

GUEST JOURNEY AT
SWISSÔTEL THE BOSPHORUS,
ISTANBUL

The background features a repeating pattern of light gray circular motifs. Each motif consists of a central floral or star-like shape surrounded by concentric circles of dots of varying sizes, creating a textured, organic feel.

Our priority is to offer our guests not only warm but also safe welcome to Swissôtel The Bosphorus, Istanbul.

We keep our promise-providing safe and healthy journey where our guests and colleagues can

LIVE IT WELL...

PRE-ARRIVAL

We inform our guests about our safety regulations upon reservation stage before arrival. QR code is being provided with the confirmation letter sent and guests are being advised to download the hotel application. This application helps us to create a safe distance between guests and colleagues during their stay.

Online check-in and fast check-out functionalities are kindly recommended. For all pre-booked guests, all check-in formalities and Health and Travel Declaration Forms are being completed online to reduce contact as well as time spent at the front desk.

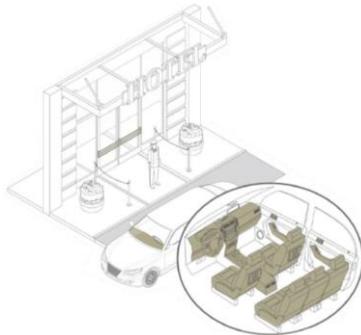
DOWNLOAD APP



GUEST TRANSPORTATION

Number of passengers are required upon reservation stage and the type of the car is being provided in accordance with the total passengers including driver. Guests are not permitted to sit at the front passenger seat. Maximum number of passengers are four and two for Mercedes Vito and Mercedes E & S class vehicles respectively.

We surely follow up that the driver is wearing protective gear such as mask, gloves. A new guest amenity care package including mask, gloves and hydro alcoholic gel is ready to use in each transfer car in accordance with the number of passengers. Antibacterial floor mats are placed in the car.



Limos are thoroughly cleaned and disinfected before and after each use. Once in every 15 minutes the driver refreshes the air by opening the windows.

GUEST ARRIVAL

Doormen welcome our guests at the entrance of our hotel keeping safety distance in mind. Suitcases of our guest are being sanitized immediately after they are being unloaded from taxi or transfer car before they enter to the hotel.

Body temperatures of our guests are measured by means of thermal cameras placed on our entrance and just after that our Guest Service Agents welcome our guests in the Lobby area and explain the safety precautions we have taken in general.

Cologne, one of the essential scents of the Turkish culture, is offered while welcoming our guests.

Porter waits with the luggage for the guest to finish their check-in process and luggage delivery is being done with proper distancing and only up to the door of the guest room. We sanitize luggage trolleys after every check in.



UPON CHECK-IN



With hotel application and online check-in (KIT), we advise that the guest registration card is completed in full before arrival.

After pre filled registration card is signed, we ensure that guests also complete a “Health Declaration Form” to declare their state of health and remind our guests about rules and regulations applied in the hotel.

Swabs are ready to use for guests or receptionist with sanitizer to clean their phone or credit cards, post machines, passport scanners etc.



Lobby Ambassadors, lobby hostesses, concierge, bell team staff make sure to respect the safety distance with customers and employees, and between each guest (at least 1.5 meters).

Cleaning preferences of the guest are being confirmed upon check in and we strongly recommend them to pay by bankcard and use express check out service (EDAP).

CHECK-OUT



Upon arrival and during courtesy calls we advise our guests to inform their check-out plans in advance so that bills can be made ready.

We strongly recommend our guests to use the fast check out function (EDAP) and only deposit his key cards at the front desk upon departure. A check out box arranged on the desk that guests leave their key cards. We also advise our guests to use e-check out by emailing the bill and accepting online payments.

Luggage down is being provided only from the door and staff changes gloves or washes their hands after each checkout performed.

Maximum duration for luggage storage is 6 hours in order to prevent any cross contamination. Luggage room is being disinfected regularly and a chart is being filled by the bell captain to follow up the process.

ENSURE SAFE DISTANCES

We ensure “safe guest contact” with the front of the house staff. The health and safety of our colleagues and guests is our number one priority.

Swissôtel The Bosphorus Istanbul puts in place necessary precautionary measures for queue and seating management. Reception counters are arranged in a way to limit the number of guests waiting and our lobby lizards ensure queues are fast moving.

There will be maximum two guests waiting in the queue for each counter and rest of the guests remain seated to lobby. Colleagues ensure that guests are served in turn and keeping enough distance in between themselves acting as a “lobby lizard” .

Lobby Ambassadors, lobby hostesses, concierge, bell team staff make sure to respect the safety distance with customers and employees, and between each guest (at least 1.5 meters).



SITUATION AWARENESS AND COMMUNICATION

We make sure that all the team members know the personal hygiene rules through trainings and posters displayed in hotel areas. The team is already equipped with the handbook on COVID-19.

Appropriate signage is also prominently being displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel. Electronic signs in the lobby area and elevators are being also used for messaging and communication.

Management team assures that the team had the proper training to handle the COVID-19-related enquiries from guests or the public.

Our management team ensures constant communication and follows sanitation procedures updated per the latest expert guidance. Colleagues have been reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible, NOT TO shake hands, hug or kiss.

SITUATION AWARENESS AND COMMUNICATION

The staff is extra vigilant in looking out for any guests who appear to be ill. In case of any suspicious case it will directly be reported to hotel management.

Shared tools and equipment are getting sanitized before, during and after each usage or anytime the equipment is transferred. This includes phones, radios, computers and other communication devices, payment terminals.



A person wearing blue gloves is cleaning a dark surface. In the background, another person is holding a spray bottle. The scene is brightly lit, suggesting a clean and hygienic environment.

OUR HYGIENE AND CLEANING MEASURES

swissôtel **THE BOSPHORUS**
ISTANBUL

OUR HYGIENE AND CLEANING MEASURES

Our hygiene and cleaning measures has been reviewed and new ways of working introduced with the intense concern on safety and hygiene measures. As hotel, our primary references are criteria that were announced by Turkish Ministry of Culture and Tourism and brand standards.

Turkish Ministry of Culture and Tourism has imposed 135 new criteria for hotels and announced in May. These criteria cover every aspect of service at the hotel and will be audited by independent auditors if hotels fully comply.

Our brand **Accor** and one of the most prestigious testing and certification company **Bureau Veritas**, also are working together as partners and certification process will start very soon.

“Bureau Veritas certification” will ensure that our hotel uses cleaning products and specific guidelines on hygiene that are approved to be effective against viruses, bacteria and other airborne and blood borne pathogens.

OUR HYGIENE AND CLEANING MEASURES



Our vendor channel specialist “**Diversey**” considers it to be best practices to have detailed room cleaning instructions, and shared with us throughout the beginning of the outbreak. With the improvement of the epidemic situation to be able to presume operation “**The Infection Prevention Program**” put into practice immediately with the guidance of “**Diversey**”. Cleaning practices, standards and schedules are redefined in the event of Covid19 outbreak.

More detailed planning process is defined with the increased frequency of cleaning process to minimize the infection risk and create a healthy environment for our guests.



OUR HYGIENE AND CLEANING MEASURES

“Enhanced Practice Checklists” and other management tools are used to manage the change and communicate what is expected from the Staff. Diversey provides detailed training (on-the-job training and online trainings) for our relevant employees at regular intervals.

Therefore, it is ensured that proper chemicals are used at the appropriate dose during cleaning with proper cleaning materials for each area.

With the help of an accredited and professional third party, we sanitized all staff areas, guest rooms and public areas such as restaurants, bars and Pürovel SPA & Sport with “**nano-silver technology**”. Sanitation works performed by professional teams continues periodically.

Disinfection teams that are created within the structure of our hotel ensures that an enhanced practice is performed for the High Touch Surfaces.

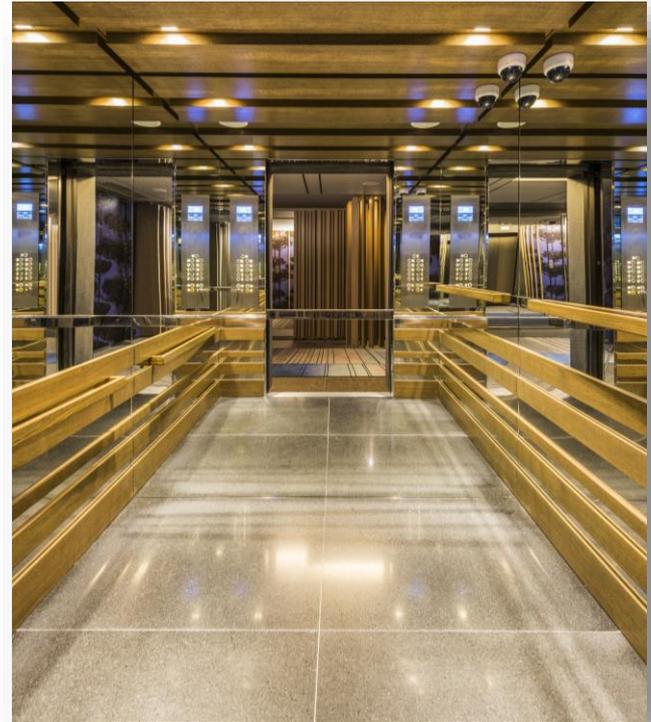
We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.



PUBLIC SPACES
AND
COMMUNAL
AREAS

PUBLIC SPACES AND COMMUNAL AREAS

Cleaning and disinfection intervals are checked by means of detailed lists prepared by increasing frequency. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.





OUR GUEST
ROOMS

swissôtel **THE BOSPHORUS**
ISTANBUL

OUR GUEST ROOMS



A special care is put on cleaning and disinfecting the guest rooms. Guest rooms are cleaned daily unless requested otherwise by the guests. If no special request no turn down services provided.

Rooms are cleaned according to the step by step guide provided by Diversey. They are strictly advised to perform hand hygiene before and after cleaning a room and when moving in/out of certain high risk areas, such as the bathroom.

Toilet seats are cleaned, sanitized and sealed for the new guest arrival.



Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, telephone handset, door and furniture handles, in-room control panels, light switches, temperature control panels.

Magazines, in-room stationary, collaterals are taken out from guest rooms and provided as per guest request

OUR GUEST ROOMS

Glasses, cutlery, coffee & tea station, minibar are cleaned, sanitized and sealed before our guests arrival. Cleaned on a daily basis with guest request and completely changed upon guest check out.

Hotel room inventory is monitored carefully and a room is given as infrequently as possible and new guests are not accepted for a certain period of time after all cleaning and disinfection works are done in the room of the guests who have checked out.



LAUNDRY

All bed linen and laundry will be changed every other day unless requested by the guest otherwise and washed at high temperature with required laundry chemicals. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols



ROOM RECOVERY PROTOCOL

In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol. Swissôtel The Bosphorus Istanbul team is well-trained for Covid-19 active case situation and emergency plans are in place. Hotel front desk and security teams have perfect coordination with Public Health Care Officials.

Heating, Ventilation and Air Conditioning

Engineering team is regularly checking the conditions of individual air conditions in guest bedrooms, changing filters regularly, maintaining Air Handling Units (AHU) at the hotel. Filters are being disinfected regularly. We only supply fresh air to the hotel, air circulating within the hotel is exhausted outside.



RESTAURANTS
&
BARS

swissôtel THE BOSPHORUS
ISTANBUL



Service flow in food and beverage venues of **Swissôtel The Bosphorus Istanbul** will be as follows focusing on hygiene and social distancing.

Our priority is to offer our guests not only warm but also safe welcome to **Swissôtel The Bosphorus, Istanbul.**

SABROSA RESTAURANT

Service times for breakfast is 06:00 – 10:30 hrs. , for lunch 12:00 – 15:00 hrs. and dinner 19:00 – 22:30 hrs. at Sabrosa Restaurant and will be served as a la carte. Guests will be greeted at the entrance of the restaurant and seated according to number of guests in the party minding the social distancing pre-cautions. All colleagues in the preparation and service wear necessary personal protection equipment.



SABROSA RESTAURANT

Breakfast will be served at set menu from the options that are presented in the menu at hotel application. Alternatively guests may scan the QR code provided by colleagues to see the menu. For guests who don't want to use any mobile options, covered menu cards will be available.

Set-menu options cater all sorts of choices from vitality to Turkish breakfast. There will be no table top set-up initially. Table set-up will be placed upon guests' being seated at the table.

Colleagues will follow a service sequence with maximum attention to hygiene and social distancing rules. All details of the service from cutlery to individually packed items are re-designed to ensure a luxury service at a most hygienic way. Guests can sign bill to their rooms or pay on the spot via a touchless payment options.

Same service pattern is also valid for lunch and dinner a la carte services at Sabrosa Restaurant.

Sabrosa Restaurant has a great terrace which provide guests fresh air of the Bosphorus.



CAFE SWISS



Our seating arrangement at lobby has been re-set mindfully to allow guests enjoy the beautiful views of Bosphorus whilst maintaining social distancing.

Guests will be greeted at Café Swiss and seated according to number of guests in the party minding the social distancing precautions. All colleagues in the preparation and service wear necessary personal protection equipment.

Beverage and snack options are being presented to guests by hotel application, QR code menu or hygienic menu cards. According to guest choice, colleagues will start to follow a service sequence with maximum attention to hygiene and social distancing rules.

All details of the service from cutlery to individually packed items are re-designed to ensure a luxury service at a most hygienic way. Guests can sign bill to their rooms or pay on the spot via a touchless payment options.

16 ROOF

Dinner Service

16 Roof is open for dinner service only. Opening hours are between 7 PM and 11 PM. 16 Roof Restaurant requires up front table reservation. Guests will be greeted at the entrance of the restaurant and seated according to number of guests in the party minding the social distancing pre-cautions. All colleagues in the preparation and service wear necessary personal protection equipment. There will be no table top set-up.



16 ROOF

Table set-up will be placed upon guests' being seated at the table. Guests will be placing their orders by browsing dinner menu items at hotel application. For guests who don't want to use mobile application, covered menu cards will be available. Colleagues will follow a service sequence with maximum attention to hygiene and social distancing rules. Guests can sign bill to their rooms or pay on the spot via a touchless payment options.



16 ROOF



Bar Service

16 Roof Bar requires up front bar reservation. According to number of guests in the reservation, our colleagues arrange bistro tables and bar stools. Bar service is open as of 5 PM. Guests will be greeted at the entrance of the restaurant and seated according to number of guests in the party minding the social distancing pre-cautions. All colleagues in the preparation and service wear necessary personal protection equipment.

There will be no table top set-up. Table set-up will be placed upon guests' being seated at the table. Drinks and snacks are prepared as per guests' order and served with protected way (cocktails are covered with plastic caps, snacks and fruits are served in a protective way.

IN-ROOM DINING



Our guests can place their order by browsing through the menu at hotel application or calling room service via telephone. All colleagues in the kitchen and service wear face masks and gloves during preparation and service. Trolleys are sanitized after each use. Colleagues do not enter the room of the guest, rather they deliver order to the door of the guest. Colleagues are constantly reminded to keep safe distance between the guests during the delivery.



All items on the trolley are individually packed in order to prevent any contamination on the way from kitchen to guest room. After guests finish their meal, they can ask room service to take their trolleys out. Trolleys are taken from guest room with same manner, from the door of guest room whilst keeping the safe distance.

OASIS RESTAURANT & OUTDOOR POOL SERVICE

Guests will be greeted at the entrance of the outdoor pool and according to the number of people in the party, guests will be located to sunbeds that are places mindfully considering social distancing. Sun lounges around the pool sanitized after each guest use. Bottled water and towels are offered to guests when they are being seated at the lounges.



OASIS RESTAURANT & OUTDOOR POOL SERVICE



Guests can call their waiter at the help button located at the sun lounges. Service colleagues will assist guests while placing their orders via hotel application, QR code menu or hygienically covered menu cards.

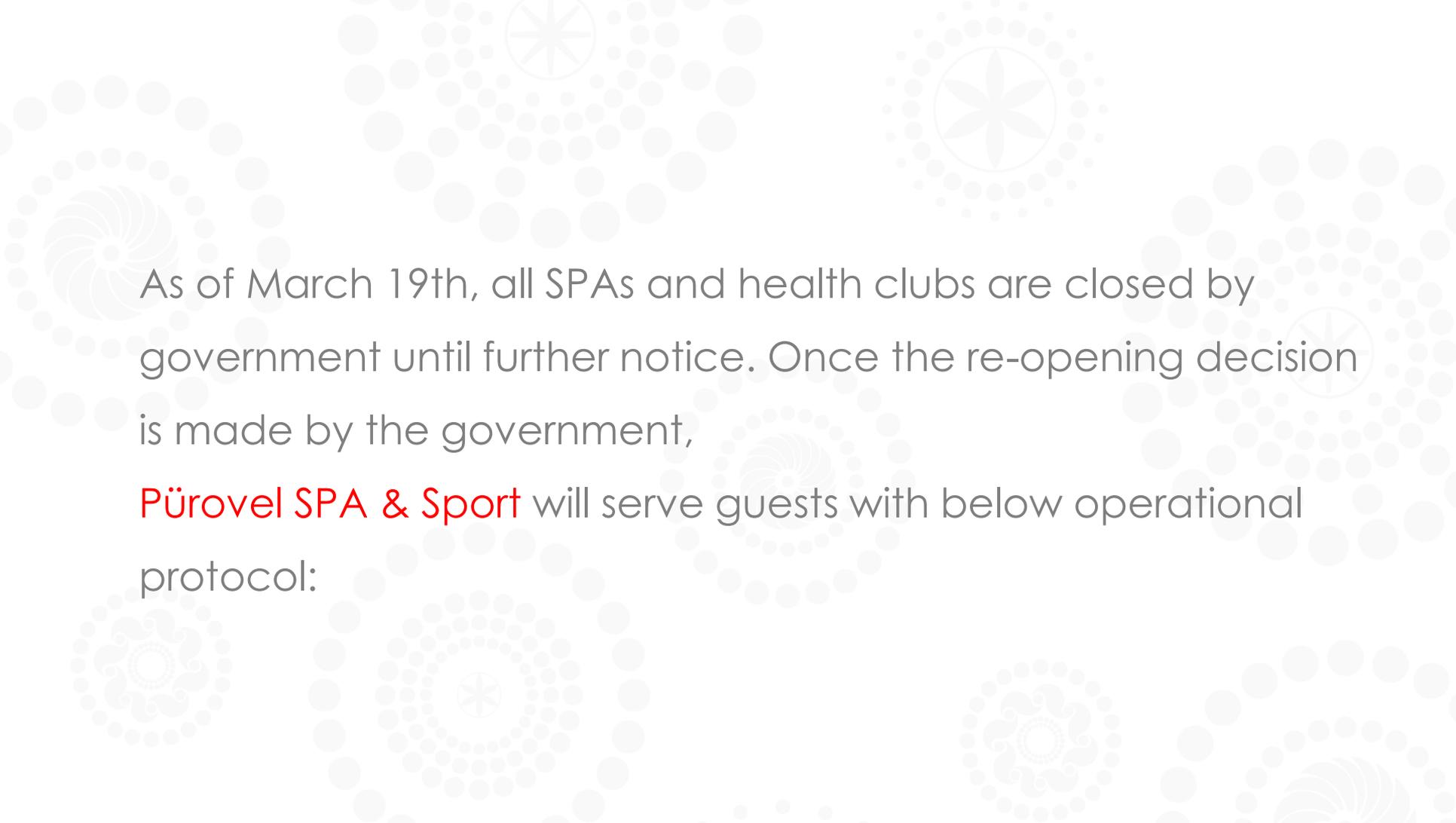
Hot beverages around the pool are served with single use cardboard cups. Cold beverages are served in their original sanitized bottle or sanitized polycarbon glasses. No condiments will be served with cold beverages around the pool.

Service at the Oasis Restaurant will follow the same sequence. Guests will be seated at sanitized table that doesn't have any table top set-up. Cutlery, individually packed salt and pepper and other service items will be placed after guests are seated. Guests can place their orders via using hotel application, QR code menu or hygienically covered menu cards. Guests can sign their bill to their room or pay with touchless credit card system.



PÜROVEL
SPA & SPORT

swissôtel THE BOSPHORUS
ISTANBUL



As of March 19th, all SPAs and health clubs are closed by government until further notice. Once the re-opening decision is made by the government,

Pürovel SPA & Sport will serve guests with below operational protocol:

PÜROVEL SPA & SPORT

Reception

Colleagues with face masks and gloves greet guests and assist with their reservations, remind the rules and regulations about hygiene and safety. Each guest entering to SPA is being recorded.

Fitness Area

Fitness area is re-designed with minimum 1.5 meters between equipment.

Capacity of the fitness rooms is redefined and a sign indicating maximum number of guests in fitness is placed at the entrance.

PÜROVEL SPA & SPORT

Fitness Area

Group classes will only be conducted outdoors during summer time with keeping safety distance between participants. We encourage our guests to bring their own exercise mats; however hotel team is sanitizing mats after each use.

Disinfection gels are available in the fitness area for guests and colleagues.

Intense cleaning protocol by housekeeping department is in place for the high traffic surfaces throughout the day and especially after closing time of the fitness area.

Wipes are available for the guest to disinfect in between each guest the equipment.

Fitness instructors wear necessary PPE while assisting to guests in the fitness room.



PÜROVEL SPA & SPORT RECEPTION

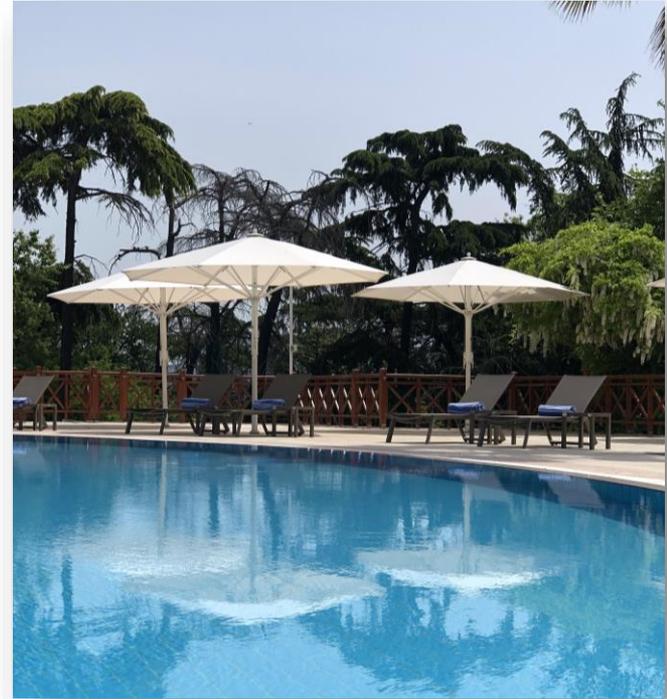
Indoor and Outdoor Swimming Pools

Guests require to take a shower before pool usage.

There are certain number of swimmers allowed in the pool at the same time and it is indicated at a clear sign at the entrance of the pool.

Sun lounges are placed around the pool area whilst taking social distancing into the account.

There will be no sun lounge cushion or towels on the lounges. Towels will be placed to the sun lounges while guest is being seated. Lounges will be disinfected after each use.



PÜROVEL SPA & SPORT RECEPTION



Lockers and Wet Areas

Intense cleaning protocol by housekeeping department is in place for the high traffic surfaces throughout the day and especially after closing time of the lockers and wet areas.

Number of guests who are allowed to be present at the same time is indicated with a sign on each facility.

Disinfection gels are available in the locker rooms for guests and colleagues.

Number of lockers are reduced by half in order to provide necessary social distance to guests.

Towels are placed in each locker, there will be no towel or peshtemal available in open area in bunches. Additional towels will be presented to guests upon request.

Slippers are sanitized and placed in each locker.

Colleagues follow up the used lockers after guest leaves the area and put new items only after sanitation. Showers are cleaned and sanitized after each use.

Swissôtel The Bosphorus team will be very happy to provide further information about any safety measure that are being applied at the hotel.

Please contact us at istanbul@swissotel.com or +90 212 326 1100.

Your Swissôtel The Bosphorus, Istanbul Team

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#SwissHospitality

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