

JASMIN BEACH HOTEL

HYGIENE MANIFESTO

Dear Guests of Jasmin Beach Hotel , Since its foundation, the Jasmin Beach Hotel has made every effort to ensure that hygiene and cleanliness standards in our hotel are maintained at the highest level to protect the health and safety of our guests and staff.

1. We take all Covid – 19 measures at our hotel .
2. We are complying with the circular that published from The Ministry Of Tourism and other Ministrys .
3. Our Hotel is providing the requirements for healthy tourism certificate .
4. We set up a separate team for the COVID – 19 measures. We continuously follow all rules in our hotel with our team.
5. In our hotel , we are organising the all general areas according the social distance rule . We are complying with all the hygiene rules.
6. We gives continuous trainings to all our staff for Covid – 19 the awareness.

Jasmin Beach Hotel HandBook for The Prevention of Covid-19

COVID – 19

New Coronavirus is a type of virus that causes respiratory infections. It was first identified in Wuhan city within Hubei province of China in December 2019 by the World Health Organization (WHO). In January 2020, a new coronavirus not identified in humans was identified as Covid – 19.

It can be transmitted via the droplets spread by sick people when coughed or sneezed, and through direct contact of those droplets with the other individuals' mouths, noses or eyes in the same environment, as well as by touching the mouth, nose or eyes with the contaminated hands after touching the surfaces where the droplets adhere.

Symptoms include fever, respiratory distress and coughing. The incubation period is 2 – 14 days.

OBJECTIVE

The purpose of this handbook is to determine the procedures and principles of the measures that we take for the lives, health and safety of our guests and employees.

SCOPE

This handbook covers our methods in the prevention of Covid-19.

ACTIONS OF THE FRONT OFFICE

- Body temperature of our guests is measured at the entrance to the reception.
- Luggage is disinfected in the outer area. The disinfected luggage is labelled and taken into the inner area.

- In the reception area, the allowed number of the guests for check-in in accordance with the social distance rules is 9 (Nine) persons. Our guests are taken inside the facility considering this number, and then their transactions are completed.
- Our guests are offered cologne during the welcome. Their personal protective equipment requirements are provided.
- The check-in process is carried out in accordance with the social distance rule. This distance is maintained with marks in the area. Glass protection is available at check-in counters.
- Contact-free footed hand sanitizers will be available at the entrance of the reception.
- All receptionists who perform check-in process wear their personal protective equipment (disposable gloves, masks, face visors).
- Guests will be asked to fill in a guest registration form (registration card) with the details of the countries they have visited recently, their contact details and addresses. They are also asked to confirm that they will follow our Action plan in case of showing Covid-19 symptoms during their stay. An arrangement has been made that the explicit consent of the guests allowing to share the personal data with the authorized bodies in the Covid-19 process when necessary must be obtained in compliance with ‘the Law on the Protection of the Personal Data’, and the management of business does not have a legal responsibility due to the negativities that may arise in the Covid-19 process, including the transmission of the virus during or after the stay.
- Social distance rule is to be followed and the guests who do not comply will be warned.
- In the reception area, a minimum distance of 1.5 m is allowed between the tables and 60 cm between the chairs.
- During the check-in process, in addition to the hotel information, our guests welcomed to the facility are informed about the Covid-19 applications carried out in our facility, and handed out a brochure printed in at least three different languages. The disinfected room card is also delivered.
- We also keep alcohol-based disinfectant wipes and disinfectants at the reception so that guests can disinfect their personal belongings (mobile phone, tablet, etc.).
- Our guests are directed to the ventilated and sterilized **Clean Stay**
- Front office personnel and bellboys must wear masks and gloves, unless otherwise stated by the hotel management.
- In order to collect the contaminated wastes in accordance with the regulations, ‘Contaminated Waste Boxes’ will be available in the reception and lobby area.

- There may be delays in check-in hours in order to be able to make more efficient cleaning and disinfection as well as well-ventilation in the rooms.
- All areas where guests and staff may touch are disinfected for 24 hours. The reception desk is disinfected every 15 minutes. Cash registers, pos machines, copiers and printers will be disinfected every 30 minutes. The equipment used by front office personnel such as computers, keyboards, mouse, phones, stationary products etc. will be disinfected during shift changes.

ACTIONS OF THE FRONT OFFICE

- The disinfectant liquid will always be available at the desk.
- The vehicle keys taken from the guest will be put into a disposable bag after being cleaned with disinfectant wipes, and the guest will be given a vehicle card.
- For the vehicles using the valet service, the areas touched by our staff are disinfected with a disinfectant wipe before the vehicle is delivered to the guest.
- Every receptionist has a computer at the desk, and the personnel in charge will avoid using other personnel's computers as much as possible.
- The passports and ID cards that are required to confirm the guest's details will be given back after being cleaned with a disinfectant wipe.
- The health and travel documents of the guests will be checked, if any.
- The front office department will have the full knowledge of all the measures implemented in the hotel and will provide complete and accurate information over the phone regarding the questions that may arise.
- Inside the office and the reception area will be ventilated frequently.
- Guests will depart after the check-out process is completed within the framework of social distance rules.
- Guests leaving the facility or departing daily are provided with protective materials upon their request.
- Contactless payment methods are applied in our hotel.
- The Hes Code is mandatory for your transactions.

ACTIONS OF THE GUEST RELATIONS

- Guest Relations personnel follow the social distance rule while speaking with the guests.
- Cologne and disinfectant wipes will be available at the Guest Relations desk.
- The materials used by Guest Relations desk and personnel will be disinfected in certain periods.
- They will report all the guests who are sick or look sick to the doctor's office, Front Desk Manager and the General Manager. Likewise, they will follow up the health status of the guests going to the hospital.

- Guest Relations staff must know and follow up all the Covid-19 precautions taken within the facility and answer the questions asked by the guests.
- In busy times, guests can make appointments to meet the staff.

ACTIONS OF THE HOTEL HOUSEKEEPING

ROOMS

- The rooms that housekeepers are responsible for are kept limited to a certain number as much as possible.
- The room cleaning is preferred to be carried out at times when the guests are not present in the rooms.
- During the housekeeping, personal protective equipment (mask, gloves and face visor) is used. A new pair of gloves is used for each room.
- The hygiene measures taken in the rooms are included in the guest information leaflet. The brochure is given by the reception staff upon arrival. There are absolutely no brochures available in the rooms.
- The guest amenities in the rooms are for single use. They are replaced with new ones in every check-in.
- The textile products like towels and sheets used in the rooms are changed daily. Textile products are washed in 60 – 90 ° programs.
- After the check-out, rooms are cleaned and disinfected; room curtains and non-washable materials (bed runners, cushions, pouf chairs, seats) are disinfected with the fogging machine. Air conditioners are also disinfected. Rooms are allowed for air ventilation for 1 (one) hour.
- The cloths used for cleaning are separated into colour codes special for each area. Cleaning will be performed in line with standards. The cloths will be changed after each room.

ROOMS

- Bedspreads and sheets will never be whipped. They are collected by bundling in a way that does not allow dust and particle formation.
- During housekeeping, the rooms will be ventilated. Air conditions will be kept off.
- The equipment used during housekeeping (bucket, dustpan, mop, Vileda, etc.) are disinfected after each room cleaning.
- A red medical waste bag is available for use for the medical wastes that may be disposed by the guests in the rooms.
- Mask and glove wastes in the rooms are collected in the special waste bags by the housekeepers, and the used gloves are changed after collection.

- ‘**Clean Stay**’ room seal attached to the rooms that are ready for check-in indicates that the room has passed all the hygiene controls and the disinfection has been completed. The guest opens the seal and enters the room.
- Alcohol-based disinfectant wipes are available in the rooms.
- Alcohol-based hand sanitizers are available in the corridors and stairwells on each floor.
- The bedspreads, sheets, towels and all the other textile products that our guests diagnosed with Covid-19 once used are disposed.

GENERAL AREAS

- The main doors of our public toilets are kept open to increase ventilation.
- Alcohol-based disinfectants are placed at the entrance of public toilets.
- Special attention will be paid to frequently touched objects such as door handles, toilets in general areas, handrails, door knockers, keys etc., and continuous disinfection will be ensured.
- The distance between the sun beds will be kept in the pool and beach area in compliance with the law.
- Sun beds, tables and chairs will be disinfected with an alcohol-based disinfectant after each guest.
- Special garbage bins will be placed in the general areas for contaminated masks and gloves.
- Beach towels will be provided to the guests in towel stations by the hotel staff. The personnel who hand out will wear gloves and a mask. Guests will be asked to leave the used towels in the towel containers assigned for dirty towels.
- Towels are washed in minimum 60 ° after each use.

ACTIONS OF THE FOOD AND BEVERAGES

MAIN RESTAURANT

- All restaurants in our hotel are arranged according to the social distance rule and the guests are served accordingly. Alcohol-based disinfectants are placed at all restaurant entrances.
- In our restaurants, the seating arrangement and our capacity have been arranged in accordance with the social distance. The indoor and outdoor capacity of the restaurant is revealed in the areas visible to the guests.
- The open buffet concept will be served by leaving 1.5 m gap with the help of a strip between the guest and the buffet. The guests will be able to see the entire buffet. Food and plate service from the buffets will be handled by the chefs.
- All restaurants will be cleaned and disinfected at the end of working hours.
- All doors remain open except cleaning and disinfection times.
- The main restaurant is disinfected with a fogging machine daily.

- All plates, cutlery and glasses are disinfected at a high temperature (75 ° and higher).
- Cutlery will be kept on the restaurant tables inside disposable sleeves.
- Salt, sugar, black pepper, etc. will be presented to the guests in single-use sachets.

MAIN RESTAURANT

- After guests used, tables and chairs will be disinfected and kept ready for the use of the next guest. A note stating '**It has been disinfected for you**' will be attached.
- The high chairs used by our guests with babies are disinfected with appropriate disinfectant after each use. It is made ready for use by being wrapped after disinfection.
- No setup will be prepared on tables. They will be put after guests arrive.
- Water will be served by the restaurant personnel.
- For beverages, either glasses or disposable cups will be used according to the guest's preference.
- Since the products like sugar, salt, black pepper, etc. sachets are not allowed to keep in the public areas, these will be served upon request by the personnel.
- The alcohol-based disinfectant wipes will be served in the restaurant upon request by the personnel.
- The personnel who are in charge of disinfecting and packing the cutlery and serving plates will remain the same throughout the season.
- Single use products will be preferred in beach services as much as possible.
- Serving personnel wear gloves and masks. They replace the equipment in accordance with the Procedure of Use of Personal Protective Equipment.
- Guests are provided with the protective equipment like masks and gloves when requested.

BARS

- Bar desks and benches will be wiped constantly with surface disinfectant.
- Disposable cloths will be used in all units.
- Bar stools will be reduced according to the social distance rule.
- The water of the dishwashers are to be changed every ten washes.
- All ice machines are emptied and disinfected at the end of the day.
- All guest amenities (drinking straws, coaster etc.) will be kept in closed bags.
- Bar garnishes will not be kept on the bar bench, they will be stored in the refrigerator cabinet in sterile boxes.
- Bar set-top equipment will be cleaned and disinfected after each use.
- The staff at the station will disinfect all equipment used in each shift change.

- When our guests want drinks from the bar, they will be offered two options, either disposable cups or sterilized glasses.
- All products used in bars will be taken to the bar after being disinfected.
- Our bar personnel will wear masks and face visors.

OPEN BUFFET

- Personal Protective Equipment of all kitchen personnel is checked by the Kitchen chief or assistant at the beginning of the work every day. They will give update information on Covid-19 and explain the rules to be followed as well as their importance, and how they are supposed to work in the kitchen and the buffet area.
- Our personnel will wash and sanitize their hands frequently.
- Appetizers, olive oil dishes and salads are prepared in advance in small portions and served by the kitchen staff at the buffet. Absolutely no contact of the guests with the tongs is allowed.
- Desserts and fruits of the season are prepared in advance in small portions and served by the kitchen staff at the buffet. Absolutely no contact of the guests with the tongs is allowed.
- The bread varieties prepared from the night before are packaged in a bag suitable for food by the chef at night shift. They are sliced and served by the kitchen staff working in the open buffet.
- Open buffet is arranged according to the social distance rule. The plates in the open buffet are delivered to the guests after the desired food is put by the kitchen staff in the buffet.
- Contact of the personnel with dirty dishes other than the specifically assigned ones is prevented.
- There is breath protection in the area where hot breakfast, lunch and dinner are placed. Kitchen staff serves guests' orders with sterilized plates. Absolutely no contact of the guests with the tongs is allowed.

A'LA CARTE RESTAURANT

- In our restaurants, all seating arrangements and our capacity have been arranged in accordance with the social distance. The indoor and outdoor capacity of the restaurant is revealed in the areas visible to the guests.
- Our guests will be accepted with reservation at A'la Carte restaurant.
- Depending on the number of people in their reservations, a table will be prepared in accordance with the social distance rule and the guests will be guided by the service personnel.
- All plates, forks, spoons, glasses are disinfected at high temperature (75 ° and higher). Cutlery will be kept on the restaurant tables inside disposable sleeves.
- Salt, sugar, black pepper, etc. will be presented to the guests in single-use sachets.

- After guests used, tables and chairs will be disinfected and kept ready for the use of the next guest. A note stating 'It has been disinfected for you' will be attached.
- The high chairs used by our guests with babies are disinfected with appropriate disinfectant after each use. It is made ready for use by being wrapped after disinfection.
- No setup will be prepared on tables. They will be put after guests arrive.
- Water will be served upon request.
- For beverages, either glasses or disposable cups will be used according to the guest's preference.

A'LA CARTE RESTAURANT

- Since the products like sugar, salt, black pepper, etc. sachets are not allowed to keep in the public areas, these will be served upon request by the personnel.
- The alcohol-based disinfectant wipes will be served in the restaurant upon request by the personnel.
- Serving personnel wear gloves and masks. They replace the equipment in accordance with the Procedure of Use of Personal Protective Equipment.

FITNESS / SPA

- Acceptance to our fitness / spa areas within the hotel is made by reservation.
- A number of guests determined according to the legal obligations can be admitted to Turkish baths, saunas and fitness areas.
- Hand sanitizers and disinfectant mats are available at the entrance of fitness / spa.
- All fitness machines are disinfected for our guests before and after use. All disinfection is done with disposable paper towels.
- The materials used in the common area (Turkish bath marbles, etc.) will be cleaned and disinfected after each use.

FITNESS / SPA

- All toilets in the fitness / spa areas are cleaned, disinfected and registered in certain periods.
- All fitness / spa areas are disinfected in certain periods with a fogging machine.
- The layout plan in the fitness area is arranged to allow 2 meters between all personal workout devices.
- Fitness / spa personnel use their personal protective equipment during work.
- The gym is regularly ventilated.
- Our guests' personal details are taken at the entrance, their body temperature is measured and the times they enter and get out are noted. Registers are kept for a minimum of 14 days.
- Alcohol based disinfectant wipes are placed next to the exercise tools used by the guests.

- The maximum number of people to be present in the spa areas has been determined and revealed in the areas visible to the guests.
- Social distance rule is not obligatory in families using spa and fitness areas.
- No newspapers, magazines, brochures will be put in the spa / fitness area. They will be provided by the staff in charge upon the request of the guests.

POOL

- Guests are reminded and encouraged to take a shower before entering the pool. Pool rules can be found in the warning boards.
- Sun beds, coffee tables, chairs etc. at the poolside are placed in accordance with the social distance rule and are constantly checked during the day.
- In family use, the social distance rule is not obligatory.
- The materials are disinfected after use of each guest.
- Chlorine level is maintained between 1 and 3 ppm in the pool. It is checked and noted at least 3 times a day.
- Using inflatable mattresses and other materials in the pool is not recommended.
- There are warning notices to make our guesses follow the social distance rule around the pool.
- The social distance rule is followed in the slide, and the slide is disinfected on a regular basis.
- Beach towels will be offered to guests by the hotel staff at the towel station. The distributing personnel will wear gloves and masks. Guests will be asked to leave their towels after use in the containers of used towels.
- There is cologne / disinfectant in the towel stand for the guests to use when needed.
- Towels are washed at minimum 60 ° after each use.

BEACH AREA

- Sun beds, coffee tables, chairs, etc. by the beach are placed to comply with the social distance rule and are constantly checked during the day.
- In family use, the social distance rule is not obligatory.
- The materials are disinfected after use of each guest.
- Garbage bins with colour codes are placed in the beach area.
- There are informative brochures for the guests to follow the social distance rule in the sea, as well as around the beach.
- Toilets at the beachside will be disinfected and registered at regular intervals.

ACTIONS OF THE GOODS ACCEPTANCE

- All suppliers' body temperature will be measured at the entrance.
- In the goods acceptance area, the social distance rule will be followed. Personal Protective Equipment (masks, gloves, face visors) rule will also be followed.
- Vehicle disinfection document is to be requested from the vehicle arriving during the acceptance of the goods.
- The accepted goods will be disinfected with a fogging machine and stored in the warehouse.
- The precautions taken and the rules to be followed will be exhibited in large printouts in the area visible to everyone.
- All tools and equipment used will be disinfected with a fogging machine / surface disinfectant before and after each use.
- All products will be stored in a position that they do not touch the floor and the wall.
- The warehouses will be cleaned, disinfected and registered on daily, weekly and monthly basis.

ACTIONS OF THE TECHNICAL SERVICE

- All pool measurements are implemented 3 times a day and recorded, and the results are exhibited on the boards in the areas visible to the guests.
- Shock chlorination is made once a week in all of the pools.
- To meet the cleaning and disinfection requirements, pool water is analyzed in accredited laboratories in monthly periods and these values are exhibited on the guest boards.
- Warehouses belonging to the technical service department will be disinfected in certain periods.
- Annual maintenance of all equipment will be carried out completely and the services applied will be registered.

ACTIONS OF THE HUMAN RESOURCES

- Job interviews are made only between certain hours.
- Body temperature is measured in all candidates accepted for a job interview and then they are directed to the Human Resources department. It is mandatory to wear a mask throughout the process inside the hotel.
- Human Resources department welcomes the candidates by observing the social distance and conducts the interviews in accordance with the recruitment procedure.
- All documents sent to human resources are disinfected at the end of each day and stored in the relevant files.
- A WhatsApp group will be set up with the participation of all employees where only managers can write messages for the purpose of announcement.

- Department managers will also be encouraged to communicate with all their staff through the WhatsApp group.
- All personnel are put through a body temperature measurement process and it is registered at the time of entering the hotel. Records are kept for 14 days.

TRAINING

- External trainings are held in the training / meeting hall.
- Internal trainings are held in the application area or outer area / meeting hall.
- It is mandatory for all the employees participating in the trainings to wear a mask.
- We ensure our personnel's continuous development with trainings on Covid-19, Environment, Hygiene, Occupational Safety, Use of Personal Protective Equipment, Hand Washing, as well as orientation and chemistry trainings.

PERSONNEL LODGEMENT

- We provide our personnel with a lodgement opportunity in the rooms allowing a space of 4 m² for each person.
- There will be quarantine rooms in the lodgings corresponding to minimum 5% of the total number of rooms available.
- The luggage and bags of the personnel entering the lodging area are disinfected at the entrance. Their body temperature is measured by the person in charge.