

# Viento Hotel Covid19 Protocol

**As Viento Hotel Alacati, due to Covid-19 Pandemic, we have implemented our procedures regarding hygiene and cleaning standards in our hotel;**

Published by the World Health Organization (WHO) for the hospitality industry, "Operational Issues for the Covid-19 Method", Statements and recommendations of the Scientific Committee of the Ministry of Health of the Republic of Turkey, A new set of standards has been added, taking into account the opinions and suggestions of Local Health Units and sector unions.

Our Pandemic Board, which we established at the beginning of the pandemic process, constantly follows the agenda and developments.

The revisions and suggestions of our Board are made in necessary revisions in accordance with the newly developing situations. In addition, workplace health and safety committees have been established under the chairmanship of our Hotel Manager, who will be tasked with implementing action plans, by taking quick decisions through quick and healthy communication within our Hotel.

## **Our Precaution and Hygiene Policy Regarding Our Employees**

The hygiene of our hotel employees, who are in direct or indirect relationship with you, our valued guests, and who are also in contact with each other, remain healthy and awareness of this issue is one of the most important factors for an effective general hygiene practice. Our precautions and practices are as follows.

- Staff uniforms are frequently changed and washed, and our staff undergo disinfection before starting work.
- Sufficient disinfection units are available in the personnel common areas and in the background work units. Every staff member disinfects their hands regardless of which department they work, but they must wash their hands every hour according to the rule.
- There are posters and brochures on pandemic and hygiene in the personnel common areas, and a safe physical distance rule is applied in these areas.
- Each employee knows and applies the safe physical distance rule in their relations with our guests and among themselves. Our employees who are in direct contact with the guests apply masks when necessary.
- Since the beginning of the pandemic process, all our staff have been trained by specialized firms and healthcare teams regarding the pandemic, prevention methods and contamination conditions, and are repeated continuously. These issues are constantly addressed in the Operation Meetings held every day.

## **Our Disinfection Processes;**

Hydrogen Peroxide and the sterilization system uses the unique powers of Ozone which is known and approved, in detail, of all our guest rooms, restaurants, bars, general venues, and all other guest areas, kitchen areas, personnel usage areas, offices and warehouses. disinfected with a base material.

Disinfection procedures carried out by professional teams will continue periodically.

In addition, our mobile disinfection teams created within our hotel are working on this issue.

## **Our General Places Hygiene and Cleaning Rules;**

We work with Diversey and Ecolab Companies which are internationally known for chemical cleaning products in all our hotel. Diversey and Ecolab Companies provide detailed training to all of our staff at regular intervals by their officials. In this way, it is ensured that proper chemicals are used during cleaning. Cleaning processes are provided with suitable cleaning materials and different equipment for each area.

- In all general areas and WCs, great attention is paid to cleaning the surfaces, door handles, handrails, sinks, faucets, and toilets, as always, and diluted bleach and chlorine tablets are used after cleaning with water and detergent. Our staff working in all these jobs perform these operations with masks and disposable gloves.
- There are hand disinfection apparatus and units in all our general places, wc's and at every point where they are needed, and their follow-up is done meticulously.
- Cleaning and disinfection intervals are tightened and controlled through detailed checklists.
- Seating groups in all common areas and public areas have been rearranged taking into account safe physical distances.

## **Check-in & Chek-Out Transactions**

A number of additional measures have been taken related to your entry and exit to our hotels in a safe and easy and hygienic way.

- Suitcases and other items will be taken to our hotel and sent to our guests' rooms safely by being disinfected by our staff who have received the necessary training in this regard.
- Our guests will be subjected to fire measurement via Non-contact Digital IR infrared thermometer located at our entrance doors, and in case of a negative situation, this situation will be shared with them only in accordance with Turkish Personal Data Protection Law no. 6698, and the necessary actions will be done as written in our action plans.
- Our staff will explain the precautions we have taken and the precautions we have taken, welcome cologne will be served and hand brochures we have made will be given to our guests. At Viento Hotel, our reception personels are assigned to assist you in all matters.
- All measures have been taken to ensure that there is no congestion at the entrance and exit of our hotel, safe distance intervals have been shown and safe resting areas have been created when it is necessary to wait.
- Door cards will be given to our guests safely in their disinfected and protected cases before our guests enter the hotel. The items given to you to fill in the required documents are prepared in their special cases and for one use. All entry registration procedures will be carried out considering the safe physical distance.
- If our guests wish to contact our e-mail addresses before entering our hotels, they will be able to perform their check-in more safely with the online Check-in method.
- Our non-contact POS Machines will be used within certain limits and these machines will be disinfected continuously.
- In our Resort Hotels, our guests will be able to use our webpages, instagram and facebook applications if they wish to be informed about prompt, healthy communication and necessary announcements.
- All transactions that may require contact during check-in and check-out will be carried out in accordance with the safe physical distance rule and duly.

## **Our Guest Rooms**

- Housekeeper staff and managers working in Room Cleaning work 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.
- Effective disinfectant and bleach are used in room cleaning. More attention is paid to the surfaces that are touched by hands, door handles, batteries, telephone handset, television control, climate control, lighting switches, water heaters, coffee machines, minibars are also disinfected after cleaning.
- Linen and towel materials are changed daily and whipping and shaking are not performed during their collection or spreading, so dust and particles are not allowed to form, and the dirt is collected in individual bags.
- All linen and towels used are washed at 90 degrees and in sufficient time.
- The boucle materials prepared for the daily use of our guests are disinfected before they are replaced and additional hand disinfectants are included in this set for your use in addition to these products.
- At our Resort Hotels, our minibar products are disinfected during the supply of suppliers, delivered, taken in a safe environment and served to our rooms. In our City Hotels, our minibars were emptied for a while.
- Our rooms are ventilated for a minimum of 1 hour after the cleaning process is finished and routinely ozonated.
- Room capacity utilizations are carefully monitored and room placement is provided as often as possible, and new guests are not received for a certain period of time after all cleaning and disinfection procedures.

## **Pool and Jacuzzi**

New layouts are taken by diluting the sunbeds between our Garden Pool and Jacuzzi according to the safe physical distance rule. The pool sides capacities of hotel are extremely sufficient.

Pool cleaning will continue to be carried out in accordance with chemical values that will not involve any disease or epidemic, as always.

All sunbeds, sunbed cushions, pool cabanas and materials are subjected to daily cleaning and disinfection.

## **General Information**

It is the center of the locations where all our hotel is located and it is very easy to reach the full-fledged health institutions.

All of the materials and products that we offer or produce to our valued guests are purchased from safe suppliers and accepted to our facilities after all necessary control and disinfection processes. Storage and storage conditions and production methods are carried out in extremely hygienic environments in our facilities.

All this in addition to the decision to be established under certain criteria by the Republic of Turkey and the competent authority given and will be a world first and Tourism Our support business to the Certification Our program Hygiene related to the epidemic will be given by the company internationally recognized lasts.

The transmission of the Corona Virus 2019 (Covid-19) outbreak from person to person is in the form of transmission from an infected person via respiratory droplets or direct contact. Therefore, Guest & Guest, Guest & Employee and Employee & Employee relations are extremely important in accommodation facilities. As Viento Hotel, it is about to meet you in new stories with the most hygienic and safe way.