

The Lumos Deluxe Resort Hotel & Spa

Covid -19 Information

Dear Guests: Our hotel serves in accordance with ISO 9001 and ISO 22000 Quality Management and Food Safety Certificates.

We've increased our hygiene standards to a maximum level. Beside using chlorinated surface cleaners and alcohol-based disinfectants for daily cleaning and disinfection of bathrooms, we also disinfect the common areas using anti-viral applications. Ozonizer are used for air cleaning in the general area, guest rooms and corridors of the hotel.

We work with Diversey Companies In all our hotel which are internationally known for chemical cleaning products. Diversey Companies provide detailed training for our relevant employees at regular intervals. Therefore, it is ensured that proper chemicals are used at the appropriate dose during cleaning. Cleaning works are done with proper cleaning materials and different equipment for each area.

Because of Social Distancing, we would appreciate it if you would share the elevators with minimum amount of people and not share it with another guests or employee.

Front Office: Some additional measures were taken about easy and hygienically safe check-in and check-out processes of you. At the entrance we ensure that all our guests are monitored by a thermal camera for their fever measurement and facial recognition. Suitcases and other items will be taken to our hotel by being disinfected by our employees who got necessary training in this respect and sent to the rooms of our guests safely. All works that may require contact during check-in and check-out will be done duly and in accordance with the safe physical distance rule.

We leave our hotel rooms vacant for 24 hours according to our hotel occupancy.

House Keeping: Our aim in all our guest rooms is to offer you an environment where you can accommodate in a hygienic and clean place. New Covid-19 Cleaning Protocols are implemented in all rooms and public areas. Hotel rooms and public areas are constantly disinfected with ULV devices. Ozonizer are used for air cleaning in the general area, guest rooms and corridors of the hotel. After each room is cleaned and before starting to clean the other room, hands are washed and masks, gloves and cleaning cloths are replaced by new ones.

Guest Relations: Our guest relations staff will be with you all day long by taking all necessary precautions for all our guests to enjoy their stay in a pleasant atmosphere.

Quality Control: This department, who are consisting one Dietitian and one Food Technician responsible for checking that all necessary hygiene protocols and ISO 22000 & ISO 9001 Standards are complied with in the production and presentation stage, starting from the whole food supply.

Lobby & Bars: We arranged our seating areas and services according to the social distance rules. Sitting sets in all common areas and general areas have been rearranged by considering safe social distances.

Kitchen: We have increased our hygiene standards in addition to our existing protocols. it is aimed to ensure the safe social contact distance required in our food and beverage units.

In our hotels, our open buffet service system will be decreased to a certain extent, more hygienic and safe materials and equipment will be used in our buffets. Self-service won't be allowed, our responsible employees will be constantly present in buffets, and they will provide necessary guidance and service.

Service: •In all Food & Beverage units, table, chair and sitting distances have been arranged in accordance with the recommended social distances. Tablecloths and cloth napkins won't be used on our tables, the seasoning and spices sets will be properly disinfected after each use. Self-service tea and coffee machines in our restaurants won't be used by our guests for a certain period of time.

General cleaning of Food & Beverage areas will be performed and tables, chairs, counters, buffets and all other materials will be cleaned properly at the beginning and end of the service and they will be disinfected.

Beverage services will be provided to the tables for our demanding guests.

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Technique: New arrangements are made by letting sunbeds wide apart in accordance with the safe social distance rule in Indoor Pool, Outdoor Pool and Beach areas.

Pools will continue to be cleaned in accordance with chemical values that will not allow any disease or epidemic as usual.

Entertainment: Our children are our beloved ones and of course, it is very important for us to offer them a safe but fun holiday. According to the Covid-19 measures, our mini club and playgrounds areas will not be able to serve temporarily. However, considering the social distance rules, we have prepared activity programs for our dear little ones to have a good time in open areas.

Our Children's Club employees who take care of them, consist of people who have hygiene training and are experts in their field.

In our Hotel, sports and entertainment activities will continue at low capacities and softly in accordance with safe social distance rules.

Spa & Fitness:It will be served with materials and items whose safety is already provided or disposable materials and items by creating extremely hygienic conditions in Turkish Baths, Sauna, Massage areas and treatment services.

Usage capacities have been limited according to hygienic conditions in our sauna, Turkish bath and steam rooms.

All sports tools, machines and equipment in our Fitness Centers have been rearranged at appropriate distances and they will be disinfected immediately after each use.

Personnel: Trainings have been provided for all of our employees about pandemic, protection methods and transmission ways by specialist firms.

Our employees undergo general medical screening before starting to work and their temperatures are taken with digital thermometers. Our employees who have high fever and symptoms related to the disease are not allowed to work. Our employees who don't feel well, don't come to work or even if they do, they aren't allowed to work.

All personnel have Ministry of Education Hygiene Certificate and ISO STANDARDS all seminars and trainings are given.

See You On Sunny Days!

Yusuf ÜNAL

General Manager

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