



DELPHIN GROUP HOTELS

COVID-19 GLOBAL PANDEMIC HYGIENE AND HEALTH MANIFESTO

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Version 1



DEAR GUESTS,

We are aware of the process the world and our country currently experiences. As Delphin Group Hotels, we take Hygiene and Cleaning standards very seriously and take steps to protect health and safety of our guests and personnel. As Delphin Group Hotels, we closely follow the coronavirus (COVID-19) related statements of Center for Disease Control and Prevention (CDC), World Health Organization (WHO) and T.R. Ministry of Health. Health and safety precautions of our hotels are designed to cover a large range of viruses including COVID-19 and include everything from specifications of hand hygiene and cleaning products to cleaning procedures of guest rooms and common spaces.

We continue by taking all required precautions for supporting measures of public authorities and keeping our hotels safe places during this process.

In this course, it is mandatory for us to follow cautions and measures both for our and public health.

Hygiene standards of all social spaces and private areas are maximized and briefly, we would like to share them through this manifesto.



DELPHIN GROUP HOTELS QUALITY CERTIFICATES

Delphin Group Hotels is managed in accordance with all related legal requirements and International quality standards. Our quality certificates have been submitted by a global France-based, independent audit, certification and risk prevention institution established in Bureau Veritas S.A. 1828 Anvers.



**BUREAU
VERITAS**



PERSONNEL APPROACH

As the most important part of our services we provide to you, our esteemed guests from the moment you take a step in our facilities to your check-out, are one of the most important factors for an efficient general hygiene practice, the hygiene and health precautions we take for health of our hotel personnel are as follows;

- Our personnel start working everyday upon a health check.
- Temperature of our personnel is regularly checked before entering the facility and during their shift in accordance with their explicit consent. It is ensured that they use mask and face guard if necessary while working.
- It is ensured that they use masks in personnel vehicles they use for commuting. All vehicles are disinfected before every service. Personnel are carried by our personnel vehicles in accordance with the safe social distance rules.
- Awareness of all our personnel has been raised on keeping social distance, using and importance of masks, gloves and face shields and these issues are reminded to them through posters and brochures.
- Dressing and resting spaces of our personnel are rearranged in accordance with the social distancing rules.
- There are sufficient number of disinfection units at common and background work spaces of our personnel.
- Personnel uniforms are frequently replaced and washed.



TRAINING ACTIVITIES

Before, opening our doors to you, our esteemed guests, we would like you to know that all our personnel are regularly provided required trainings particularly on hygiene and they will act accordingly for an extraordinary holiday you will have by protecting your health and without compromising your comfort.

Informatory posters are hung at our personnel spaces for raising awareness.

We provide our trainings remotely and online based on the education plans in accordance with the Directives for Normalization Process in Accommodation Facilities, issued by the T.R. Ministry of Culture and Tourism.



C-IN AND C-OUT PROCESSES

As Delphin Group Hotels; we take a series of additional precautions for easy and safe c-in and c-out of you, our esteemed guests.

Your temperature is checked by our trained personnel during your c-in.

All physical precautions are taken for preventing crowd during c-in and c-out.

Your luggage and personal belongings are taken to your rooms safely after disinfected in luggage rooms by using appropriate chemicals.

Door cards submitted to you are handed to you after necessary disinfection processes.

Within the context of precautions, awareness of the members of our Guest Relations Department is raised for assisting you in every respect.

GUEST ROOMS

Our guest rooms are carefully disinfected for presenting a health and hygienic accommodation to you, our esteemed guests.

Frequently contacted surfaces, such as door handles, faucets, toilet bowls and washbasins, lighting buttons, handsets, TV remotes, kettles and mini bars are disinfected by cleaning with licensed chemicals.

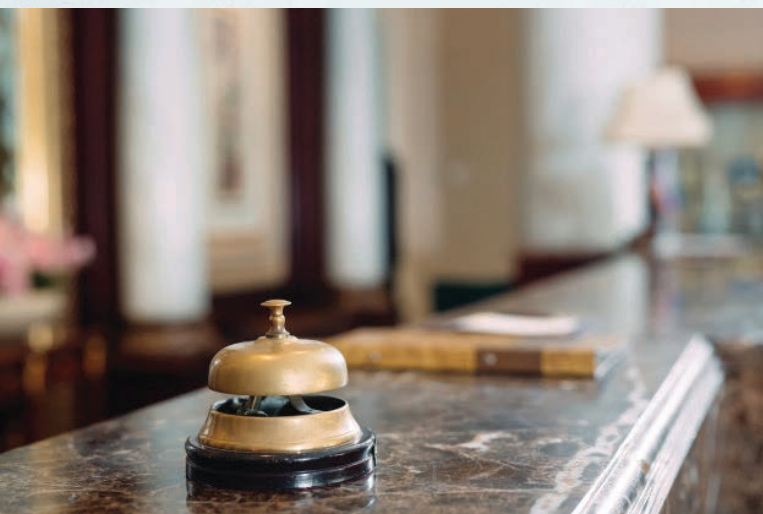
Variety and quantity of amenities are provided based on the number of guests and also supplied to our guests, if it is requested.

Air-conditioner and ventilation filters of guest rooms are regularly cleaned, disinfected and periodically maintained.

Textiles in our guest rooms and common spaces are washed and ironed in our Laundry Plant with latest technology machines and equipments, at appropriate temperature and sent to our hotels in packages.

Our rooms are cleaned at every c-out, disinfected by an ULV device, then ventilated and prepared for our next guest.

Rooms our guests c-out are put into service by keeping vacant for required disinfection and ventilation operations to be carried out until the next C-in.





CLEANING AND DISINFECTION PROCESSES

We use internationally recognized brands of chemical cleaning products for cleaning all areas of our facility used by our guests. Cleaning activities are done with proper cleaning agents and different equipment for each space.

In order to decrease infection risk, in addition to standard cleaning processes of our facilities, frequency of cleaning and disinfection of frequently contacted surfaces such as tables, chairs, door handles, guardrails, handsets, elevator buttons, air-conditioner and lighting buttons, etc. has been increased.

All general spaces and rooms are disinfected by using ULV (Ultra Low Volume) devices and effective disinfectant chemicals.

There are hand sanitizer stations in all general spaces, WCs and any needed location and they are regularly checked.

In order to confirm cleaning and disinfection processes, an accredited laboratory take and check swaps and petri samples of various spaces through conducting their hygiene analyses.

SOCIAL DISTANCE PRACTICES

The safety and health of our guests are important for us, therefore;

- Necessary direction plates and marking activities are done in all our facilities by considering social distancing rules.
- Reception desk, elevators, pool environment, beaches, seating, resting and dining places are designed by safe social distancing rules.
- Capacity notices are placed in elevators and warnings on social distance rules are highlighted.



TECHNICAL MAINTENANCE

Ventilation and air-conditioning systems of our hotels are under 24-hours surveillance and controlled by our qualified personnel by cleaning and disinfecting them in accordance with applicable standards and frequencies.

Water and pool systems are disinfected based on regulatory limits through filtration, UV devices and chemical dosing devices.

FOOD & BEVERAGE

All productions are done by our certified chefs in accordance with the HACCP and ISO 22000 Food Safety Standards. Our products are analyzed regularly by an accredited laboratory.

All personnel assigned in Food & Beverage units serve by wearing their masks and considering personal hygiene.

Tables, chairs and seating places in all our food & beverage units are rearranged in accordance with the safe social distancing rules.

Foods & beverages are served from our buffets by our trained personnel. Our personnel will be permanently present at the buffets and provide necessary guidance and services.

Tables, chairs, counters, buffets and all other materials and products in Food & Beverage units are cleaned and disinfected before every use.

Tablecloth and fabric napkins are not used. Runners are properly disinfected after every use.

There are disposable salt, pepper and napkin dispensers on tables. Mixing apparatus are provided in packages.

In addition to cologne offering in the restaurant entrance, hand disinfection units are placed.



SPA and SPORT CENTERS

All our SPA and Sport Center services are provided safely at the highest hygiene standards for you to have a fit and healthy holiday.

All our assigned personnel follow the rules determined by us for their personnel hygiene before and after every practice. Our personnel serve by wearing masks.

Sauna, steam room, Turkish bath and fitness center are used through a reservation for preserving social distance.

Maximum time which you can use the facilities as Sauna, Turkish bath, steam room, etc. is limited with 30 minutes and it is ensured that they are cleaned and disinfected minimum 15 minutes after every use.

Bath basins and dressing room cabinets are used by keeping safe social distance and disinfected after every use.

All sports equipment and apparatus in our Fitness Centers are rearranged in accordance with social distance. They are disinfected after every use.



MINI CLUBS and CHILDREN PLAYGROUNDS

It is extremely important for us that our most precious guests, children to have a hygienic and entertaining holiday.

Our trained and expert personnel make your children happy through creative activities, games and contests by following all hygiene rules and keeping safe social distance with your children.

All our toys and spaces used by your children are cleaned and disinfected carefully and frequently after every use. They are disinfected by ULV (Ultra Low Volume) devices. Hand sanitizers are placed at the entrances of Mini Clubs and they are presented to your children by our personnel.



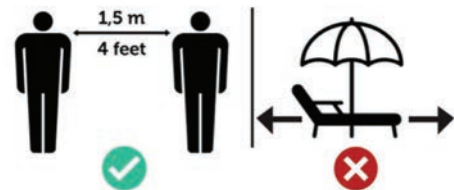
POOLS and BEACHES

Sunbeds at the pools and beaches are placed in accordance with social distancing rules and they are disinfected after every use.

Cleaning and disinfection frequency of the showers and dressing rooms at all pools and beaches are increased.

Hand sanitizing units are placed at visible points of our pools and beaches.

Chemical and microbiological water analyses of all pools are done periodically by an accredited laboratory. Analysis results are shared with our esteemed guests through the boards at every poolside.



PURCHASING

All products and materials are purchased from suppliers certified by related municipalities with regards to quality and production and accepted to our facilities upon necessary control and disinfection procedures for providing our esteemed guests a high-quality, safe and hygienic services.

It is ensured that suppliers, maintenance personnel, drivers, etc., temporarily entering our facilities, do not contact with our personnel and fulfill their duties by keeping social distance and using personal protective equipments.

Storing, preserving and production activities are done in accordance with the appropriate criteria.



As Delphin Group Hotels, precautions we take are for protecting health of you, our esteemed guests and our personnel as well as public health; therefore, we kindly request you to follow our notifications and guidance.

All our precautions are checked periodically through internal and external audits and changes and corrections considered necessary as well as certification will be updated.

Changes might be applied on precautions in accordance with directives of national and international institutions or the course-related developments. You can follow any change and update through our website.

www.delphinhotel.com

