that has occurred in Wuhan / China and can enter the body through breathing and contact through the mouth, nose and mouth. The first symptoms are sore throat, weakness, fever, dry cough, difficulty breathing, abdominal pain, diarrhea and can cause lung disease and, if left untreated, pose a risk that can lead to diseases such as severe acute respiratory failure syndrome.

Infection caused by the New Type Coronavirus (SARS-CoV-2),


Pandemic: Infectious disease that threatens a large number of people at the same time worldwide.

Hygiene: All applications for protection against harmful environments and all cleaning measures

Disinfectant: Chemical substance used to kill or stop the proliferation of pathogenic microorganisms other than bacterial endospores in the inanimate environment.

Food Safety: Assurance that food products will not harm the consumer if they are processed or consumed as intended,

Isolation: All cautions that are requested to prevent people with a certain infectious disease from contacting you with in the 14 day incubation period are health insulated.

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5. SUPPORT

All rights in this process are based on the application examples of the national and international health and tourism sector, the Ministry of Health of the Republic of Turkey, T.C. Ministry of Family, Work and Social Services, T.C. Ministry of Agriculture and Forestry, T.C. Scientific Committee on Health Protection, the WHO World Health Organization, General Hygiene Law, Veterinary Services No. 5996, Plant Protection, Food and Feed Law, Hygiene and Hygiene Management Systems TSE 13811, the HACCP principles.


6. APPLICATION

The most important factor in preventing a Covid19 infection in the fight against the pandemic at Zeniya Group Hotels is compliance with the specified rules by all persons such as guests, employees, suppliers, etc. The virus has no self-spreading ability and the virus needs human and contaminated material to spread. This is one of the main points we need to raise awareness about how to fight this virus.

The precautions and practices to be taken in each part of our hotels are listed below.

MEASURES AND APPLICATIONS FOR THE PERSONNEL

1. The existence of a hygiene training certificate is questioned when recruiting personnel, otherwise hygiene training, concierge and recruitment health tests are carried out and they are only discontinued if the result allows this.
2. Body temperature measurements are taken, recorded and monitored with a non-contact thermometer at the start and end of work, and the records are kept for at least 14 days. Body temperature measurements are carried out and monitored for incoming visitors and suppliers using a non-contact thermometer.
3. Practices and records to control body temperature are regularly checked by the responsible managers. If the staff shows signs of illness (cough, weakness, 38 ° C high fever, etc.) during the hotel entrance, the response plan of the security staff is as follows.
 - Alo 184 should be called and informed as instructed, and the employee should either be picked up from the healthcare facility or sent to the healthcare facility. Protective measures such as a mask, gloves, etc. should be taken during this journey. When the employee is at home, it should be ensured that he does not come to the workplace. It is highly recommended that employees who show signs of respiratory illness do not come to the workplace, immediately wear a mask, and contact the nearest health facility. The condition should be followed up and recorded by the occupational physician and the HR department.
 - A list of close colleagues and those with whom he / she was in contact during work should be drawn up
 - Contacts should be informed as much as possible and sent to their homes, or a working environment

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should be created by providing personal protectors in an isolated environment.

It should be said that they should provide social isolation while they are at home and they should be provided to go to the nearest health institution when symptoms occur.

- Items such as, tables, keyboards, etc. that have been used by employees who experience symptoms should be disinfected. The elevator, the dining room, the toilet, etc. used by this person must be disinfected.

4. Precautions are taken to reduce physical contact when employees enter and exit and to maintain social distance.



5. All departments are going to raise awareness of personal hygiene and to ensure that the necessary measures and the action plan for Covid-19 are implemented. In particular, these training courses take into account the recommended use, duration and method of use of the masks and disinfectants as described on the packaging or boxes.

6. Banners and warnings are placed in the personnel areas to visually alert personnel not to touch the face area with their hands.




7. Taking into account the social distance rule between employees in the canteen, cafeteria, rest and dressing areas, it is planned to minimize the interaction of employees within working hours, including breaks and meal breaks.

APPLICATIONS IN THE PERSONNEL DINNING AREAS

The capacity is determined in the dining room and cafeteria. The table and seating are arranged taking into account the social distance of at least 1.5 m between the tables. The measuring device is arranged so that there is a distance of at least 60 cm between the chairs. If the distance between the chairs does not reach 60 cm, the 4-person tables are crossed and the staff is prevented from sitting opposite or next to each other. Because this social distance regulation reduces the number of seats in the dining room, departments are given separate eating times to prevent everyone from eating at the same time.

Hand disinfectants and their instructions for use are placed at the entrance to the cafeteria; with the social distance warning signs, warning lines are placed on the floor at 1.5 m intervals where it can be overcrowded. The kitchen staff (who will definitely use masks, aprons, hoods and gloves) get their meals from the staff in the dining room, and staff contact with meals is never allowed. Bread, spices, salt, salad etc. are distributed

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by the responsible employees. There will be no salt, spices, sugar, etc. on the tables. Commonly used tea machines, water dispensers, vending machines and similar devices are removed or drinks are distributed to employees via an employee.

Production in the staff canteen, seating area and service equipment are cleaned and disinfected according to each meal with the STW - PL02 cleaning schedule for the staff dining room and recorded with the STW - F04 staff dining room cleaning list.



APPLICATIONS IN PERSONNEL CHANGING ROOMS

The capacities of the changing rooms of the staff are determined, hand disinfectants and their instructions for use are attached to their entrances, and warning lines are placed on the floor at intervals of 1.5 meters at the sections where the overcrowding can occur, together with warning signs for social distance .


The staff are not allowed to leave the hotel with their work clothes, and the clothes are washed in the laundry at high temperature and provided.

Staff changing rooms are cleaned and disinfected three times a day in accordance with the cleaning plan for the changing rooms HK - PL05 and recorded on the control form for cleaning the changing rooms HK - F10. This application is monitored by the responsible department.



APPLICATIONS TO BE CARRIED OUT IN STAFF TOILETS

All staff toilets in the hotel are cleaned according to the HK-PL01 general area cleaning schedule, and frequently touched areas such as fittings, door handles, taps, sinks, closets, towel racks, lamp switch switches are regularly disinfected. In addition, the toilets are checked at regular intervals and the maintenance process for the daily toilet cleaning card form HK - F05 is processed. After the checks to be carried out by the responsible department head, these forms are approved and kept for submission for the checks.

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The liquid soap and hand disinfectant are filled regularly. Cleaning devices that are used during cleaning are regularly disinfected. Personnel toilets are arranged according to the social distance plan and visual warnings are placed.

APPLICATIONS TO BE CARRIED OUT IN STAFF ACCOMMODATION UNITS AND HOUSES

Visitors, relatives and friends are not accepted in the staff accommodation and shared apartments. Employees who work in the shared apartment should be careful about this. This request will be communicated in writing to the entrance areas.

Common areas of use are arranged according to the social distance plan and visual warnings are published. In staff accommodation and staff living areas, staff transfer and all passengers on the staff bus, a mask is given, taking into account the social distance rule. In the personal bus, alcohol-based hand antiseptics, Kolonya (Turkish refreshing water with 80% alcohol) and for those who do not have masks are provided.


1. All department heads train your employees at work how to wash their hands properly with soap for at least 20 seconds under running water before and after meals, after cleaning and using the toilet and will follow these applications.
2. The shared use of equipment, tools and ware by personnel should be avoided as much as possible. If this is not possible, these materials will be disinfected regularly and this process will be recorded.
3. The clothes of the kitchen staff are washed in the laundry with suitable chemicals at high temperatures and the shoes are disinfected with disinfection basins.



4. In the work and rest areas of the staff, disinfection devices are mounted on the wall and sufficient protective equipment is provided for the staff. The personnel are trained in the use of disinfection and protective equipment.

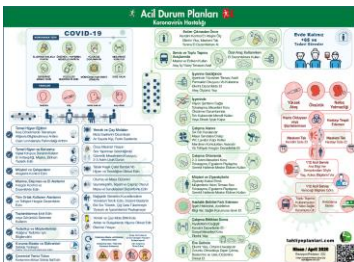
5. Employees must have a hygiene training certificate approved by the Department of Education before starting work, and records of staff training, motivation, and psychological support must be noted on their personnel files.


6. At the beginning of their duties, employees are obliged to adhere to the social distance rule and the controls are carried out by the department heads.

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MEASURES TO BE TAKEN FOR SECURITY DEPARTMENT

1. The first department with the highest risk to be exposed to the external virus in our hotels is undoubtedly the security department. These employees, who establish personal contact both during the tracking of the staff and to discuss the guests and visitors, must be trained to a high level on the risk of Covid19. Security personnel must use personal protective equipment for the mask and full-face visor.
2. Hand disinfection devices for employees and guests are installed at the entrance to the hotel.
3. Visual warnings regarding the use of masks and disinfectants, the reduction in physical contact and maintaining social distance are placed in areas where employees can see when entering and exiting.
4. Personal protective equipment such as disposable gloves, masks and suitable face / eye protection to be worn on the mask are always available in our security offices.
5. The security staff receive sufficient information and equipment about the check in of the guests to the hotel, the new security staff and the current staff are regularly trained by the responsible department head.
6. The coordination of the processes of the security department with other departments of the hotel is ensured.
7. In the event that the guest or staff should be called by hand, information and training on how to avoid personal contact with the guest and make a call directly behind the guest (mask, disposable gloves for each call, use of face protection equipment) are provided also organized for washing hands or cleaning hands after the call.
8. For the security personnel, materials such as alcohol-based hand disinfectants or disposable wipes and gray trash cans for these wastes, which are disposed of in accordance with the Hotel Waste Action Plan, are made available for use according to your everyday tasks (such as identification, body search, etc.).
9. Existing evacuation, emergency plans and risk management processes will be rearranged and published by OSGB considering the pandemic.



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APPLICATIONS USED IN THE HOTEL

1) In the sections such as reception, guest relations office, main restaurant, snack restaurant and bars, an arrangement indicating the social distance will be made by marking the line with 1.5 meter intervals on the floor and visual posters and signs will be hung in these areas.



2) Persons and institutions that should be contacted in an emergency situation are specified on a list and provided in all departments, such as in the staff dining room, at the reception, in the security office, in the mini club, in the bars and in all other offices.

3) Protective clothing and equipment are kept in the departments required for emergencies in the hotel.


4) It ensures that masks, hand sanitizers, general disinfectants and the cleaning materials used and purchased at the hotel are TSE certified and approved by the Ministry of Health. Associated documents are kept for review.

5) At the front desk you will find written information about hygiene measures and practices in our hotel in relation to COVID-19 and the rules to be followed by guests.

For example:

6) The safety and health of our valued guests and employees is always the top priority in all circumstances. Since the beginning of the corona virus epidemic, we have been following developments closely and have fully fulfilled our tasks. For this reason, we are informing you of the precautionary measures we have taken against the new type of corona virus (COVID19), which has recently become scary worldwide.

- Our company is disinfected by a professional team under the best conditions.
- Our employees are fully informed about the precautions to be taken and the procedures to be followed.
- All necessary areas and materials are regularly disinfected in the kitchen and restaurant section.
- Disinfectants that our guests and employees can easily reach are placed in many locations in our facility.
- The seating areas in our restaurants have been reduced to prevent close contact.
- Our personnel are obligated to wear masks and gloves in their services.

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1. Preventive maintenance and repair of all systems and equipment (energy, heating, ventilation, air conditioning, dishwashers, washing machines, refrigerators, elevators, etc.) used in the tourism accommodation company is provided to the authorized service on a regular basis or to the trained specialist.
2. Regarding Food Safety and Hygiene, all department managers in Purchasing, Goods Acceptance, Warehouse, Kitchen and Food production and presentation will hold periodic evaluation meetings on the measures and processes taken, periodic trainings will be organized for the personnel in this regard.
3. Arrangements are made for the hotel department manager meetings to be conducted through conference calls and employee training programs through programs such as the zoom program, such as the e-learning method.
4. Cleaning and disinfection of the entire ventilation system throughout the facility (including filters) will be carried out periodically, and the ventilation filters that need to be replaced will be replaced. Processes will be recorded on the TS-F09 Ventilation Units Cleaning Form and recorded by the Technical Service.
5. In order to eliminate the interaction of people in the lobby, rest and seating areas, the number of seats and chairs will be reduced to a minimum, and the necessary social distance markings will be 1.5 meters.
6. Surfaces with dense human contact throughout the facility, door handles, air conditioning control panels, time clocks, counter tops, break room / cafeteria, handrails, hand washing stations and toilets will be regularly disinfected and recorded by Housekeeping.



7. In our facilities with lifts, guests are informed about compliance with social distance rules and visual and written warnings are used.



At the entrance to the common areas, the guests will be given masks, and the fire controls will be made at the entrance of the Mini club, restaurant and fitness - spa areas.

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APPLICATIONS THE GUESTS NEED TO FOLLOW DURING THE CHECK IN

1. The body temperatures of all the guests who will enter will be measured by the staff at the reception to check if their fever is lower than 38 ° C. Ateşin yüksek olduğundan şüphelenildiği durumlarda misafir serin bir bölgede ayrı olarak 10 – 15 dk beklendikten sonra tekrar ölçüm alınarak vücut sıcaklığının uygun olduğu görüldüğü zaman tesise alınacaktır. Aksi halde tesise alınmadan sorumlu yöneticiye haber verilerek gerekli prosedür uygulanacaktır.



2. Alcohol-based hand disinfectant dispensers are available to guests entering the hotel's entrance and reception area. Guests can get a mask on request.




Guests are asked to inform them of the locations where they have been in the last 14 days, whether they have chronic diseases, whether they have Corona Virus (Covid19), whether 14 days have passed since the last negative test date and whether you have had contact with a positive person. Even if the covid19 patient has survived the disease (at least 14 days must elapse after the last test date used and reported as negative). Guests who have not spent 14 days after the negative test or are found to have had positive Covid 19 patient contact will not be accepted into the hotel.

4. During the check-in process, guests are informed of social distance in at least 3 languages, and information is provided to send their luggage and belongings to the room via bellhop. Guests' suitcases and bags are disinfected by bellboys upon arrival. It also ensures that bellboys who come into contact with the guests' personal belongings wear gloves, wash their hands immediately after such operations, or clean their hands with an alcohol-based hand disinfectant.

5. All precautions to be taken when entering the hotel should be known and applied by the front desk staff. Preparatory training on this topic should be carried out and recorded.

6. For the payments to be made by the guests, contactless POS devices, online payments etc. are preferred to

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methods instead of cash payments.

7. Room card or key, towel card, pen, etc. If the device is used repeatedly, disinfection is carried out and properly maintained.

8. Oda kartı veya anahtarı, havlu kartı, kalem, vb. ekipmanların kullanım tekrarı olması durumunda dezenfeksiyonu gerçekleştirilerek uygun şekilde muhafazası sağlanacaktır.

9. Ana Binaların kullanılması durumunda misafir odaları doldurulurken blokaj fermuar metoduyla yani çapraz olarak doldurulması sağlanacaktır.


REGULATIONS TO BE MADE IN GENERAL AREAS

❖ APPLICATIONS TO BE MADE IN THE HOTEL BEDROOMS

- Housekeeping HK - F02 the Housekeeper Room Control Report is filled out and saved by the responsible manager after room cleaning.
- Hot water kettles, TVs and air conditioners in guest rooms are disinfected every time the guest leaves the hotel and stored in the HK-F02 Housekeeper Room Control Report




- During the cleaning of the guest rooms, single-use cloths will be used for each room.
- The regular operation of the ventilation system of the guest rooms is guaranteed. The cleaning and disinfection of the ventilation system (including the filters) is carried out regularly and is recorded in the cleaning form for ventilation units TS-F09 and registered by the technical service.
- Disposable materials (shampoo, soap, shower cap, glasses, plates, cutlery, etc.) are used in the guest rooms.
- In addition to the air conditioning, natural and mechanical ventilation is also provided in the guest rooms.
- Personal cleaning personnel should be instructed to use masks and gloves during ventilated operations prior to cleaning.
- Materials such as towels, boucle etc. are provided in the guest rooms in a closed bag.
- Check in rooms, whose cleaning is completed, will be disinfected with ULV device.
- Disinfectant and disinfectant wipes will be available for the use of our guests in the rooms.


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❖ APPLICATIONS IN THE KITCHEN

- Kitchens should be cleaned according to STW - PL01 Kitchen Cleaning Plan, supervised by the responsible manager and recorded with STW - F01 Kitchen Cleaning Schedule.
- Hand disinfectants are provided at the entrance to the kitchen.
- Personnel who work in the production and presentation phase and come into contact with food definitely use personal protective equipment (disposable gloves and clothing, surgical masks, visors, head covers, overshoes, etc.) during work. The disinfection mats at the kitchen entrances are checked and used regularly.
- Fruits and vegetables are subjected to D4.4 disinfection before use and the application is recorded in MT - F06 Fruit and Vegetable Disinfection Form.
- To avoid cross-contamination, cutting boards, knives and other tools are used separately for the preparation of raw and baked goods according to MT - I01 Cutting Plastics and Blade Color Coding.
- In order to prevent harmful microorganisms from passing from raw foods to ready-to-eat foods, the practice of separating raw and cooked foods from each other is provided and monitored at every stage of production.
- To prevent cross-contamination, clean disposable gloves will be used by personnel during operation.
- The following critical control points related to the purchase, storage, preparation and delivery of food according to ISO22000 rules are recorded.
- The food safety requirements that must be applied based on the steps for accepting, preparing, processing and providing services are defined.
- Monitoring activities determined under food safety should be recorded by the staff.
- The monitoring activities set out in the context of food safety should be controlled by qualified personnel.
- All foods in kitchens should be stored with clean, food-friendly equipment and covered.
- The layout should take into account the product groups and risks (raw cooked distinction) in the existing storage areas in kitchens.
- Temperature and humidity measurements should be recorded and recorded in existing storage areas in kitchens,
- Recorded temperature and humidity measurements should be checked by authorized personnel,
- Periodic calibration should be applied to the equipment used during the measurements carried out in the kitchens,
- Substances such as thumbtacks, pins, staples, broken glass, etc., which pose a physical risk in the kitchen should not be present.
- Sufficient witness samples should be taken every day, label information of witness samples should be available.

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- Robust and closed rubbish bins should be available in the necessary areas in the kitchens.
 - There should be no frangible materials in the kitchens, if available, should be located under the benches and in equipment such as bathtubs and storage containers,
 - All waste in the kitchen should be disposed of properly.
 - Employees in the kitchen; should not wear jewelry, rings or the like
 - Entrance of the staff working in the kitchens to the kitchen should be under control. (Work Wear and Use of Hygiene Equipment)
 - Access to the kitchen should be prevented for personnel not assigned to the kitchen.
 - Separate dirty and clean equipment in dishwashing areas in kitchens, no materials should be in contact with the ground,
 - Appliances used in kitchens, shelves, etc. should be set up clean and tidy.
 - In the kitchen, return areas for raw materials / products to be returned / destroyed should be available in dry food, cold and shock storage areas.
 - There should be no residues of food / detergent etc. in washed materials,
 - Cleaning chemicals and equipment should be placed in separate areas,
 - The water used in food production must meet the conditions specified in the "Regulation on Water for Human Consumption".
1. In food production stage, hygiene barriers, sterilization devices, tools and equipment required for hand and body hygiene will be ensured to be complete, intact and in working condition in raw material and product shipments.
 2. If possible, the food production areas will be ventilated naturally, but without causing contamination in food.
 3. The containers, apparatus, machines, tools and equipment used in the kitchen will be cleaned and disinfected in accordance with the STW - PL01 Kitchen Cleaning Plan before and after use.
 4. Employees are informed that if they suspect COVID-19 or show signs of illness, notify their manager of the company. Information on employees with symptoms related to Covid-19 (fever, cough and / or difficulty breathing) or a positive COVID-19 test is provided to the ALO 184 Coronavirus Ministry of Health hotline and the Provincial Directorate of Agriculture and Forestry.

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❖ RESTAURANTS, SNACK AREAS AND APPLICATIONS TO BE MADE AT BARS

1. Restaurants, snack areas and bars are cleaned in accordance with the management plan for bars and restaurants of FB - PL01, monitored by the responsible manager and carried out in accordance with the cleaning plan for bars and restaurants of FB - F06.



2. Protective equipment (disposable gloves, full face visor and surgical mask) is made available to staff for personal use during work.



3. Hand sanitizer apparatus will be provided in the entrance section of each restaurant, snack area and bar unit.


4. At the entrance of all restaurant, snack area and bar units, possible distance accumulation will be marked and a minimum distance of 1.5 meters between tables will be provided.



5. The service equipment of all restaurants, snack areas and bar units is disinfected regularly. Dining tables and furniture, as well as items on the dining table (except disposable devices) are cleaned with alcohol-based cleaning agents after each use by the customer.

6. The table and seating arrangement of all restaurant, snack area and bar units will be arranged taking into account the social distance range, at least 1.5 meters between the tables and at least 60 cm between the chairs

7. Tea / coffee machines, dispensers, drinks machines and similar devices that are used in public in all

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restaurants, snack areas and bar units are removed or drinks are made available to guests via an employee.

8. Disinfectant wipes will be provided on the table. All materials on the tables will be disinfected after each use.

9. Glass or Plexiglas visors shall be provided in order to prevent the food in the buffet from being taken by the guests and not touching the food. It will be ensured that the desired food is given to the guest by an officer.


10. Establishing a restaurant-specific SANITATION TEAM will be ensured by ensuring the detailed sanitation of all restaurants at the end of working hours or during the specified cleaning break hours.

- General cleaning procedures are applied at the end of the working hours or at specified service breaks.
- Sanitation team enters afterwards and performs detailed sanitation operations
 - I. All surfaces (with surface disinfectants)
 - II. Ambient air (Pulverized disinfectants, with ozone devices)
 - III. Equipment (with surface disinfectants)
- During sanitation operations, the area is closed to traffic, only the sanitation team will be inside and information will be given.



11. Marking system to prove that the guest's table, chair and service equipment is specially prepared for her and does not carry any microbial load from the previous use:

- After the guest leaves the table, the tables and chairs are wiped with disinfectant,
- When new guests arrive, table and chair armrests are wiped again with the disinfectant in front of the guest's eyes, and then the guest is seated,
- Service personnel disinfect their hands in front of the guest's eyes before starting the service,
- In the restaurants, cutlery and other items are not placed on the tables in advance, the tables are empty and are being served for the first time (fork, spoon, knife, salt, pepper, napkin holder are now packed in packages. Disposable or washable place mat / Tablecloths are distributed when

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the guest arrives, and this is done by placing the entire setup over a tray table next to the table.



For special occasions, fruit, dessert cakes, etc. are served in the rooms. It is definitely served closed by measures such as glasses, cardboard boxes, glass caps and it is kept closed in the room.


Indoor Service will be used as a standard no matter how short the distance is in restaurant services, room services, cabana services or any transportation of the final product.

Fruits such as lime, lemon used in cocktails will not be kept in stations, will be kept in cabinets and will be served from here.

In the areas where the a la carte service is provided, menus will be processed with the QR code on disposable american service materials for the removal of the menus where the hand contact is in question, and the guests will be able to access the menu via their mobile phones. In addition, in case of demand, ordering will be ensured by sharing all menu and content information through the staff.

◆ APPLICATIONS FOR MEETINGROOMS

1. Meeting rooms will be cleaned according to HK - PL01 General Areas Cleaning Plan, inspected by the responsible manager and recorded with HK - F19 General Areas Cleaning Schedule.
2. Hand sanitizer apparatus will be provided at the entrance of the meeting room.
3. At the meeting room, the table and seating arrangement will be arranged taking into account the social distance range, there will be a distance of at least 1.5m between the chairs.
4. The technical equipment (microphone, radio, telephone, monitor etc.) in the meeting rooms will be regularly disinfected and this process will be recorded by the responsible personnel.
5. Ventilation will be provided regularly in the meeting room.


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❖ APPLICATIONS TO BE MADE FOR SWIMMING POOLS AND BEACHES

1. Swimming pools and beaches will be cleaned according to HK - PL01 General Areas Cleaning Plan, inspected by the responsible manager and recorded with HK - F19 General Areas Cleaning Schedule.



2. In the swimming pool, sunbeds and sitting areas, the distance is at least 1.5 m according to the social distance rules. layout plan will be made in meters.
3. Chlorine level in pool water will be kept between 1-3 ppm in outdoor pools and between 1 and 1.5 ppm in indoor pools, and recorded by regular TS-F03 Daily Pool Analysis Form.
4. The rules that the guests should follow along with the knowledge of taking a shower before entering the pool will be hung in a visible place.
5. Toilets, showers, and changing rooms around the pool and beach should be cleaned in accordance with the HK-PL01 general area cleaning plan, which is monitored by the responsible manager, and recorded in accordance with the HK-F19 general area cleaning plan. In addition, the form for the daily toilet cleaning card HK-F05, which is located behind the toilet doors, is processed. The forms are approved at the end of the checks to be carried out by the responsible department head and submitted for the audits.
6. In common areas such as changing cabinets and shower areas, warnings and signs will be made to protect social distance.

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❖ FITNESS SALONLARI & SPA İÇİN YAPILMASI GEREKEN UYGULAMALAR

1. Fitness Hall & SPA, HK - F18 Fitness - Turkish bath - SPA cleaning plan and schedule will be cleaned, inspected and recorded by the responsible manager. Banners containing the rules to be followed regarding Covid19 will be posted on these areas in a way that is visible to everyone.



2. At the entrance of the hall, a fever measurement will be made and an alcohol-based hand sanitizer will be available for the use of the guests. Guests will be accepted by appointment. Registration of customers' entry / exit times will be taken under.

3. Hall entrance and exit times and the number of people will be restricted and announced at the entrance. The capacity of the gym will be determined to be one person per 6 m2. Capacity will be determined as 1 person per 4 square meters in Turkish baths, saunas, steam rooms and Jacuzzis (including employees). In indoor pools Capacity will be determined as 1 person per 8 square meters.

4. All surfaces of sports equipment, joysticks and monitors, and the areas touched by guests, toilet, shower and changing rooms will be regularly cleaned and disinfected and recorded with HK - F18 Fitness - Bath cleaning plan and schedule.

5. Its hall will be regularly ventilated.

6. The usage time of the areas such as sauna and hammam will be limited to 30 minutes at most and the area will be cleaned and disinfected for at least 15 minutes after use.

7. Guests using sauna, Turkish bath, fitness and spa areas will be registered.


8. Providing appropriate air quality and controlling humidity will be ensured within the SPA.

9. It should be ensured that the materials used in this area (pouch, soap, shower gel, shampoo etc.) are as disposable as possible.

10. There will be a distance of at least 2 meters between the equipment in the gym (treadmill / bike etc.) and necessary arrangements will be made accordingly.


11. All employees in the front office, at the reception and in the relaxation areas except for the Turkish bath, the sauna and the steam baths will abide by the rules and wear a mask. The mask is changed if it gets wet or dirty before this process and then a hand antiseptic is applied.

12. Frequently used materials (Turkish bath stone, etc.) are washed with water and soap after each use and disinfected.

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❖ APPLICATIONS TO BE DONE FOR MINI CLUB

1. Social distance plan of the mini club will be prepared and its capacity will be determined.
2. The capacities of mini clubs will be determined in accordance with social distance regulations and children will be accepted by reservation.
3. Arrangements will be made to protect social distance in indoor and outdoor activities.
4. Visual / written boards will be hung that explain the general health and hygiene rules, including COVID-19 measures, and the rules to be followed in accordance with the age group of the children.
5. If children have play and dining tables, individual playgrounds, the distance between their beds will be arranged to be at least 1.5 meters.
6. Families of children who have a fever at the entrance of the mini club when measuring fever with the contactless clinical thermometer, children with symptoms such as sore throat, runny nose, conjunctivitis, cough, anorexia, malaise, muscle pain, rash, abdominal pain, vomiting, diarrhea, shortness of breath will be contacted and forwarded to the healthcare facility
7. Hand antiseptics for children's hand hygiene are available at the entrances and exits of the mini club; hand antiseptics are placed in places where children cannot reach them; this is provided under the supervision of the staff.
8. All indoor areas of the mini club will be ventilated for at least 10 minutes per hour.
9. Children will be enabled to do more activities in the open area, and these activities will be ensured to be carried out by low risk of transmission and by following the social distance rules.
10. Hard surfaces will be disinfected with bleach diluted 1/100 after cleaning with detergent, hygiene will be provided with products containing 70 percent alcohol on surfaces where bleach use is not suitable. This cleaning disinfection period will be applied more frequently according to usage and intensity.
11. Surfaces such as carpets, armchairs, will be washed with water and detergent or machine or cleaned with hot steam system, toys, hobby materials and playground equipment will be washed frequently with water and detergent and then wiped dry with 70 percent alcohol.
12. The mini club should be cleaned according to the HK - F20 Mini Club Cleaning plan and schedule, it should be supervised and recorded by the responsible manager.
13. Plush toys that are not frequently cleaned and hygienic will be removed.
14. Since toys need to be cleaned in order to be used again, a sufficient number of toys will be provided.
15. The staff on duty warns the children to maintain social distance and not to participate in physical activities that increase the risk of contamination, and warning pictures for hygiene - the perception of hand washing is attached to the appropriate places. Club programs are also organized on this basis.
16. Children will be provided to wash their hands before and after the toilet, attention will be paid to the hygiene of the toilets.
17. Children are taught social distance with games, 20 seconds of hand washing are promoted using age appropriate methods and training is given on appropriate health behavior such as regular hand washing and sneezing in the elbows.
18. Children with the flu or similar infectious disease will not be accepted in the club. Children with chronic diseases will be identified and necessary measures will be taken in the club.
19. After group use of toys, hobby materials and intensive contact with children, cleaning with water and detergent is carried out and then disinfected with suitable material.
20. Gloves will be used when cleaning the room, gloves will be removed immediately after cleaning the room and thrown into the trash. After the gloves are removed, hands will be washed with water and soap or rubbed with a hand antiseptic. The cleaning cloths of each room will be separate. The rooms will be ventilated every 40

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minutes.

❖ APPLICATIONS FOR THE ANIMATIONS AREAS

1. Capacity warning will be provided to protect social distance in the animation program.
2. Disinfectant apparatus will be provided at the entrance and activity areas of the animation halls.

❖ APPLICATIONS TO BE MADE FOR SALE PLACES AND SUBCONTRACTORS

1. Sales places and subcontractors will be ensured to comply with general hygiene rules and applications will be checked.
2. Depending on the space of the shop, it is determined how many people are allowed to enter the shop at the same time and this will be announced in detail in at least 3 languages in front of the shop.




3. Guests using the store will be warned about the social distance rule through visuals and banners.

APPLICATIONS FOR THE TOILETS

1. Public toilets should be cleaned according to the HK-PL01 general area cleaning plan, checked by the responsible manager and recorded according to the HK-F19 general area cleaning plan. In addition, the maintenance process of the HK-F05 form for the daily toilet cleaning card, which is located behind the doors, is processed. After the checks to be carried out by the responsible department head, these forms are approved and kept for submission.



2. In the cleaning of common toilets, frequently touched areas such as armature, door handles, faucet, sink, toilet seat, towel holder, lamp opening socket / switch will be disinfected regularly.
3. Liquid soap and hand sanitizer will be found in general toilet sinks completely and continuously.
4. Trash cans and other cleaning equipment used during cleaning will be regularly disinfected.
5. In the toilets, marking and informing will be done so as to provide social distance protection.

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❖ APPLICATIONS IN HOTEL VEHICLES


1. Hotel vehicles (including buggy) are cleaned according to the cleaning schedule and plan for service vehicles from GV - F13, checked and recorded by the responsible manager. Frequent contact surfaces of vehicles such as seats, door handles, handles, etc. must be disinfected before starting any service
2. Vehicle Service personnel will use personal protective equipment (surgical mask) during operation.
3. Vehicles will be regularly ventilated.
4. All passengers in the vehicle will be provided with a mask.
5. Adequate masks for alcohol-based hand antiseptics, cologne and passengers will be available in vehicles.

❖ APPLICATIONS TO BE DONE FOR WASTE MANAGEMENT

1. Waste Management" will be implemented in accordance with the ÇY - T01 Zeniya Waste Management Instruction and will be supervised and recorded by the responsible manager.
2. An officer has been appointed by the hotel management to follow the entire process on waste management.
3. Personal protective equipment (disposable gloves and gowns, surgical masks) is made available to the staff working on waste during the work.
4. Trash cans and other cleaning equipment used will be periodically disinfected.
5. Medical and household wastes are duly collected and separated, by the Municipality or Licensed organizations. It will be ensured to be disposed of.
6. Necessary cleaning, disinfection and disinfection processes in the garbage rooms will be carried out periodically.
7. In accordance with the circular of the Ministry of Environment and Urbanization dated April 7, 2020, additions were made to our current practices in waste management



8. Disposable protective equipment and separate garbage bins in gray were placed in the required areas (Security, reception, etc.) to remove waste. These wastes will be collected in separate containers and kept for 72 hours, and then shipped with the EVSEL WASTE group.


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❖ APPLICATIONS FOR THE PEST CONTROL

1. Pest control is carried out in accordance with the contract between the hotel management and the external service provider, and the responsible manager is monitored and recorded. The pest control file contains the pest control plan of the service provider, certificates for service managers, safety data sheets, official documents (responsible manager, service qualification etc.), service contract and liability insurance.
2. Responsible personnel are determined within the enterprise in combating pests
3. Disinfection personnel will be provided to use personal protective equipment (disposable gloves, surgical mask, head hood, face / eye protective visor, boots, overalls) during the work.
4. Waste water channels (drains) can be cleaned easily, and they are arranged in a way to prevent harmful (pest, rodent, etc.) entry, odor outlet and waste liquids from pressing back.

APPLICATIONS TO BE MADE FOR PURCHASING, GOODS ACCEPTANCE AND STORAGE

1. The entire process to be followed in the Procurement, Goods Acceptance and Storage processes of the business will be implemented according to the ISO22000 system and COVID19 Infection Prevention and Spread Prevention Instructions prepared by the hotel management, will be audited and recorded by the responsible manager.
2. Employees working in this department will be provided with personal protective equipment.
3. Regarding Food Safety and Hygiene, Purchasing, Acceptance, Storage stages,
4. During the acceptance of the goods, all outer packaging should be peeled, and the inner packaging should be disinfected by appropriate methods.
5. The suppliers will be informed in the same way as the hotel employees, in full compliance with all protective clothing and precautionary rules. (Should be supported with written, guiding content)
6. Current shipping vehicle control procedures should be carried out in the strictest form.
 - Body temperature measurements should be taken to the facility at the door entrance of suppliers.
 - For the supplier vehicles, a check-in program will be determined to determine which time will be accepted by the hotel, and it must be notified to the suppliers in advance, and the reception of the delivery vehicles into the hotel should be made more controlled.


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- Purchases must be made by the «goods acceptance team». These team members should be in protective clothes and no one else should enter the receiving area during purchases.

1. Verbal and visual warnings will be given to suppliers, maintenance personnel, drivers who temporarily enter the hotel to deliver goods, procurements and production of food, etc., so that people do not have any contact with the employees of the business, to carry out their operations by protecting the social distance rule and using protective equipment
2. In the process followed by the purchased goods until they reach the warehouse from the supplier, necessary measures will be taken to ensure minimum human contact with the goods.
3. The purchases made by the purchasing unit will be preferred among the products of suitable quality and packaged from licensed suppliers.

EMERGENCY AND INSULATION

1. In case of emergencies, patient, symptom or suspect case (including the requirements for Outbreak Disease Crisis Management), Emergency Action Plan, individuals and institutions to be reached will be determined.
 2. After determining the people and institutions to be searched in case of emergencies, this list will be provided in all departmental offices, staff cafeteria, reception, security office, mini-club, bars and all other offices.
 3. If the guests show any signs of illness (coughing, malaise, 38C high fever, etc.) upon entering or staying at the hotel, the response plan of the staff should be made as follows. The application should be recorded by the department responsible for the application.
- It is ensured that you are immediately separated from the other guests and wear a mask and report to the health unit. (If there is one in the hotel otherwise to the closest one).
 - Those who share the same room with the person must wear a surgical (medical) mask. If they are not accompanying the patient, they should remain isolated in their rooms.
 - The health center to which the patient has reported will immediately inform the Department of Infectious Diseases of the Provincial / District Health Directorate.
 - The Department of Infectious Diseases manages the case according to the possible case management scheme. It recognizes its contacts and initiates the necessary follow-up procedures (close contact, contact) according to the contact properties.

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• The patient's room, whose diagnosis was confirmed by COVID-19, is ventilated and kept empty for 24 hours, then thoroughly cleaned with water and detergent and wiped with a solution containing 1: 100 diluted bleach (sodium hypochlorite Cas No. 7681- 52-9). After these processes, a new person can be accommodated in the room.


In the event that the guest is diagnosed with COVID-19 and it is determined that there is no need for treatment in the hospital by the Health Institution, the guests, including those who are from the same family or staying with the same family, will be informed in writing that they will stay in the isolation rooms and they will not be able to leave the room. [GM-F04 COVID 19 CONSENT FORM](#)

4. The measures to be taken in case of symptoms of illness (fever, cough, shortness of breath, etc.) are given below:

- Alo 184 should be called and informed as instructed, either collected from the healthcare facility or the employee should be sent to the healthcare facility. Protective measures such as a mask, gloves, etc. should be worn when driving to the hospital. If the employee is at home, it should be recommended that he should not come to the hotel, wear a mask and immediately go to the nearest hospital. The condition should be followed and recorded by the workplace doctor and human resources.
- A list of close colleagues and those with whom he / she has been in contact while at work should be made.
- Contact persons should be informed and sent to their homes as much as possible, or a working environment should be created by providing personal protectors in an isolated environment.
- It should be said that they should provide social isolation while they are at home and they should be provided to go to the nearest health institution when symptoms occur.
- The equipment, table, keyboard, etc. used by the employee showing symptoms should be disinfected. The elevator, dining hall, toilet etc. used by this person must be disinfected

3. The isolation room or area has been determined according to the criteria below.

Guests who are from the same family as the guest diagnosed with COVID-19 or who stay in the same room but are not diagnosed with the disease will also be accommodated in a guest isolation room separate from the guest diagnosed with COVID_19. Guests who leave the accommodation facility at the end of their stay or whose accommodation contract has expired, but cannot leave the country due to the diagnosis of COVID-19, are accommodated in the same facility upon request. Guest isolation during the stay, including people who are in the same family as the guest diagnosed with COVID-19 or who stay in the same room together Written information and notification is made against signature stating that they will stay in their rooms and cannot leave their rooms.

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While determining the isolation room and its zone, the guest-staff isolation rooms should be arranged in the same floor / same block with the least contact with the other guest rooms, there are no normal guest rooms in the floor or block where they are arranged, or physical separation in the corridor by gathering two guest rooms at one end. (door / wall etc.) will be provided.

Our hotel will continue to provide food, beverage service and room cleaning services to the guests staying in guest isolation rooms without leaving their rooms in accordance with their

The personnel who will provide service / floor service to the insulated guests are determined and the working conditions of the insulation service personnel, additional service fees, protective equipment, approach distance and conditions to the guest, and the personal hygiene and hygiene rules to be applied before and after the service are stated below. GM-F05 Isolation Personnel Protocol will also be signed for these personnel. Isolation service personnel will be given separate hygiene and health training, they will stay at the hotel and their health status will be monitored frequently.

The isolation room or zone has been determined according to the criteria below.


- Isolation rooms, independent from common areas,
- Have adequate ventilation system,
- Easily accessible to the ambulance and the doctor,
- It should be located in an area with a personal toilet and bathroom. Carpet, curtain, lampshade, etc. Difficult to clean materials and decorative products should not be preferred in these rooms.

The following equipment and materials should be available in the isolation room or area.;

As personal protective equipment required for persons authorized to enter the isolation room, use of suspect persons, personnel who will come into contact with possible / definite COVID-19 cases closer than 1.5 meters

- Disposable coverall, (non-sterile, preferably liquid impermeable and with long sleeves)
- FFP2, FFP3 or N95 mask (in Aerosol treatment only)
- Visor mask or protected glasses
- Surgical gloves
- Foot protector (overshoes with neck) and bonnet
- Liquid soap, shampoo, hand sanitizer (in large quantities)
- Cleaning bucket that will allow the guest to clean herself, cleaning chemicals, cleaning cloths suitable for colored cloth coding
- Plenty of water, drinks, etc.

Must be present.


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Close contact is accepted for droplet-borne COVID-19 with a COVID-19 patient to be in the same environment closer than 1.5 meters and longer than 15 minutes without personal protective equipment. It can also be transmitted by contact with contaminated surfaces during patients' behavior such as speaking, coughing, and sneezing. Therefore, the following droplet and contact precautions should be taken.

1. Certain or potential COVID-19 patients and healthcare professionals should wear a medical mask.
2. Personal protective equipment (gloves, protective gown, medical mask, protected glasses / face protection) should be available for the service / HK employee.
3. Service / HK staff should behave at a distance of at least 1.5 meters from the patient if possible, and should wear gloves, gowns and glasses / face protectors in addition to the medical mask if it is 1.5 meters or closer.
4. It is very important to use the glove correctly and to provide hand hygiene before and after use. Care should be taken not to touch the patient's environment with unchanged gloves, as this will cause contamination.
5. To ensure hand hygiene, hands should be washed with soap and water for at least 20 seconds or rubbed with an alcohol-containing hand antiseptic for 20-30 seconds.
6. After the use and evacuation of the isolation areas, the disinfection process is carried out as follows by taking the necessary personal protective measures;

Cleaning personnel should be trained in the use of personal protective equipment while performing their cleaning duties and these materials should be provided for use. Mentioned materials; Mask, Gloves, disposable gowns, closed shoes, impermeable face shield and impermeable gowns. These materials are disposable and after use, these materials have the status of medical waste and will be disposed of separately by the clinic.

- WC brushes should be prevented from moving from room to room. The brush in the rooms should be used.
- Hand contact door handle armature head, reservoir button etc. Particular attention should be paid to the disinfection of the areas.
- For disinfection, either a special disinfectant or a 1/100 hypochlorite solution should be prepared.
- Disposable wipes should be used for cleaning where possible.
- If the Covid-19 disease of the guest or staff is certain, the cloths used in the room should be discarded.
- The cloths should be color coded and carried in separate bags.
- If a single cloth for drying is used for cleaning a room, it should be dried from low-risk areas to high-risk areas. For example, starting from the mirrors, the washbasin and bidet should be dried.
- All textile materials such as bed linen, bed sheet and towel in the guest's room diagnosed with Covid-19 should be placed in separate bags and transferred to the laundry, and these products should be washed separately from other materials after 72 hours.

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7. After the specified cleaning applications regarding the isolation areas, they should be recorded by the responsible department manager.


8. Employees will be informed to report the situation to the relevant manager of the workplace when they suspect COVID-19 or show symptoms of illness. It will be provided to inform the Ministry of Health ALO 184 Coronavirus Counseling Line and the Provincial 15th Directorate of Agriculture and Forestry about employees who have symptoms associated with Covid-19 (fever, cough and / or shortness of breath) or who have a positive COVID-19 test.

9. All textile materials such as bed linen, bed sheet and towel in the guest's room diagnosed with Covid-19 should be placed in separate bags and transferred to the laundry, and these products should be washed separately from other materials after 72 hours.

COVID-19 TEST AND SAMPLING PROCEDURES

1. In our facilities, we provide services in agreement with Acibadem Hospital so that guests whose residence addresses are abroad can have a covid-19 test, depending on their request. Monitoring records for the guests sampled are kept and monitored by the clinic.
2. If the sampling process is taken at our facility outside the hospital, our hotel provides the necessary equipment and measures for the separate disposal of all kinds of hygiene environment, personal protective equipment and medical wastes from other wastes.
3. Quality Manager ÖZGÜR GÜNGÖR is the contact person responsible for the coordination of sampling procedures in our hotel and will be in contact with the relevant institutions and organizations, and the name and contact information will be notified to the Provincial Culture and Tourism and Provincial Health Directorates as the contact person. The contact person is responsible for notifications and manages the process of directing the guest to the health institution and isolation.
4. Contact person If the test of one of the people giving the sample is positive, the necessary protective measures are taken, the guest wears a mask and the other guests leave immediately and a case report is made to Alo 184, Provincial Culture and Tourism and Provincial Health Directorates, and the guest is referred to the nearest health unit. In addition, those who share the same room with sick guests are provided with a surgical (medical) mask. If they do not accompany the possible case, they are provided with their separate accommodation in their isolated rooms, and if there are symptoms accompanying the possible case, they are called Alo 184 and applied to the nearest health unit.

5. If it is determined by the Health Institution that the guest does not need to be treated in the hospital, the guests, including those who belong to the same family or those who stay together, will be informed in writing that they will stay in the isolation rooms and cannot go out of the room during their stay at the facility. GM-F04 COVID 19 CONSENT FORM

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6. Guests who are from the same family with the guest diagnosed with COVID-19 or who stay in the same room but are not diagnosed with the disease will also be accommodated in a guest isolation room separate from the guest diagnosed with COVID_19.

Our hotel will continue to provide food, beverage service and room cleaning services to the guests staying in guest isolation rooms without leaving their rooms in accordance with their accommodation contracts.


The personnel who will provide service / floor service to the insulated guests have been determined, the working conditions of the insulation service personnel, the additional service costs, protective equipment, the distance and conditions of approaching the guest, the personal hygiene and hygiene rules to be applied before and after the service are given below. GM-F05 Isolation Personnel Protocol has also been signed for these personnel. Isolation service personnel will be given separate hygiene and health training, they will stay at the hotel and their health status will be monitored frequently.

Close contact is accepted for droplet-borne COVID-19 with a COVID-19 patient to be in the same environment closer than 1.5 meters and longer than 15 minutes without personal protective equipment. It can also be transmitted by contact with contaminated surfaces during patients' behavior such as speaking, coughing, and sneezing. Therefore, the following droplet and contact precautions should be taken.

- Certain or potential COVID-19 patients and healthcare professionals should wear a medical mask.
- Personal protective equipment (gloves, protective gown, medical mask, glasses / face protection) should be available for the service / HK employee.
- Service / HK staff should behave at a distance of at least 1.5 meters from the patient if possible, and if it needs to be 1.5 meters or closer, they should use gloves, gowns and glasses / face protectors in addition to the medical mask.
- Proper use of gloves, hand hygiene before and after use is very important. Care should be taken not to touch the patient's environment with unchanged gloves, as this will cause contamination.
- To ensure hand hygiene, hands should be washed with soap and water for at least 20 seconds or rubbed with an alcohol-containing hand antiseptic for 20-30 seconds.
- After the use and evacuation of the isolation areas, the disinfection process is carried out as follows by taking the necessary personal protective measures immediately;
- Cleaning personnel should be trained in the use of personal protection equipment while performing their cleaning duties and these materials should be provided for use. Mentioned materials; Mask, Gloves, disposable gowns, closed shoes, impermeable face shield and impermeable gowns. These materials are disposable and after use, these materials have the status of medical waste and will be disposed of separately by the clinic.
- WC brushes should be prevented from moving from room to room. The brush in the rooms should be used.

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- Hand contact door handle armature head, reservoir button etc. Particular attention should be paid to the disinfection of the areas.
 - For disinfection, either a special disinfectant or a 1/100 hypochlorite solution should be prepared.
 - Disposable wipes should be used for cleaning where possible.
 - If the Covid-19 disease of the guest or staff is certain, the cloths used in the room should be discarded.
 - Cloths should be color coded, and should be carried in separate bags.
 - If a single cloth is used for drying in the cleaning of a room, it should be dried from low-risk areas to high-risk areas. For example, the sink and bidet should be dried starting from the mirrors.
 - All textile materials such as bed linen, bed linen and towels in the guest's room with a diagnosis of Covid-19 should be placed in separate bags and transferred to the laundry, and these products should be washed separately from other materials after 72 hours.
 - After the specified cleaning applications regarding the isolation areas, they should be recorded by the responsible department manager.
 - Employees will be informed to report the situation to the relevant manager of the workplace when they suspect COVID-19 or show signs of illness. Information will be provided to the Ministry of Health ALO 184 Coronavirus Counseling Line and the Provincial 15th Agriculture and Forestry Directorate about employees who have symptoms associated with Covid-19 (fever, cough and / or shortness of breath) or who have a positive COVID-19 test.
7. Guests whose residence address is abroad will be able to have the covid19 test performed at test centers, airports or accommodation facilities for a fee, upon request. Providing information about the places where they can test, the working hours, the content, the duration of the test and the test result, as well as for the guests who have to test the covid-19 test on their return to their countries, to have a test 48 hours before their travels in order not to be exposed to delays or the intensity that may be experienced, and the guests who have a positive result to the management of the facility where they stay. At the airports, written information will be provided in at least two foreign languages, one in Turkish, at the entrance to the facility and in their rooms, stating that they should immediately inform the information units. GM - EK03 Guest PCR Test Information
8. In the same informative letter, it will be stated that the name and address information of the places that can be tested and the test fee is 30 Euro at the airports and accommodation facilities and 250 Turkish Liras in the test centers.

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9. RELATED DOCUMENTS

GM - PL01 Zeniya Otelleri Açılış Planı
GM-F04 COVID 19 Onam Formu
GM-F05 İzolasyon Personeli Protokolü
GM - EK03 Misafir PCR Test Bilgilendirme
GV - F13 Servis Araçları Temizlik Çizelgesi ve Kontrol Formu
HK - PL01 Genel Alanlar Temizlik Planı
HK - PL05 Soyunma Odaları Temizlik Planı
HK - F02 Housekeeper Oda Kontrol Raporu
HK - F05 Günlük WC Temizlik Kartı Formu
HK - F10 Soyunma Odaları Temizlik Planı Çizelgesi Ve Kontrol Formu
HK – F18 Fitness - Hamam Temizlik planı çizelgesi ve kontrol formu
HK - F19 Genel Alanlar Temizlik Çizelgesi Ve Kontrol Formu
TS - F03 Günlük Havuz Analiz Formu
TS - F09 Havalandırma Üniteleri Temizlik Formu
STW - PL01 Mutfak Temizlik Planı
STW - PL02 Personel Yemekhanesi Temizlik Planı
STW - F01 Mutfak Temizlik Çizelgesi ve Kontrol Formu
STW - F04 Personel Yemekhanesi Temizlik Çizelgesi ve Kontrol Formu
MT - F06 Meyve Sebze Dezenfeksiyon Formu
MT - I01 Kesme Plastikleri ve Bıçak Renk Kodlaması
FB - PL01 Barlar-Restaurant Temizlik Planı
FB - F06 Barlar-Restaurant Temizlik Çizelgesi ve Kontrol Formu
ÇY - T01 Zeniya Atık Yönetimi Talimatı