



**ADALYA**  
HOTELS

## **Covid-19** Information Guide



ADALYA ELITE LARA



ADALYA OCEAN



ADALYA RESORT



ADALYA ARTSIDE

As ADALYA HOTELS Family, the health of our valued guests is very important to us. Our priority is to offer you a holiday where you can feel safe. We would like to briefly share with you our hygiene and cleaning measures that we have increased in order to be prepared due to the experienced COVID-19 Pandemic.

## OUR MEASURES ABOUT OUR STAFF

- Vehicles used by our employees on their arrival and departure are often disinfected. Our employees must wear a protective mask during transfers.
- Fever measurements of our employees are made with digital thermometers before and after working hours.
- Staff uniforms are frequently changed and washed at high temperatures.
- Sufficient disinfection units are available in staff areas. All our staff have to wash and disinfect their hands frequently. All our staff use masks and gloves.
- All personnel are trained by experts on pandemics and are repeated continuously.



## DISINFECTION

- A disinfection team has been established in our facility. Necessary trainings were given to this team. All guests and staff areas are disinfected by this team periodically.



## MEASURES TAKEN IN GENERAL PLACES

- In all general areas, surfaces that are touched continuously, door handles, handrails, elevators, elevator buttons, sinks, faucets, urinals and toilets are carefully cleaned and then disinfected. Our staff performs these operations with masks and disposable gloves.



- There are hand disinfection units at every point of our hotel and they are carefully followed up.
- Seating groups in all common areas and public spaces have been rearranged taking into account safe physical distances.



## MEASURES TAKEN IN ENTRANCE AND EXITS

- Suitcases and other items will be sent safely to our guests' rooms by our staff who have received the necessary training in this regard, following the hygiene rules.
- The temperature of our guests will be taken with the thermal fever meter available at our reception and in case of a negative result, this situation will be shared only with the persons authorized by the hotel management and the state in accordance with the law regarding the protection of personal data.
- Door cards are prepared and disinfected before our guests enter the hotel.



## MEASURES TAKEN IN THE ROOMS

- Our housekeeping staff and chefs are required to make cleaning works with masks and disposable gloves. After the cleaning of each room, the new mask, gloves and cleaning cloths are changed by washing hands before the cleaning of the other room begins.
- More importance is given to the surfaces touched continuously in room cleaning; door handles, batteries, telephone handset, television control, climate control, lighting switches, water heaters, minibars are also disinfected after cleaning.
- After all cleaning and disinfection procedures, no new guests are accepted in our checked-out rooms.
- In accordance with the precautions taken, your rooms will be delivered with a minibar and only hot set ups will be thrown. You can call the numbers **1810-1811-1812** for your minibar requests.



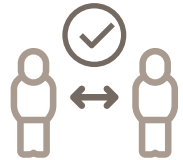
## MEASURES TAKEN IN FOOD AND BEVERAGE UNITS

- Self service will not be allowed, our staff will be constantly present in the buffets, and will provide the necessary guidance and service.
- Disposable paper napkins, disposable salt-pepper and sugar are provided at the tables.
- Tea and coffee machines, which are used as self-service in our restaurants for a certain period of time, will not be used by our guests, but will be served by our staff.
- General cleaning of all Food & Beverage places, table chairs, benches, kiosks and all other materials and materials will be cleaned properly at the beginning and end of the service and disinfection will be carried out.
- The tables in all our food and beverage units are arranged according to the social distance rule.



## MEASURES TAKEN IN OUR SPA, FITNES AND SPORTS AREAS

- The usage capacities in our sauna, Turkish bath and steam rooms are limited according to hygienic conditions. That's why guests will need to make a reservation in fitness and spa use beforehand.
- All the sports equipment in our fitness hall has been arranged at the appropriate distance and disinfection procedures are carried out after each use.
- All materials such as dressing rooms, showers, toilets, wardrobes and keys, used towels, bathrobes are safely cleaned and disinfected.



## MEASURES TAKEN IN OUR CHILDREN'S CLUB AND PLAYGROUND

- More outdoor activities are planned.
- The children's club is constantly disinfected with ozone.
- Toys are disinfected after use. Toys that are not suitable for disinfection have been removed.
- Mini club usage capacity is limited according to hygienic conditions. Therefore, you must make a reservation in the use of a mini club.



## MEASURES TAKEN IN POOL AND BEACH

- Sunbeds in our pools and on our beach have been reduced by applying the safe physical distance rule.
- Pool cleanings will continue to be automatically dosed in accordance with the chemical values that will not involve any disease or epidemic as usual.
- Our pools are checked daily with certified personnel measurements and monthly tests with laboratory measurements.



## OUR EXPECTATIONS FROM YOU

- Follow the maximum capacity rules in restricted areas.
- Take care to maintain social distance within the facility. Follow the marked marks.
- Do not disturb the distance in areas where social distance order is taken, such as tables and deck chairs.
- If you see symptoms of COVID 19 in yourself or your acquaintances, inform the reception immediately at the numbers of **1810-1811-1812**.
- We recommend that you wear your mask in common areas such as restaurants and lobby.





*As Adalya Hotels;*

*We would like to state that we are aware that a healthy and safe service starts with ourselves.*

*With this awareness, we promise to host you in our hotels in the most hygienic and safe way.*

**STAY HEALTHY...**

Emergency Doctor Service Line: **+90 533 966 79 39**

Internal Phone Number: **1824**