

Dear Guests ;

WE CARE ABOUT YOUR HEALTH AND SAFETY.

Since our foundation guest satisfaction is our priority. WE have now improved our hygiene , safety and service standards against the Covid-19 pandemic and other pandemics that may arise in the future .

We would like to inform our guests that we have summarized these standards under the name **^^ OZ HOTELS SERVICE AND HYGIENE DECLARATION ^^** .

We offer additional services so that our Oz Hotels guests can enjoy a clean and safe stay with us. The scientific committee set up under the presidency of the E- QUALITY which is our advisory institution and which includes a pandemic expert.

In collaboration with his team , we have rewritten our new standards for cleaning , disinfection and service.

We have a 7/24 hour nurse service in our hotel to check the health of you and our staff. Our hotel has quarantine and isolation rooms.

The scientific committee , headed by the E – QUALITY , with whom we have agreements, visits our hotel regularly, monitors the application of our measures , and trains our entire team on pandemics on a regular basis.

ADMISSION OF OUR GUESTS TO THE HOTEL

Agency vehicles coming to the main door are met by the security department . TURSAB documents are checked and directed to the hotel lobby. Our guests enter the lobby through the doors defined in the social distance rules .

Temperature measurements are carried out by the thermometer located at our entrance doors . The measurement results are evaluated within the context of the emergency plan.

OUR C/IN – C/OUT APPLICATIONS

Our Guests are greeted by our reception and guest relations staff and forwarded to the areas that are subject to the rules for social distance . There are disinfection units for the health of you and our employees in the hotel areas .

In order to have better contact with you to be able to reach you in an emergency , you will receive a letter of commitment and telephone number in accordance with data protection laws.

Your suitcases will be disinfected by our trained team and brought to your room.

All the procedures are carried out according to the rules of social distance. The rooms are kept free for a day and then handed over to our guests.

OUR FOOD AND BEVERAGE SERVICE APPLICATIONS

Temperature measurements are carried out by the thermal cameras at our restaurant entrances. The measurement results are evaluated as part of the emergency plan.

Disinfection units are located at all entrances and in all areas of the restaurant.

All restaurants are arranged according to the rules of social distance, i.e. the tables are 1.5m. apart.

Disinfected cutlery such as a fork, knife, spoon and napkin will be available to our guests in the envelope.

Our restaurant staff use disposable masks and gloves during the service.

Our tables are disinfected after each guest and the blankets are changed.

Open buffets are offered under certain standards in our main restaurant and the food is served by our staff.

In order to serve our guests better, the meal times for lunch and dinner have been extended by an hour.

Our bar areas have been revised according to the rules for social distance.

OUR APPLICATIONS FOR ROOMS AND GENERAL AREAS

World-famous EKOLAB & DIVERSEY products are used in our cleaning chemicals.

The areas used by our guests – elevators, elevator buttons, toilets, door handles, tables, coffee tables, stair handles and room doors are often disinfected.

Restaurants and general areas are disinfected with ozone.

According to the standard room cleaning plan: A special cleaning cloth is used for each area.

Our cleaning staff and technical service personnel offer their services with mask, gloves and protective clothing.

Our rooms are disinfected with ozone after every C/out. Towels, bed linen, bathrobes etc. that our guests will use. Textile products are washed with a minimum temperature of 70°C permitted by the Ministry of Health and chemicals and presented to you hygienically.

Disinfection units are located on the room corridors and at the elevator entrances.

OUR SPA / FITNESS / SHOP SERVICES APPLICATIONS

All employees must comply with the rules set by OZ HOTELS. The employees wear mask and gloves and take care of their personal hygiene.

The materials used in the spa/ hairdresser will be disposable, the materials will be sterilized and used.

Changing rooms, toilets, showers, cupboards, and keys used in the spa, bath towels, hand towels, massage beds etc. all materials are cleaned and disinfected according to the standards. To visit the spa/hairdresser you have to register in advance. Social distance rules are also applied in these areas. Fitness equipment is disinfected before and after each use.

ANIMATION APPLICATIONS

The areas where entertainment activities take place are arranged according to the social distance rule and the activities are planned accordingly.

Activities in close contact with the guest are not carried out.

The areas are disinfected with ozone.

OUR POOL AND BEACH APPLICATIONS

The disinfection process of our pools is carried out according to the legal regulations with chemicals permitted by the Ministry of Health.

The results and values of the pool water analysis are presented to our guests in our panels around the pool.

Our sun loungers are available according to the rules for social distance at the pool, on the beach and on the lawn.

All sun beds and cushions are cleaned and disinfected daily.

APPLICATIONS FOR OUR EMPLOYEES AND VISITORS

The temperature of all suppliers, visitors and employees who enter and leave our hotel are measured. The measurement results are evaluated as part of the emergency plan.

As part of data protection, a declaration of commitment is drawn up, stipulating that our employees should inform us about health problems and not work.

The social areas used by our employees are based on the rules of social distance.

The service vehicles used by our employees are disinfected and social distance rules apply.

All of our employees wear a mask and gloves when necessary.

All of our employees and tenants are trained in our pandemic by our advisory institution.

Dear Guests, emergency plans have been developed for you and for our employees.

In addition, we continue to work with the Anadolu hospital, with whom we have an agreement to share and appreciate our actions.

OZ HOTELS care about

HEALTH AND SAFETY

Of our guests and our employees....