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QUATTRO FAMILY
Club Dem Hotel
Alanya / Antalya / Turkey

YOUR HEALTH IS OUR PRIORITY

**MEASURES
WE TAKE
ABOUT
COVID-19**

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MEASURES WE TAKE ABOUT COVID-19



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As always, we will maintain the importance we attach to your health in the best way possible during the Covid-19 pandemic. We know that we will overcome this process in the best way by taking our precautions at the highest level.



As the hotel management, we follow the most recent developments from the competent authorities (T.R.Ministry of Health, T.R.Ministry of Tourism, World Health Organization, Scientific Committee) and implement them in the fastest way.



We examine the compliance of our service standards in terms of safety and health together with our ministry-approved companies and our internal audit mechanism, and we work diligently to provide the best service by constantly updating ourselves.



MEASURES WE TAKE FOR THE HEALTH AND RECRUITMENT PROCESS OF OUR EMPLOYEES

During the recruitment process of our employees, we have the necessary health checks of our personnel from the private hospital we have contracted. We carry out recruitments with the approval of our hotel doctor who examines the medical report taken from the hospital.

We regularly provide training to our employees by our international consultancy firm, our occupational safety specialist and department managers, about hygiene and cleanliness rules, emergency scenarios and protocols that our hotel has taken against the Covid-19 pandemic.

In addition, we support our staff by online trainings.

Our employees use masks at work. We also provide masks, visors, gloves, and hand antiseptics for use in lodging, hotel services, and social lives.

We add capacity limitation to the rooms by making place markings in the lodgings. We provide and record the disinfection and natural ventilation processes of the rooms and general areas, including the textile products used in the rooms, with our lodging manager.

Our employees work in accordance with the social distance and capacity rule. We also perform disinfectant after each time.

We make fewer check at the entrance of the staff and ensure the use of disinfectants.

Personnel refectory, changing rooms, toilets etc. we put placemarks and capacity limitations in the fields. In addition, we ensure that all areas are ventilated regularly and recorded..



GENERAL HYGIENE RULES

There are bookmarks, information and capacity limitation signs arranged in accordance with social distance in the common areas of our hotel.

There are disinfectant machines in all common areas for easy access to personal cleanliness.

Natural ventilation is carried out at regular intervals in all closed areas and recorded and controlled.

Filter cleaning of air conditioning and ventilation systems in common areas is carried out periodically.

In all areas and rooms of our hotel, disinfection is carried out regularly. We use effective products of Diversey Company which is approved by Ministry of Health.

Our isolated room is ready for use in emergency situations and necessary equipment is placed.


Hygiene, cleaning and social distance rules are applied at the highest level in the personnel vehicles of our hotel.


WE WORK WITH INTERNATIONAL COMPANY OF DIVERSEY








CHECK IN

 At the entrance, fewer checking of our guests and staff are taken and recorded. If the fewer is higher than the accepted degree, the Covid-19 Emergency Protocol set is activated.


 Suitcases are taken inside the hotel after disinfection.


 Hand sanitizer is available for our guests upon arrival.


 Check in is done by considering into account the landmarks according to the social distance rule.

 The Covid-19 commitment letter, which contains information about the travel history and health conditions of our guests, must be filled in.

 Mask supply is available when requested.


 Room card, hotel map and information leaflet are provided by the reception.


 We provide room cards, towel cards etc.. after disintection process to our guests.


 Direct contact is prevented with the glass that we put on the reception desk.





POOLS AND BEACH


 The pH and chlorine levels of the pool waters are adjusted in accordance with the legislation and measurement and recording processes are carried out at regular intervals.


 All sun loungers located around the pool, beach and pier are placed in accordance with the social distance rule.

 We provide sun loungers and umbrellas after disinfection process before using.

 Disinfection procedures of Aqua Park equipment are applied daily.


 Beach towels are provided to our guests by our personnel in accordance with social distance and hygiene rules.


 Cleaning of pool grills and filters are recorded at regular intervals.


 We have a "Clean Pool" certificate issued by the T.R Ministry of Health Antalya Provincial Health Directorate.





ROOMS


 In order to create hygiene at the highest level in the cleaning of the rooms, our employees are provided with hygiene and cleaning training by the international company which we receive professional support.


 All our personnel working for room cleaning have protective equipment. Gloves and towels used during cleaning are disposable.

 After leaving the room, our rooms are cleaned with the most effective products of Diversey company. After disinfection with the ozone generator, it is sterilized with the ULV machine. Then it is ventilated for 1 hour..

 Textile products at the specified temperature and washed using products approved by the T.R. Ministry of Health.


 All the points are carefully cleaned up to the finest detail, after the cleaning, the controls are carried out and recorded by the chefs.


 Products (tea, coffee, sugar etc.) are offered for single use in the rooms.


 Remote controls are disinfected and placed in a disposable hygiene bag.





FOOD AND BEVERAGE SERVICES


 All our food and beverage areas are arranged in accordance with the social distance (1.5m between tables, 60cm between chairs).


 Our personnel were provided with protective equipment.


 Disinfectant machines are available to our guests and employees at easy-to-reach points.


 Open Buffet will continue and the service of the dishes you will request will be made by our kitchen staff. Drinks are served to the tables by our restaurant staff.


 The products on the tables are provided as disposal.

 We clean tables,,chairs and baby chairs with the products of Diversey. Also use disposal paper towels in the cleaning process.

 We took precautions against social distancing violations caused by density. Buffets and patisserie will work longer hours.


 We disinfect food and beverage areas with ULV.

 We make ventilation during the day and record it regularly.


 We ensure that the tea and coffee machines in the common areas are taken into the bar and served only by the personnel in charge.




PURCHASE AND FOOD SAFETY

 The process from the purchase to the presentation of the products is brought under control with the Food Safety Management Rules.

 We have a Food Safety Certificate.


 Disinfection of foods is done with ozone water.


 Disinfection procedures of the incoming products are taken and delivered.





SPA & FITNESS

 Fitness center will serve with reservation system.

 The fitness center will serve with limited number of people determined by the management.


 After using of the Spa and Fitness Center, all equipment is disinfected and natural ventilation is provided..


 We started the certification process specifically for the opening of the spa salon. Periodic cleaning procedures are carried out and recorded.

 The boucle materials (scrub, soap, shampoo, shower gel, etc.) used in the spa salon are presented for single use..



ANIMATION & ENTERTAINMENT


 Children's club will be closed for the hygiene of our children. All activities will be held in open areas.

 All activities are organized in accordance with the social distance rule.

 We will prefer individual activities instead of group activities.

 During the animation activities, information will be given about the rules to be followed.


 Masks will be provided to our guests upon request.


 In accordance with the social distance rule, it is not allowed to invite guests to the animation stage.




LAUNDRY SERVICE

 All of our laundry staff use masks.








 We use the effective products of Diversey to provide the most hygienic washing of room textiles and other products..

 Filter cleaning of all the machines used in the laundry are done at regular intervals and recorded..

 We meticulously follow the washing process of products and maintain in a hygienic way until using in the rooms..





SAFETY AND HEALTH SERVICE

-  There is a 24/7 health worker in our hotel.
-  All possible scenarios are identified, emergency plans and security protocols are created.
-  Our staff are trained on possible emergency, hygiene, health and safety protocols.
-  Fewer measurements are made at the entrance of the suppliers who want to enter our hotel. Those without protective equipment are not allowed in the hotel.
-  We make distance markings in general areas to keep social distancing with personal.
-  The isolated room is prepared for use with all necessary health equipment for use in an emergency..
-  We take all necessary precautions with our pandemic responsible and implement them in the fastest way.



COVID-19 GENERAL RULES

-  You are requested to use a mask during the journey to our hotel.
-  We request you to minimize contact by following the social distance markings in common areas.
-  You should wash your hands with soap for at least 20 seconds as specified.
-  We recommend frequent use of disinfectant machines in our general areas.
-  If you have complaints such as high fever and cough, please contact our hotel doctor.
-  In order to minimize the contact, we request that you make your payments without contactless. Please contact to your bank before your stay and make your card open for contactless feature.