



# COVID-19 ZERO TOLERANCE

OUR  
PRECAUTION AND AWARENESS  
*Management*



Our Dear Guests and Shareholders

The priority of Granada Luxury Hotels management is **human health and safety.**

We find it very important that you to feel safe and comfortable during your stay. We would like to share with you our service standards and hygiene – cleaning precautions that have changed in line with the globally-experienced COVID-19 pandemic and epidemic risks that might emerge.

The operation within Granada Luxury Hotels has been designed as Management Standards, Operation and Concept Standards, Quality, Health and Safety Standards. The “Risk Analysis and Improvement” approach ensures that all of our processes are periodically reviewed within the scope of foresights and possible disaster plans. Constant audit and constant development philosophy dominate the process when ensuring the continuity of the standards.

Our facilities are subject to constant inspection and monitoring by authorities that are experts on different areas.



Our POSI Procedures, Food & Water Safety, Occupational Health and Safety risk analyses, our current operations, training plans, and emergency action plans have been updated and put into practice in accordance with the publications and references of public authorities and scientific authorities.

The current process is being monitored by the Board of Pandemics and the necessary actions are taken.



## HYGIENE MANAGEMENT OF OUR PERSONNEL



As the COVID-19 pandemic directly affects human health, the health and epidemic consciousness of our employees who are in direct and indirect contact with you is essential.

The precautions we have taken accordingly;

Medical screening is performed upon arriving to work, personnel undertakes to notify possible diseases to hotel management.

Before the start of their shift, the fever of all personnel is measured with a digital thermometer and the personnel that pose a risk do not start working.

Shuttles that our employees use daily are frequently ventilated and disinfected using alcohol and chlorine-based disinfectants. The transfers are carried out in accordance with social distancing rules while wearing masks and taking all personal precautions.

Our employees have been trained by authorized doctors on pandemics and precautions against them. Regular participation of our employees in these trainings is ensured.

All of our employees provide service in line with the training they have received and they implement pandemic precaution rules (social distancing, disinfection, hand and personal hygiene rules etc.).

Our employees wear masks while working and gloves when necessary (food production etc.).

Informative banners on pandemic and hygiene rules are located at guest and personnel areas.

Our employees change their uniforms daily and their uniforms are disinfected by being washed at 60°C.

## FRONT OFFICE ENTRY – EXIT PROCESSES

The fever of our guests are measured upon entrance with the thermal scanners located at the entrance of the hotel; in case of a negative situation, action is taken in accordance with the PPD Law and pandemic procedure of the hotel. Measures are taken to protect all of our guests.



Contact has been minimized by creating a corridor for guest entrance and social distancing rule descriptions have been formed.

The baggage and other belongings of guests are disinfected during entrance and are brought to baggage rooms that are regularly disinfected.

Information on pandemic rules and operations are provided during entrance; brochures with necessary information are given to you, our valuable guests.

To remind you your responsibilities regarding contagious diseases and to inform you, a commitment is provided for you to sign it.

Pens used during entry-exit processes and all room key cards are stored in a UV sterilizer after use. They are used again after the sterilization period is completed.

We also have an optional online check-in option.

Wants and requests of our guests are fulfilled without contact via our mobile app and the call center within the facility.





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*Hygiene*  
**PROSEDURE**  
**AT THE ACCOMMODATION**  
**DEPARTMENT**

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Housekeepers use personal protective equipment during room cleaning. They change their protective equipment before they move onto the next room and comply with hand washing – disinfection rules.

Room cleanings are made using licensed chemical products; surfaces with high contact (door handles, phones, remote controls, minibar etc.) are disinfected with these products.

Textile products are changed daily. Changing process is done by folding and bundling so as to prevent dust and particle production. Dirty textile products are disinfected by being washed at 60°C.

After the cleaning is completed, the room is ventilated for an hour and disinfected for 10 minutes using ozone generator/fumigation system.

Amenities are disinfected before they are placed in the rooms.

Hand disinfectant is available in each guest room. Air conditioners in the rooms are disinfected after check-out.



MEASURES TAKEN IN  
**RESTAURANTS AND BARS**

Our hotels operate with 50% occupancy rate. In this respect, physical contact has been minimized especially in restaurants and bars.





During goods acceptance, all outer packaging gets removed and all inner packaging gets disinfected using appropriate methods (steaming, pulverized disinfectant).

Body fever measurements of suppliers is performed at the entrance.

A SANITATION TEAM was created specific for the restaurant that is required to ensure detailed sanitation during cleaning break hours. All surfaces located in the restaurant area (using surface disinfectants), ambient air (using pulverized disinfectants, UV light, ozone devices), and equipment (using surface disinfectants) are disinfected.

Open buffet usage rules have been determined at our hotels. In this regard, open buffet services are provided by our employees; plates with single servings can be picked up by our valuable guests.

Action/live cooking or presentation stations such as the grill, egg station have been rearranged in accordance with the precautions.

The distance between tables located at the food and beverages areas have been arranged according to social distancing rules.

Service plates are not placed on the tables at restaurants; table cloth and cloth napkins are not used. Prior to use by guests, the table and chair armrests are wiped with disinfectant by the service personnel.

Salt and pepper are in single-use packages and are not provided on the table. They are served by the service personnel after the guest tells them how many they need.

Self-service tea, coffee and cold beverage machines have been put out of use. Our personnel takes your order and serves you your drink.

Common use materials such as glasses and plates are washed in a steam machine using water and detergent.

There are social distancing descriptions located at buffets and bars. According to hotel occupancy rate, <MAXIMUM GUEST COUNT> rule has been determined for our outlets. That way, the distance between the tables, production and service speed/care is taken under control.

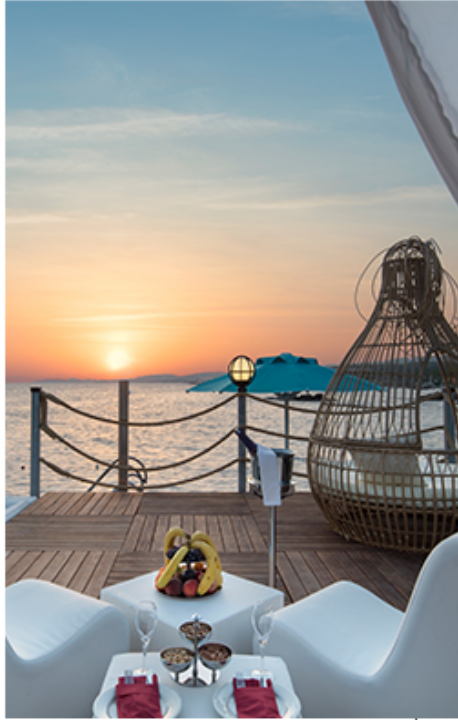
Unless there is no guest request, all drink services are provided using disposable equipment.

Service equipment (forks, knives, spoons etc.) are disinfected daily by submerging under chlorine water.

Room service and a la carte menus are uploaded to the Info TV and mobile apps and are provided digitally for your information.

Upon request, food service from the main restaurant is provided to the guest room for the guests who would like to eat in their room (elderly, disabled, sick and children).

# POOL BEACH ENTERTAINMENT



Sunbeds located by our pool and beach have been arranged in accordance with the social distancing rule.

Sunbed capacity of our hotels is sufficient enough to ensure your satisfaction.

Our pools get disinfected to comply with legal conditions on hygiene. Backwashing of all pools are done daily and chlorine shocks are done once a week. Chlorine level of the outdoor pools are maintained between 1-1,5ppm. Traceability records of periodical measurements are kept.

Pool and beach use areas are regularly cleaned, disinfected and recorded.

Indoor pool ventilation system operates and gets cleaned regularly.

Group shows in entertainment and shows, sport activities (dart, pool games) are carried out in accordance with the social distancing rules.

Small reminders for our guests to keep their social distance are made via directive signs.

Common use activity equipment are disinfected after every activity. (Common area materials such as backgammon, boccia balls, playing balls, tennis, table tennis, yoga, pilates and fitness equipment, mini club toys, mini club slide, swing etc.)



## SPA & FITNESS



Single-use care products are used in the bathhouse, sauna, and massage areas.

Massage rooms are disinfected using proper equipment after each guest use. The personnel who are doing the application have received training on personal hygiene rules and implement hand washing – disinfection rules.

Utilization capacity for the sauna, bathhouse and steam rooms have been determined.

Sauna, bathhouse and steam rooms are disinfected regularly; they are ventilated at the end of the day.

All fitness equipment are disinfected before and after use by personnel using disposable equipment.

Fitness area is disinfected using ozone device and ventilated daily.



DISINFECTION MEASURES AT THE

**MINI** Club

Materials such as notebooks and papers that will be handed out to children at the Mini Club are single-use. Materials such as water color, drawing pencils are disinfected before and after each use.

Areas such as the kids pool, kids slide and kids parasols are frequently disinfected using a chlorine solution diluted with water.

Single-use cups are used when serving drinks to children.

All kids at the Mini Club are included in games in accordance with the social distancing rule.

Especially the floor cover and hand contact surfaces are made of easy to clean, dirt-resistant material.

Hygienic mat is located at the entrances of the Mini Club.

Hand disinfectant is available at the entrance and playgrounds of the Mini Club.

Children's fevers are measured and they are checked into the Mini Club.

Mini Club kids toilets are disinfected after each use with proper disinfectants.

All common use areas and toys are frequently disinfected using ozone generator and appropriate disinfectants.



## PREVENTING INFECTION WASTE REMOVAL

Pursuant to the April 7, 2020 dated and 84334 numbered circular letter of the Ministry of Environment and Urban Planning, additions have been made to our current implementations on waste management.

Grey colored or grey labeled waste bins are provided for the removal of disposable protective equipment and clothing waste.

These types of wastes are dispatched with the DOMESTIC WASTE group after they are kept in these containers for 72 hours.

**GRANADA LUXURY HOTELS**



## OUR NOTIFICATION PROCEDURE

24-hour authorized health service is provided at all of our hotels.

Action plans have been created for possible disease case situations at our hotels.

The Coronavirus (COVID-19) pandemic is transmitted from one person to another via droplets from the infected person or direct contact. Therefore, guest – guest, employee – guest, employee – employee relations at accommodation facilities are of utmost importance.

As the Granada Luxury Hotels group, we wish to meet you on hygienic, safe and relaxing holidays with high awareness. We hope to see you again on your vacations that will be pleasant with not only us but you too complying with the rules determined by the science board.

**GRANADA LUXURY HOTELS**



*Health*  
**Makes Life**  
Feel Like a Vacation

