

Dear Guests;

As always, the health and safety of our esteemed guests and employees is our highest priority.

We want you to know that we are doing everything we can to ensure your holiday security.

In order to manage the difficult process created by the internationally-experienced coronavirus (COVID-19), we are taking additional measures to the existing international hygiene and disinfection practices. We fully comply with all requirements at national and international standards for your health and safety.

As a precautionary measure for COVID-19, our cleaning and hygiene protocols;

\* The unit number of alcohol-based disinfectants that do not require rinsing has been increased within the facility, at public use toilets, restaurant, lobby entrance and at reception.

\* In addition to the training we provide on cleaning, detergent and disinfectant use, the COVID-19 Awareness and Prevention Methods training of our hotel employees has been completed. The training on Awareness and Prevention Methods is included in our training plan and is repeated at certain periods.

\* Cleaning and disinfection of all rooms and general areas in our facility is done in detail in accordance with the rules set out in our procedures. Moreover, the frequency of these applications has been increased.

\* All indoor areas and rooms are frequently ventilated and the cleaning and disinfection of air conditioning systems are carried out within the framework of international standards.

\* All guest general areas, rooms and working areas are disinfected by ULV method.

\* All areas and surfaces our guests often contact, including stair handrails, elevator buttons, door handles, TV remote controls, restaurant tables and chairs, buffet and dining equipment, sitting areas at baths and all bathing equipment, and frequently disinfected.

\* All textile products, especially bed linen, pillowcases, towels and duvets, are washed with industrial chemicals at 65°C.

\* The set-forth national and international standards have been complied with for pool water cleaning and the frequency of current practices has been increased.

\* The health safety of our employees is also protected by providing necessary cleaning and hygiene practices in common areas of employees.

\* Supplier and visitor the entrances and exits of the facility have been controlled and our emergency plans have been updated.

\* All of our employees have their temperature measured before starting their shift.

\* Because of the social distance rule, the distances between the dining tables in our restaurants have been increased.

\* In order to protect your health and safety at the highest level possible, Viking Hotels is in close contact with all relevant institutions and organizations and we will continue to improve all measures taken.

Best regards