

Common Areas

- Social distancing signs and warnings have been installed in all common areas and areas that may have high footfall.
- Disinfectants are available at all entrances. Guests, personnel, and visitors are required to undergo temperature screenings before entering our hotel.
- The cleaning plans of all general areas have been updated, and high-contact surfaces are disinfected frequently.

Welcoming Guests

- Protective plexiglass shields are placed between guests and personnel at reception desks.
- During the check-in process, guests are asked whether they are exhibiting any symptoms other than fever, which provides another layer of disease control. The guests are then informed in writing about the hygiene practices of and precautions taken at the hotel.
- Cross-contamination measures have been taken at reception desks for each surface the guest may come into contact with. Additionally, POS devices are disinfected after each use. There is also a dirty/clean distinction for pencils, and a box has been provided for hotel key cards, which must be left inside.
- A protective kit, which includes a disinfectant, masks and gloves, is provided upon request.
- Guests can enjoy their stay without having to visit the reception desk thanks to services such as contactless payment, online check-in, and swift check-out.
- Additional hygiene and sanitation measures are taken for the vehicles that are used to transport guests. The vehicles are audited by the company providing them. High-contact surfaces are disinfected before and after each guest use. A face mask and a disinfectant are provided in the vehicle upon request.

Guest Rooms

- Materials in all rooms have been restricted to bare essentials.
- The items in the rooms were replaced with disposable alternatives (menu, information cards, and so on).
- The cleaning plans of all general areas have been updated, and high-contact surfaces are disinfected frequently.
- Surfaces are periodically disinfected with ULV technology using hydrogen peroxide.

Restaurants, Bars and Kitchens

- Social distancing signs and warnings have been installed at the entrance points of all restaurants and bars.
- Disinfectants and masks are supplied upon request.
- At each table, a disinfectant wipe, a disposable placemat and disposable cutlery (such as salt/pepper shaker, fork and spoon) are provided, all of which feature a warning label.
- High-contact surfaces are disinfected before and after each guest.
- Services are provided by trained personnel using face masks, visors, and gloves. In the preparation phase of meals and presentations, kitchen staff take similar precautions with the use of face masks, visors, and gloves.
- Plexiglass is used to prevent visitor contact during buffet presentations.
- HACCP food safety principles are strictly applied in the kitchen.

- The cleaning plans of all general areas have been updated, and high-contact surfaces are frequently disinfected with alcohol-based disinfectants.

Pürovel Spa&Sport

- Materials in all areas of Pürovel Spa&Sport have been restricted to the bare essentials.
- The items offered to guests were replaced with disposable alternatives (bath gloves, shower cap, shampoo, shower gel).
- The cleaning plans of all general areas have been updated, and high-contact surfaces are disinfected frequently.
- Surfaces are periodically disinfected with ULV technology using hydrogen peroxide.

Technical

- The maintenance and inspection of machinery and equipment throughout the hotel are carried out by authorized organizations.
- Ventilation is provided as 100-percent fresh air circulates throughout the hotel. Ventilation units are ozone-cleaned to ensure 100-percent fresh air circulation.
- The swimming pool is regularly checked for its chlorine levels. Similarly, the measurements and analyses of water used in cooking spaces are controlled by a competent authority.
- The maintenance and disinfection of air conditioning units are carried out according to cleaning plans.
- Special procedures are applied for room maintenance.

Procurement Process

- All suppliers are subject to temperature testing.
- All procurement spaces have social distancing signs.
- Food safety checks are provided before suppliers are admitted.
- The outer packaging of food products is left outside the hotel, and products are taken into the hotel after being subjected to disinfection.

Staff

- Social distancing signs, instructions and disinfectants are available in all personnel areas.
- Disposable materials are provided to the staff cafeteria. Food is served by the cafeteria attendant.
- All personnel have received training on COVID-19 hygiene materials, personal protective equipment usage, hand washing, and emergency response.