



KAMELYA
COLLECTION

EXCLUSIVE HOTELS

KAMELYA COLLECTION
Covid-19 Measures



Dear Guests,

As you know, Corona virus (Covid-19) is spreading rapidly around the world. As Kamelya Collection Exclusive Hotels, health and guest safety are among our most important principles. We would like to state that all measures are taken at the highest level, by taking into consideration the health and safety of our guests. We kindly request your support and sensibility to act in accordance, so that you have a peaceful and safe holiday as our guest. In addition to the measures determined by both local and national health organisations in our facilities, as Kamelya Collection Exclusive Hotels, the following additional measures have been taken;

- Hygiene status is constantly monitored and professionally controlled.
- Health, security, control teams and protocols have been set at the hotel.
- Necessary trainings were given to all our staff and all the employees were informed about the issue.
- All our existing procedures have been expanded within the scope of epidemic management, and more effective disinfectants to prevent the spread of the virus have been started to use.
- Hand disinfectants are ready for you to use at all points that guest touch may occur.
- Hand and surface disinfectants are ready to use in both working areas and general areas that staff touch may occur.
- In addition to the guest service points, the units and shuttle vehicles for the staff are disinfected daily / hourly.
- All employees wear disposable gloves, masks, etc. during cleaning, production and service. They use personal protective equipment.
- Before assigned to you, your room is cleaned as recommended by the World Health Organization and disinfected with a ULV (Ultra low volume) machine.
- All touched points within the facility are carefully and regularly cleaned with effective and special disinfectants.
- All areas such as restaurants, lobbies, restrooms and pools are disinfected more than once a day with special cleaning protocols.
- For the health and safety of your children, children activity areas and mini club are disinfected with special disinfectants safe for children.
- We have an emergency action plan that covers all of our actions and a program to control epidemics.

We are grateful to host you during this period. We, as Kamelya Collection Exclusive Hotels, would like to thank you in advance for your sensibility and support on this matter. Together we are stronger than the virus! We wish you a very nice holiday...

Best regards,
Kamelya Collection Exclusive Hotels

ARRIVAL AND DEPARTURE PROCESSES



- The body temperature of each guest who arrives the hotel is measured and recorded by authorized staff during the check-in. Afterwards, the guests are provided with this brochure on COVID-19 precautions and required to sign a letter of undertaking, which includes the precautions taken at our hotels and the issues to comply.



- Check-in process will be carried out in order according to the social distancing rule (1,5m) with the help of barriers/separators to be set up to the front desk.



- Luggage and other items are disinfected with ULV (Ultra Low Volume) before taken inside the facility and sent to the rooms of our guests safely.



- The guests who complete the check-in process are accompanied to their rooms by a bellboy. (In case of using the lift, service will be provided in a manner to ensure that maximum 1-2 people take the lift, if not family members)



- During the check-out process of the guests, the room card is received and then disinfected by the receptionist.



- Luggage room service is provided by the bellboy.



- The Club Cars used for our guests within the hotel are cleaned and disinfected with ULV (Ultra Low Volume) on a daily basis. After each use, the areas touched are disinfected with chemicals recommended by the World Health Organization and the Ministry of Health.

COMMON PLACES



- The cleaning periods and chemicals to be used for all common areas used by our guests (lobby, WCs, SPA, Turkish bath, sauna, massage rooms, fitness center, etc.) have been specially determined. All surfaces that are touched with hands are regularly disinfected with the chemicals recommended by the World Health Organization and the Ministry of Health.



- Hand sanitizer is available in all commonly used areas.



- The layout of all furniture, tables and chairs in the guest common usage areas are arranged within the scope of social distancing rules.



- Reservation system is applied in order to ensure the safe usage of areas such as Turkish bath, saunas, massage rooms, fitness centers, and after each use the areas and equipment are disinfected.
- The common areas allocated for children are used considering the social distance requirements under the supervision of the trained staff and the materials are frequently disinfected.

ROOMS



- Disposable cloths are used in room cleaning for the health of our guests.
- The room is disinfected with ULV (Ultra Low Volume) after cleaning and left vacant until the entrance of the guest, and no one else is allowed to enter.



- Disposable equipment will be used instead of glass and porcelain glasses in the room.
- Guest room textiles are washed and dried under the conditions of 60°C -90°C temperature/steam.



- Beach towel service will be carried out by providing hygienic conditions and bringing the dirty and clean separation under control at towel stands. Towel cards will not be used.



- Room disinfection of our staying guests will be done every 72 hours.
- After the checkout of our guests, split air conditioner filters will be cleaned along with the room cleaning process.
- While cleaning the rooms, mask and gloves of our housekeeping sta are changed before starting to clean the next room.



- Disinfectants are fixed and monitored for the use of our guests at hotel floors and blocks.
- "Health and Safety Door Card" indicating the measures taken in our guest rooms, will be hung on all room doors.

RESTAURANTS AND SERVICE



- In all restaurants and bars, seating arrangement is made according to social distance in a wide, broad, spacious and comfortable way.



- The wiping and disinfection of tables, chairs, coee tables and all equipment in all our restaurants and bars are provided with chemicals recommended by the World Health Organization and the Ministry of Health. Furthermore, the environment is disinfected with ULV (Ultra Low Volume) after each service.



- The sta on duty are constantly present at the buets and provide the necessary service.
- All restaurants and bars are carefully cleaned and disinfected.



- As Kamelya Collection, we made new arrangements considering the occupancy rates of our hotels and the number of guests in our restaurants. Our restaurant services are carried out carefully and meticulously as always from table ranges to production and service speed.



- The information on meal hours of our guests according to their room number is given by the Front Oce Clerk during the check-in process.
- A plexiglass protector has been set up in front of the restaurant buet to prevent guest touch to the buet.

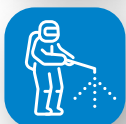
MEASURES TAKEN REGARDING OUR EMPLOYEES



- All of our sta serving our guests have undergone a strict training process on the subject and are made aware of all issues.



- The fever of all our sta is measured and recorded at the entrance of the hotel before the shift and their health status is checked daily.

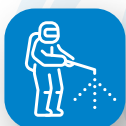


- All sta social areas including changing rooms, lodging rooms, cafeteria, sta transport service vehicles are periodically disinfected with the ULV (Ultra Low Volume) system and 100% fresh air is provided.



- Disinfection units have been located in all sta areas.
- The undertakings of our employees have been taken to ensure their awareness both for their duties and responsibilities towards our guests and to protect their own health within the scope of the measures taken by our hotels during the COVID-19 pandemic process.

POOLS AND BEACHES



- All sunbeds, sunbed cushions, coee tables and cabanas are cleaned before and after use and also disinfected with ULV (Ultra Low Volume).

- The cleaning and disinfection of the showers and changing cabins are provided once an hour with the chemicals recommended by the World Health Organization and the Ministry of Health.



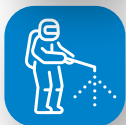
- The sunbeds in the indoor pool, outdoor pool and on the beaches are positioned according to the social distancing rule (2 meters) between dierent families.

- Disinfection units are located in all changing cabins.

MINI CLUB AND PLAYGROUNDS



- After the closing of the Mini Club, eective detailed cleaning will be performed. Furthermore, all surfaces frequently touched with hands (door handles, taps, flush tank button, toys, surfaces of gaming tables, etc.) are disinfected with chemicals recommended by the World Health Organization and the Ministry of Health.



- Mini Club is disinfected with ULV (Ultra Low Volume) between 12:30 - 14:30 during the day and between 17.00 - 24.00 after closing.



- Hand sanitizer points are available at the entrance of the Mini Club for the use of children of our guests.

ENTERTAINMENT ACTIVITIES, SPORTS AND CHILDREN PLAYGROUNDS



- All activities are carried out according to the social distancing rule in order to ensure the health and safety of our guests. (Water gymnastics, morning gymnastics, step aerobics, dance course, aqua wellness, etc.)
- The satisfaction of our guests will be ensured by repeating the activities during the day in order to prevent guest aggrivement and crowd if it is anticipated that capacity may be exceeded.



- All materials to be used during the day (ping-pong balls and rackets, tennis rackets, air guns, etc.) are disinfected with alcohol-based disinfectants.

SPA / WELLNESS



- SPA employees are obliged to use PPE during their meetings with our guests or during service. (Mask, gloves, bonnets)
- Massage services are provided in individual massage rooms for compliance with the social distancing rule.
- The protective covers and towels used for our guests are changed after each use and washed at a high temperature ($>60^{\circ}\text{C}$).
- The maximum usage capacity of the Turkish bath, sauna and the steam room is adjusted to take place in a way to secure the social distancing rule, leaving a space of 2.5 m² and a distance of 1.5 m per person.





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