



EFTALIA HOTELS
Covid – 19 Hygiene Guidelines



**Safe
and
Clean**



Dear Guests,

As Eftalia Hotels, health & safety of all our guests has always been our top priority. Even in these, for all particularly challenging times, we want to assure you, that we took all the requirements to make your stay with us, as pleasant as possible with hygienically safe accommodation.

As we comply all requirements of ISO 9001: 2015, ISO 22000: 2018, ISO 14001: 2015 and ISO 10002: 2018 standards, its always our aim, to continuously improve our management systems by evaluating the opportunities in the most effective way.

Herewith we would like to share with you our cleaning and hygiene measures with our hygiene guidelines, in aspect of the Covid-19 pandemic.



About us:

Since the foundation of Eftalia Hotels Group, customer satisfaction has always been our top priority in order to guarantee all guests a pleasant holiday under the sun of the beautiful area of Alanya.

There are now 6 hotels and a unique beach park available to our guests.

We started our journey with Eftalia Aytur. Soon our hotels Eftalia Village, Eftalia Aqua, Eftalia Splash, Eftalia Marin and Eftalia Ocean should follow.

The Eftalia Island beach park is the special attraction of the Eftalia Group and offers everything for the whole family to spend an eventful and relaxing holiday.

Of course, our company journey is not finished yet and sure we will delight our friends with new projects in future.

Without a doubt, the most important issue in our unique holiday complex is the health and safety of our guests. For this reason, the current situation of the pandemic is of course very important for us, in order to guarantee the highest possible safety.

Of course we know about the concerns for the one or other restriction, but we assure you, that the well-deserved relaxation factor of your vacation is still guaranteed.

Together we can do it!

We thank you for your support and in case of any questions, please do not hesitate to contact us.

We will help you!

Our greatest success have always been the protection and sustainability through staff training, the sustainability of our management systems, the measurement of our performance criteria and the creation of effective action plans.

We follow all regulations for sustainable tourism and make the necessary changes.

As a hotel group, we have been following the Covid-19 pandemic from day one and regularly carried out our revisions.

Accordingly, as Eftalia Hotels, due to the Covid-19 pandemic, we have implemented our procedures in relation to the following cleaning and hygiene standards:

- **Publication of the World Health Organization (WHO) entitled "Operational Issues for Covid-19 Management"**
- **Statements and Recommendations from the Turkish Ministry of Health's Science Committee,**
- **Requirements of the Turkish Ministry of Culture and Tourism and safe tourism certification criteria to ensure a safe stay.**
- **All of our suppliers are subject to appropriate certification companies with international accreditation and appropriate health facilities.**

We have added some new and further standards within our procedures, that take the opinions and recommendations of local health institutions and industry associations in account.

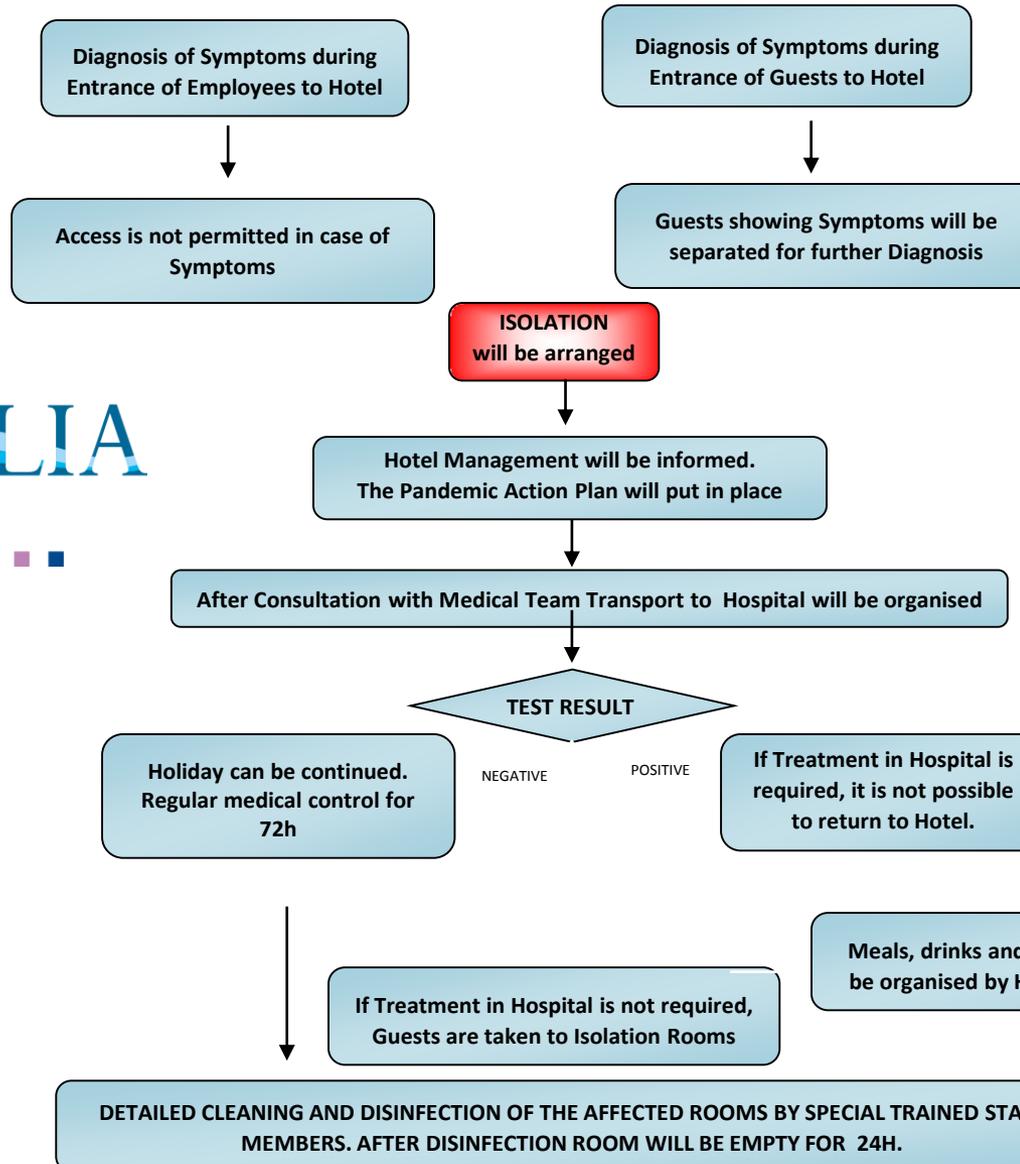
Our special risk management team monitors new developments and do the corresponding updates regularly and operate immediately.

We have a corresponding action plan to combat Covid-19, which includes the work of all departments. Appropriate training courses and meetings for management, department managers and all staff members of course are included in this process .

Our risk assessments and emergency plans have been revised to reflect the Covid-19 pandemic.

The health and safety procedures are created and checked by the occupational health and safety specialists for all of our hotels.

Emergency Plan



Signs of Infection

- Temperature 38°C
- Shortness of breath
- Coughing
- Sore throat
- Sniff
- Shivering
- Weakness
- Loss of smell and taste sense
- Bluish lips and face



Check-In / Check-Out:

The entire reception area is regularly disinfected to ensure the highest possible level of health & safety. We are already looking forward to WELCOME you in the usual turkish hospitality.

Please see the distance signs and follow them during Check-In / Check-Out process accordingly.
The seating groups in our lobby area were adapted to the social distance rules.

Our employees wear appropriate protective masks.

You will also see the social distance signs in the entire hotel complex to comply with the distance rule (1.5m).

All items, with which the guest comes into contact, are of course disinfected. This also includes your room card, which will be given to you while Check-In.



Disinfection Procedures

All hotel areas like Lobby, Rooms, Main Restaurant, A la Carte Restaurants, Snack Bars, Bars, Mini Club and Playgrounds, Bathrooms, Elevators, Fitness Room, Meeting Rooms, SPA Center, Shops and further areas like Kitchen, Staff Areas, Offices and Warehouses are disinfected in detail with the approved hydrogen peroxide-based antivirus chemical, approved by the Ministry of Health.

ULV disinfection is assured periodically, by our disinfection teams, we have established within our hotels.

In addition to that, our ozone device will be available and disinfection service will be provided from a professional company, that provides disinfection service with Nano Silver Ion technology.



Rooms

Our highest goal is to offer our valued customers safe and hygienic accommodation.

All employees who work in cleaning departments use masks and disposable gloves. After each room has been cleaned, these are of course renewed and the personal hygiene measures of our employees are guaranteed.

The cleaning cloths used for cleaning of the rooms are only used for the particular room and are provided with appropriate color codes.

Effective fresh air ventilation is guaranteed.

The disinfection process is done with the effective disinfectants from our supplier "Johnson Diversey".

Special attention is paid to all surfaces, that are touched by hands. Door handles, wardrobes, telephone, remote controls for TV and air conditioning, buttons, kettles, mini bars etc. are disinfected.

All room textiles are cleaned in compliance with the hygienic requirements and washed accordingly at 90 ° C.



The textiles prepared for the daily use of our guests are prepared separately under appropriate hygienic conditions.

The contents of the mini bar are supplied in accordance with hygiene regulations, kept in a safe environment and disinfected in the rooms.

Our rooms are ventilated for at least 1 hour after the normal cleaning work and then routinely disinfected with a ULV device.

The required blocking time following this disinfection process, of course is assured.

When it is understood that the guests with covid-19 illness are staying in our hotel, they are taken to the isolation zone and referred to the hospital for treatment.



Restaurants, Bars and Snack Bars

In addition to regular trainings on food safety, hygiene trainings for all employees in the areas of kitchen, service and warehouse, further special pandemic trainings were provided.

The aim is to maintain the necessary social distance regulations in all of our food and beverage units. For this reason, we have social distance signs in our main restaurants, snack bars and bars, which you, our valued guests, can easily follow.

Hygienic and safe materials and equipment in our open buffets are used for your health and safety.

Disinfectant dispensers are located at the entrances of the restaurants and our employees provide special information.

In all restaurants, the table layouts are arranged according to the requirements of social distance. The space is guaranteed by our large-area hotel complexes.

All tables and chairs are of course disinfected before reallocation.

All dishes and cutlery are disinfected. Cutlery is packed separately.

General cleaning and disinfection of restaurants and bars will be done as stated in our cleaning and disinfection plan.

In the kitchen department, the usage of masks, gloves, slippers / shoe covers are obligatory.

The frequency of washing uniforms and aprons of all our kitchen and service staff members has been doubled.

Our service staff will provide service with a mask .

All indoor air is constantly in circulation with fresh air.



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Pools, Aquapark and Beach Area

Pools are one of the most critical points to be considered.

The chlorine level of the pools will be 1-3 ppm in open pools and 1-1.5 ppm in closed pools. This values are without danger to cause any allergic reaction.

Chlorine shocking of pools will be done every night.

Our pool and beach capacities are sufficient.

All sunbeds and cushions are cleaned and disinfected daily.

Sports and entertainment activities will be continued in accordance with social distance rules.





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Ventilation Systems and Water Safety

Despite the infection risks, we would like to mention, that in general we use split air conditioners instead of central ventilation in our guest rooms since our establishment.

In our general areas, air conditioners are used instead of a central ventilation system.

Cleaning and maintenance are assured regularly by authorized technical service. Filters of air conditioners are changed at regular intervals and are frequently disinfected. In addition to this, regular follow-ups are made to place legionella tablets in all air conditioners.

The direct contamination of the corona virus into the respiratory tract reminds of legionella, a bacterial disease that infects people in the same way. For this reason, we continue to develop and implement the procedure for Water Safety and Legionella Management, which is currently being implemented in the hotel water management.

SPA Center, Sport Facilities and Aquaparks

We would like to state, that the employees, who perform the treatments at the SPA center will provide their own personal hygiene measurements, before and after each treatment and they will serve with disposable materials.

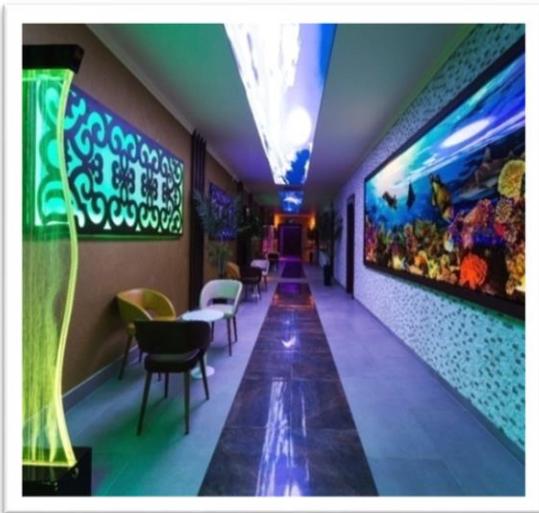
Capacities in sauna and turkish bath are limited, according to hygienic conditions and social distance regulations.

All interiors such as dressing rooms, showers, sanitary rooms, wardrobes, keys, towels, bathrobes and further textiles are effectively cleaned and disinfected after each use.

Appointments are necessary for all SPA treatments.

All sports equipments in our outdoor sports area on Eftalia Island are arranged according to social distance regulation and cleaning and disinfection processes are carried out after each use.

We have unique Aquaparks for our children. The capacities of our aqua parks are sufficient.



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Our hygiene and cleaning process

As Eftalia Hotels, we have a long-term cooperation with "Johnson Diversey", which is internationally trusted.

"Johnson Diversey" is one of our leading business partners, working with the belief that cleanliness and hygiene are the basic principles of life, serving our businesses with more than 95 years of expertise, contributing to increasing efficiency, keeping our hygiene standards at a high level and protecting our brand.

Cleaning and Disinfection Plan

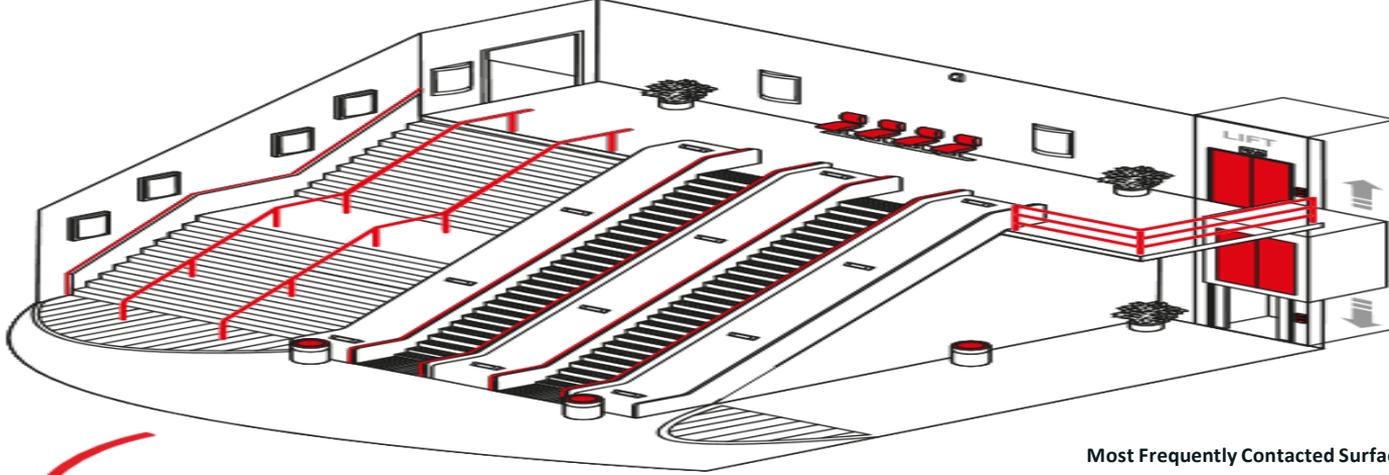
Area	Detailed Areas	Cleaning Products
Lobby and General Areas	Floors - with combined floor washing machine Floors - Cleaning with wet or damp mop Elevators, Handrails, Electric Buttons Hygiene Stand Textile Surfaces Reception Area Tables, Sitting Groups, Chairs, Sofas	Twister Ped - TASKI Sprint Degerm TASKI Sprint Degerm Oxivir Plus - Multi QC - Room Care R2 Plus Soft Care Med H5 - Orion Soft Care Alcoplus H500 Oxivir Plus - Multi QC - Titan Divosan QC VT50 Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50
Luggage Room	All Surfaces Suitcases	Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50
Rooms	Floors – Cleaning and Desinfection All Surfaces - Desinfection (Telephone, Electric Buttons, TV, Remote Controlers, Mirrors e.g.) Table and Chairs, Beds, Wardrobes and all other surfaces Carpets in Corridors Mini Bar Air Conditions and Filters Air Conditions Maintenance Bathroom and Toilet	TASKI Sprint Degerm Oxivir Plus - Room Care R2 Plus - Multi QC Oxivir Plus - Room Care R2 Plus - Multi QC TASKI Sprint Degerm Oxivir Plus - Room Care R2 Plus - Multi QC Divergard 186 Securegel - Divergard 4040 - Divergard 4041 TASKI Clonet Extra - Room Care R1 Plus - Room Care R2 Plus - Oxivir Plus
Restaurant, Patisserie, Bars and Buffets	Buffet Areas Tables and Chairs Floors Shishas and Tubes Refrigerators Hygiene Stand	Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 TASKI Sprint Degerm Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Multi QC - Titan Divosan QC VT50 Soft Care Med H5 - Orion Soft Care Alcoplus H500
Children's Playgrounds	General Cleaning Toys Tables and Chairs Carpets Toilets Hygiene Stand	Oxivir Plus Oxivir Plus, Oxivir Wipe Oxivir Plus, Oxivir Wipe TASKI Sprint Degerm Taski Clonet Extra - Room Care R1 Plus - Soft Care Med H5 - Orion Soft Care Alcoplus H500

Area	Detailed Areas	Cleaning Products
SPA Center	General Cleaning Sunbeds Massage Beds Hygiene Stands Turkish Bath and Sauna and all Materials Ice Pools and Indoor Pool Dressing and Changing Rooms Showers and Toilets	TASKI Sprint Degerm Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Soft Care Med H5 - Orion Soft Care Alcoplus H500 TASKI Sprint Degerm - Multi QC - Titan Divosan QC VT50 Divergard CaHypo TASKI Sprint Degerm TASKI Clonet Extra - Room Care R1 Plus - Room Care R2 Plus - Oxivir Plus
Swimming Pool and Jacuzzi	Pool disinfection Pool area disinfection (Machine or manual)) Foot pool disinfection	Divergard Cahypo - Divergard Dichlor - Divergard Trichlor - Divergard Trichlor Tabs TASKI Sprint Degerm - Titan Divosan QC VT50 Divergard Algea Guard
Beach	Sunbeds, Umbrellas and Tables Cushion Bars, Tables and Chairs Showers and Toilets Changing Rooms Garbage Bins	Multi QC - Titan Divosan QC VT50 Qxivir Plus - Oxivir Wipe Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Taski Clonet Extra - Room Care R1 Plus - Oxivir Plus TASKI Sprint Degerm Oxivir Plus - Multi QC - Titan Divosan QC VT50
Fitness Room	Floors Fitness Equipment Changing Rooms Hygiene Stand	TASKI Sprint Degerm Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 TASKI Sprint Degerm Soft Care Med H5 - Orion Soft Care Alcoplus H500
Offices and Meeting Rooms	Tables and Chairs Carpets Doors, Electric Buttons General Office Items (Telephone, Fax, PC e.g.) Hygiene Stand	Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 TASKI Sprint Degerm Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Oxivir Plus - Oxivir Wipe - Multi QC - Titan Divosan QC VT50 Soft Care Med H5 - Orion Soft Care Alcoplus H500
Laundry	General Cleaning Laundry Items Textile Disinfection (Termal) RKI 85 C' + 15 min / 90 C' + 10 min - WHO 70 C' + 25 min Laundry Disinfection (Chemothermal) 40-70 C' by Diversey recommended prescriptions	Oxivir Plus - TASKI Sprint Degerm - Titan Divosan QC VT50 Oxivir Plus - TASKI Sprint Degerm - Titan Divosan QC VT50 Çamaşır Deterjanı ile Oksijenli Ağartıcı Kombinasyonu Clax Personril - Clax Personril Conc

Area	Detailed Area	Cleaning Products
Kitchen / Warehouse	Hygienic dishwashing Disinfection of kitchen equipment Disinfection of refrigerator Fruit and Vegetable - hygienic washing Disinfection and Cleaning of cold storage rooms Disinfection of delivery areas Disinfection of vehicles (trolleys, Disinfection of garbage rooms Disinfection of food contact surfaces Disinfection of surfaces not in contact with food (Floors, walls, vertical surfaces etc.) Hand disinfection	Suma Micro D1.9 Oxivir Plus - Suma Bac D10 Oxivir Plus - Titan Divosan QC VT50 Suma Tab D4 Tab - Suma Chlor D4.4 Suma Freeze - Titan Divosan QC VT50 Titan Hypofoam VF6 Oxivir Plus - Titan Divosan QC VT50 Titan Hypofoam VF6 Titan Divosan QC VT50 Titan Hypofoam VF6 Soft Care Med H5 - Orion Soft Care Alcoplus H500 Orion Soft Care Plus H401 - Soft Care Sensisept H34 - Orion Soft Care Plus Free H34 Multi QC - Titan Divosan QC VT50
Staff Locker Rooms	Shower and Toilets Dressing rooms and cabins Hand Disinfection Floors	Taski Clonet Extra - Room Care R1 Plus - Room Care R2 Plus - Oxivir Plus TASKI Sprint Degerm Soft Care Med H5 - Orion Soft Care Alcoplus H500 Orion Soft Care Plus H401 - Soft Care Sensisept H34 - Orion Soft Care Plus Free H34 TASKI Sprint Degerm
Delivery Acceptance	Truck Pallets Scales Floors	Oxivir Plus - Multi QC Oxivir Plus - Multi QC Titan Hypofoam VF6
Service Tools	Frequent contact surfaces Hand disinfection	Oxivir Plus - Oxivir Wipe - Multi QC - Oxivir Wipe Orion Soft Care Alcoplus H500

What kind of additional measures do we apply to our cleaning and disinfection plans?
Some Examples of Our Practises:

Most Frequently Contacted Surfaces and Products in Lobby and Public Aresa



Most Frequently Contacted Surfaces :

- Doors and door Handles
- Tables
- Coffe Tables
- Floors
- Ventilation Units
- Chairs,Seaiting Units and Armrests
- Handrails
- Switches
- Lift Buttons
- Waste Bins

Products

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

Disinfection of Hands:

- Soft Care Med H5
- Orion Soft Care Alcoplus H500

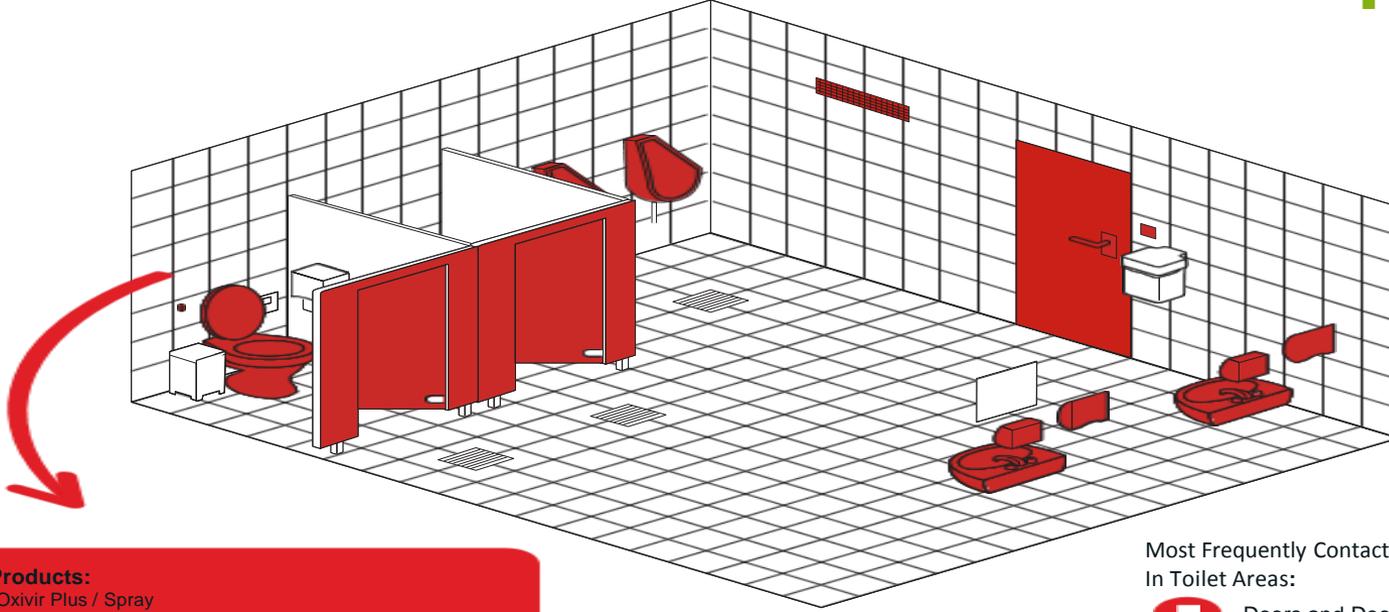
TEMİZLİK ÖNCESİ

- 1 Ellerini dezenfekte et.
- 2 Eldiven giy

TEMİZLİK SONRASI

- 1 Kirli bezleri çöpe at.
- 2 Eldiven ve maskeyi çöpe at.
- 3 Ellerini dezenfekte et.

Most Frequently Contacted Surfaces and Products Used in Toilet Areas



Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

Hygienic Cleaning of Hands:

- Soft Care Sensisept H34
- Orion Soft Care Plus Pure H401

Disinfection of Hands:

- Soft Care Med H5
- Orion Soft Care Alcoplus H500

Most Frequently Contacted Surfaces In Toilet Areas:

- Doors and Doors Handles
- Taps
- Dispensers
- Switches
- Toilet Seats
- Toilet Edges and Covers
- Toilet Flush Handles
- Cabin Door Keys
- Waste Bins and Covers
- Washbasins
- Floors

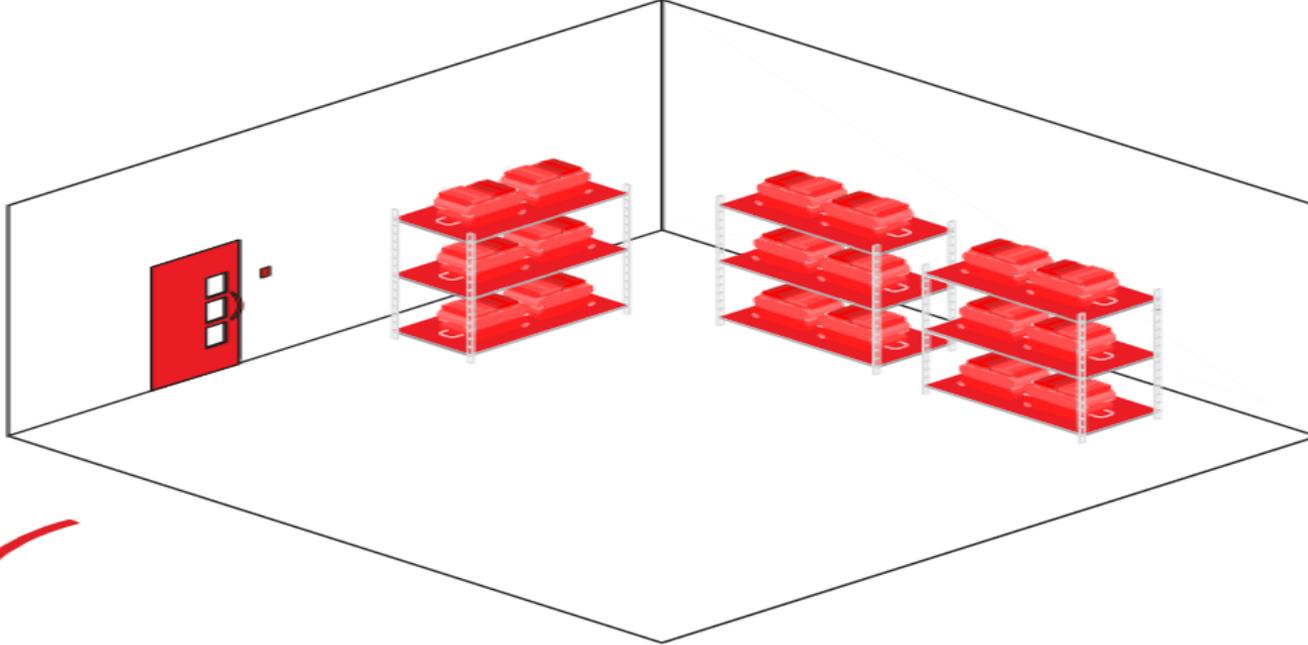
TEMİZLİK ÖNCESİ

- 1 Ellerinizi dezenfekte et.
- 2 Eldiven giy

TEMİZLİK SONRASI

- 1 Kirli bezleri çöpe at.
- 2 Eldiven ve maskeyi çöpe at.
- 3 Ellerinizi dezenfekte et.

Most Frequently Contacted Surfaces and Products Used in Luggage Rooms



Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

TEMİZLİK ÖNCESİ

- 1  Ellerini dezenfekte et.
- 2  Eldiven giy

TEMİZLİK SONRASI

- 1  Kirli bezleri çöpe at.
- 2  Eldiven ve maskeyi çöpe at.
- 3  Ellerini dezenfekte et.

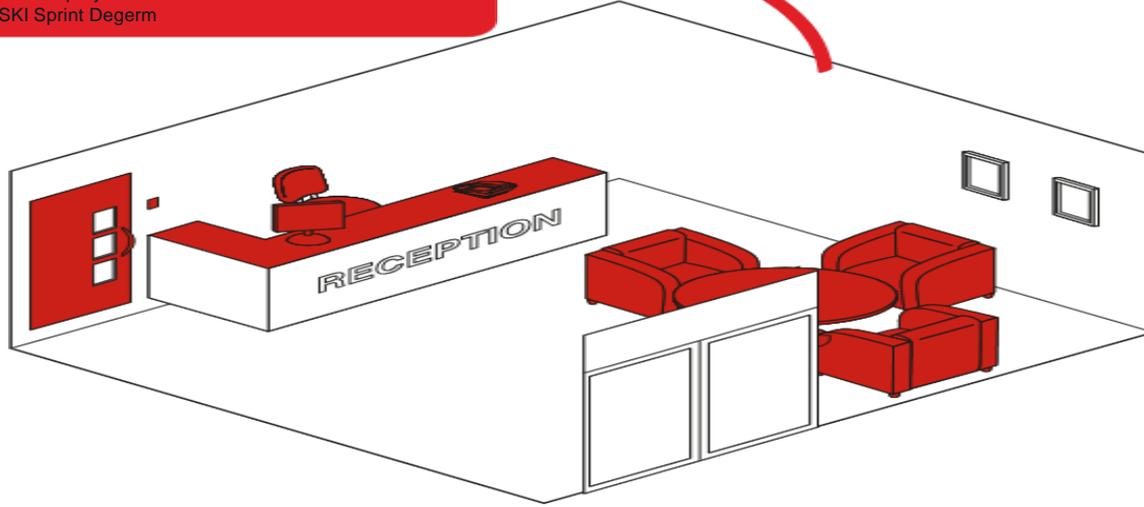
Most Frequently Contacted Surfaces:

-  Doors and Door Handles
-  Shelves
-  Switches
-  Luggages
-  Luggage Trolleys
-  Floors
-  Ventilation units

Most Frequently Contacted Surfaces and Products Used in Reception Area

Products:

- *Oxivir Plus / Spray
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm



Most Frequently Contacted Surfaces in Reception Area:

- Doors and Door Handles
- Tables
- Armchairs
- Switches
- Telephones
- Computers
- Chairs
- Reception Desk
- Coffe Tables
- Floors
- Room Door Cards and Keys
- POS Machines
- Copy and Fax Machines
- Pens
- Waste Bins and Covers
- Ventilation Units

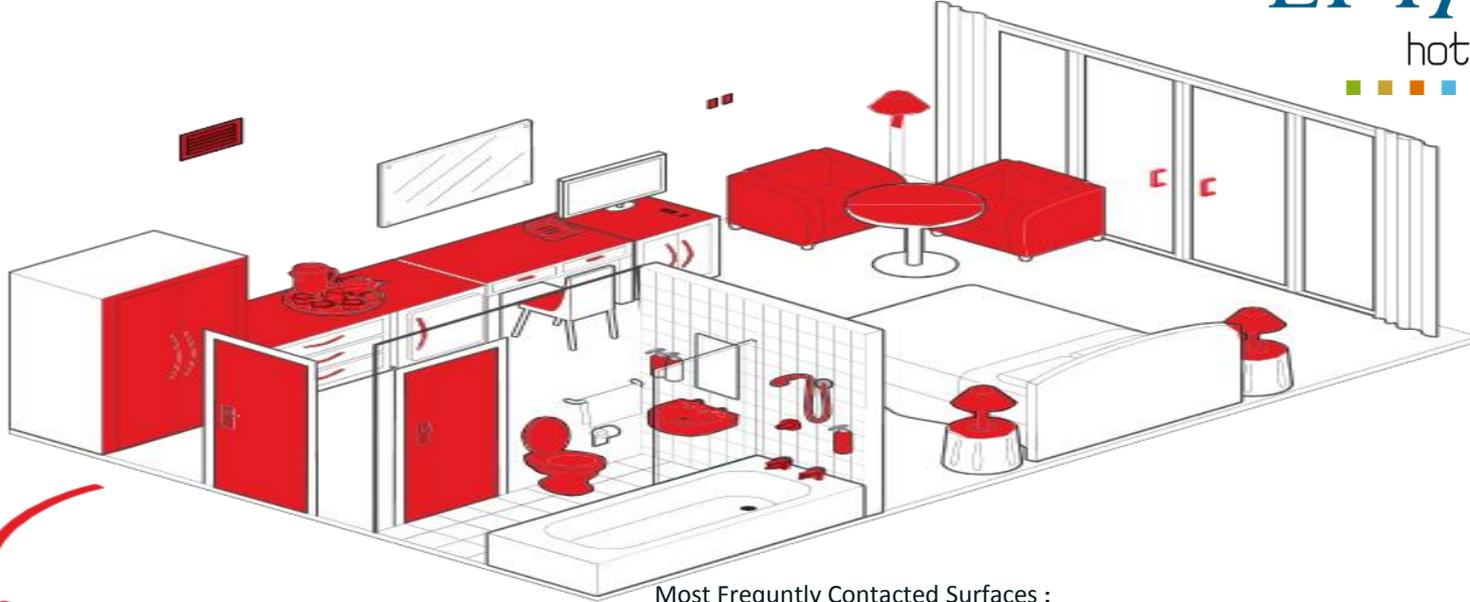
TEMİZLİK ÖNCESİ

- 1 Ellerini dezenfekte et.
- 2 Eldiven giy

TEMİZLİK SONRASI

- 1 Kirlı bezleri çöpe at.
- 2 Eldiven ve maskeyi çöpe at.
- 3 Ellerini dezenfekte et.

Most Frequently Contacted Surfaces and Products Used in Guest Rooms



Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

TEMİZLİK ÖNCESİ

Ellerini dezenfekte et.

Eldiven giy

TEMİZLİK SONRASI

Kirli bezleri çöpe at.

Eldiven ve maskevi çöpe at.

Ellerini dezenfekte et.

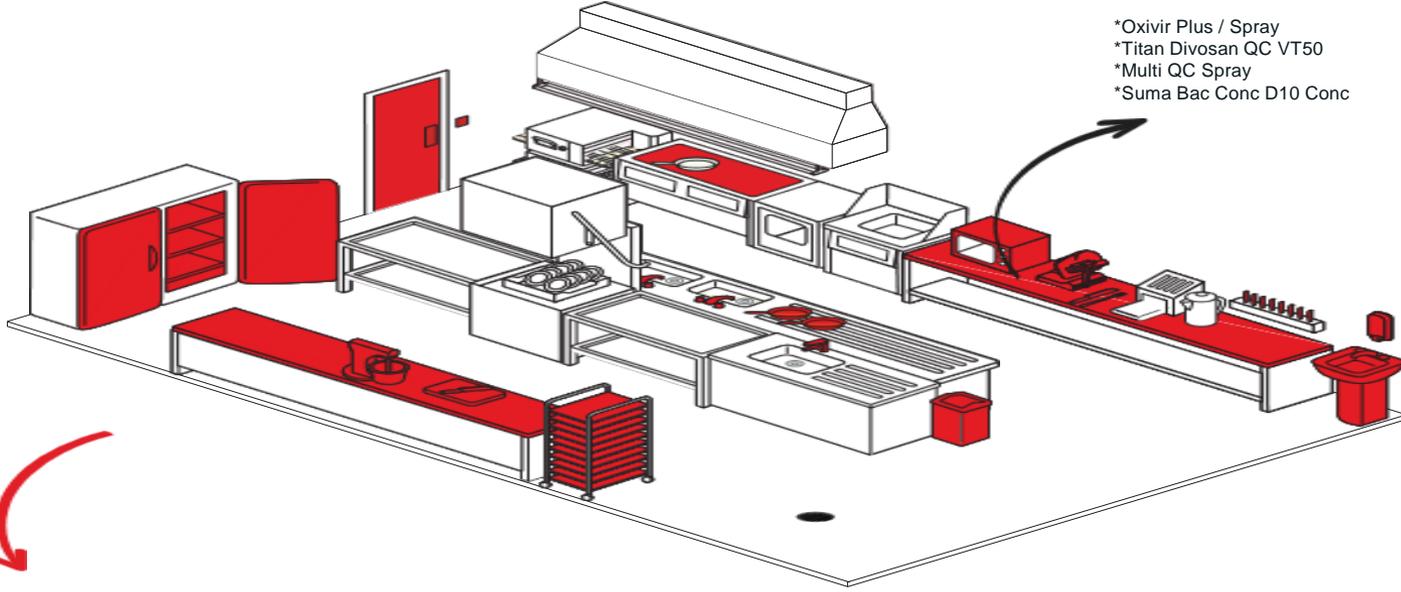
Most Frequently Contacted Surfaces :

- Doors and Door Handles
- Taps
- Dispensers
- Switches
- Toilet Seats
- Toilet Edges and Covers
- Toilet Flush Handles
- Food Contact Surfaces
- Armchairs
- Chairs
- Hot Drink Service Sets
- Balcony Doors and Handles
- Telephones
- Washbasins
- Remote Controls
- Furniture Handles
- Lamp Toggle Switches
- Table Tops
- Room Accessories
- Air Conditioners
- Mini Bars
- Safe
- Tv
- Cabinet Interiors and Handles
- Cabinet Hangers
- Room Warning Signs

Most Frequently Contacted Surfaces and Products Used in Kitchen Area

Food Contacted Surfaces:

- *Oxivir Plus / Spray
- *Titan Divosan QC VT50
- *Multi QC Spray
- *Suma Bac Conc D10 Conc



Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *Titan Hypofoam VF6
- *Suma Bac Conc D10 Conc

Most Frequently Contacted Surfaces :

- Door and Door Handles
- Taps
- Dispensers
- Switches
- Food Contacted Surface
- Kitchen Utensils
- Cabinet Doors and Handles
- Kitchen Equipments)
- Towel Dispenser
- Floors
- Walls
- Deep Freezers
- Fridges
- Dry Food Storages
- Waste Rooms
- Waste Bins and Covers
- Dishwashers
- Grill / Cooker / Paddle box
- Food Service and Transport Trolleys

TEMİZLİK ÖNCESİ

- 1 Ellerinizi dezenfekte et.
- 2 Eldiven giy

TEMİZLİK SONRASI

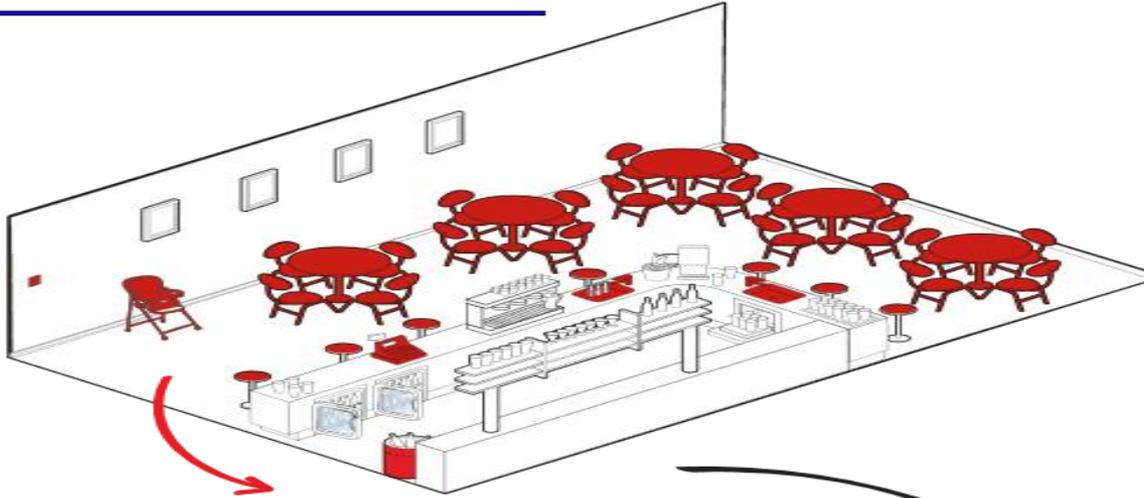
- 1 Kirli bezleri çöpe at.
- 2 Eldiven ve maskeyi çöpe at
- 3 Ellerinizi dezenfekte et

Most Frequently Contacted Surfaces and Products in Restaurant, Cafe, Bar and Buffet Areas



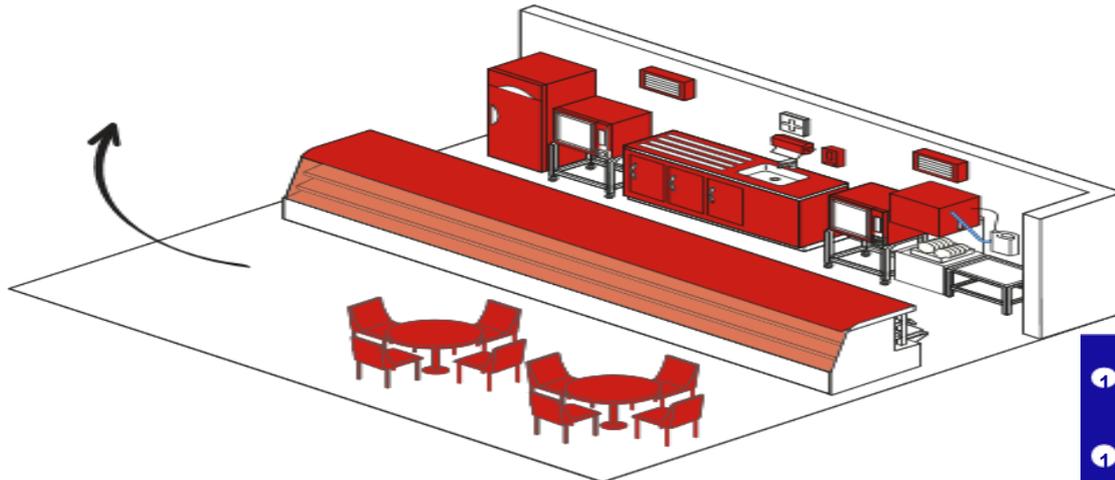
Most Frequently Contacted Surfaces :

- Doors and Door Handles
- Water Dispensers
- Order tablets and Menus
- Switches
- Table tops and chairs
- Storefronts
- Baby High chairs
- Cake Display Cabinets
- Cabinet Covers
- Hookahs
- Cold drink towers
- Kitchen equipment (Mixer, Refrigerator, Oven etc.)
- Floors
- Service Trays
- Waste Bins and Covers
- Service Cabinets
- Bainmaries
- Tea - Coffee machines



Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm



TEMİZLİK ÖNCESİ



Ellerini dezenfekte et.



Eldiven giy

TEMİZLİK SONRASI



Kirli bezleri çöpe at.

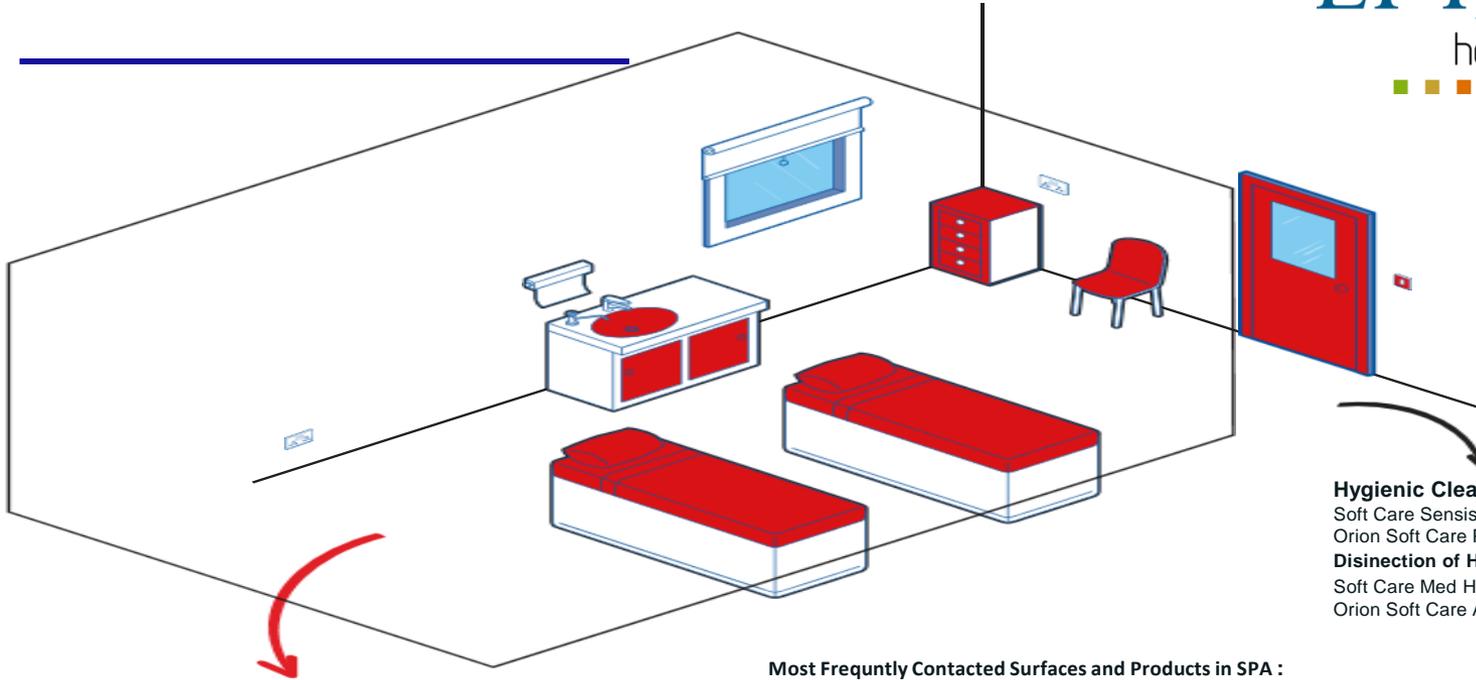


Eldiven ve maskeyi çöpe at.



Ellerini dezenfekte

Most Frequently Contacted Surfaces and Products in SPA Areas



Hygienic Cleaning of Hands:

Soft Care Sensisept H34
Orion Soft Care Plus Pure H401

Disinfection of Hands:

Soft Care Med H5
Orion Soft Care Alcoplus H500

Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

In Turkish bath and sauna :

- Doors and Door Handles
- Bath bowls
- In-sauna equipments
- Ventilation Units

Most Frequently Contacted Surfaces and Products in SPA :

- Doors and Door Handles
- Taps
- Dispensers
- Switches
- Toilet Dispensers
- Toilet Edges and Covers
- Toilet Flush Handles
- Tables
- Washbasins
- Coffe Tables
- Massage beds
- Cabinets and handles
- Shelves
- Telephones
- Waste Bins and Covers
- Chairs
- Armchairs
- Dressing cabinets
- Floors
- Shower areas and shower heads

TEMİZLİK ÖNCESİ

Ellerini
dezenfekte et.

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TEMİZLİK SONRASI

Kirli bezleri
çöpe at.

Eldiven ve
maskeyi çöpe at.

Ellerini
dezenfekte et.

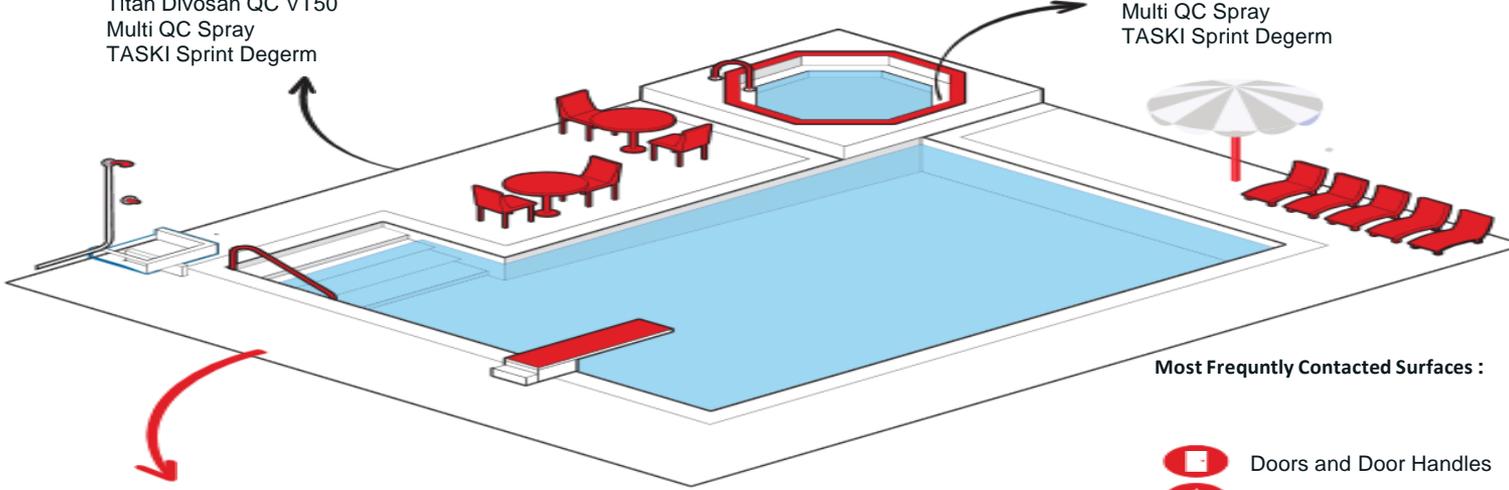
Most Frequently Contacted Surfaces and Products in Beach and Swimming Pool Areas

Tables and Chairs:

Oxivir Plus/Spray
Titan Divosan QC VT50
Multi QC Spray
TASKI Sprint Degerm

Wet Areas:

Oxivir Plus / Spray
Titan Divosan QC VT50
Multi QC Spray
TASKI Sprint Degerm



Most Frequently Contacted Surfaces :

Products:

*Oxivir Plus / Spray
*Oxivir Excel Wipe
*Titan Divosan QC VT50
*Multi QC Spray

Hygienic Cleaning of Hands:

Soft Care Sensisept H34
Orion Soft Care Plus Pure H401

Disinfection of Hands:

Soft Care Med H5
Orion Soft Care Alcoplus H500

Disinfection Products for Pool

Divergard Dichlor
Divergard Trichlor
Divergard Trichlor Tabs
Divergard CaHypo
Divergard Algae Guard

Pool Area:

Titan Hypofoam VF6

-  Doors and Door Handles
-  Umbrellas
-  Sunbeds and mattresses
-  Tables
-  Chairs
-  Soap Dispensers
-  Doors
-  Washbasins
-  Toilet Seats
-  Toilet Edges and Covers
-  Toilet Flush Handles
-  Waste Bins and Covers
-  Armchairs
-  Dressing Cabinets
-  Floors
-  Shower Areas and Shower Heads

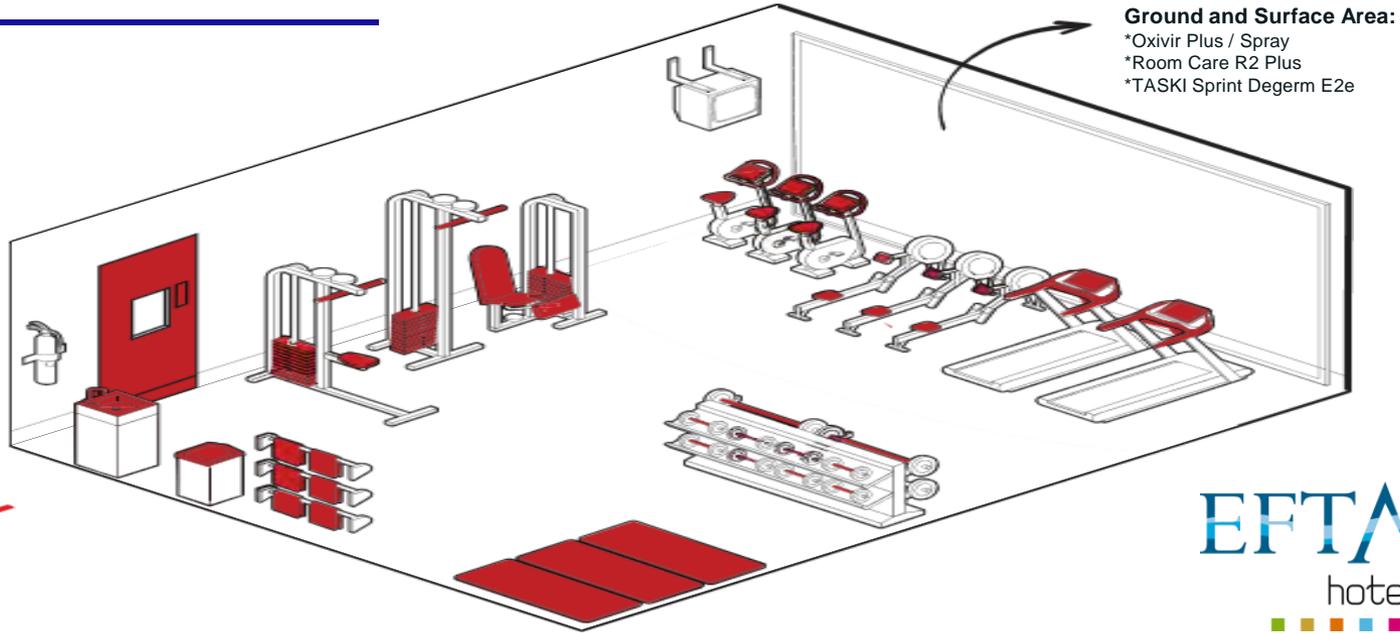
TEMİZLİK ÖNCESİ

- 1  Ellerini dezenfekte et.
- 2  Eldiven giy

TEMİZLİK SONRASI

- 1  Kirli bezleri çöpe at.
- 2  Eldiven ve maskeyi çöpe at.
- 3  Ellerini dezenfekte et.

Most Frequently Contacted Surfaces and Products in Fitness Area



Ground and Surface Area:

- *Oxivir Plus / Spray
- *Room Care R2 Plus
- *TASKI Sprint Degerm E2e

EFTALIA
hotels

Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

Most Frequently Contacted Surfaces :

- Door and Door Handles
- Switches
- Sports equipment, grips and handles
- Washbasins
- Dispensers
- Toilet Seats
- Toilet Edges and Covers
- Toilet Flush Handles
- Water Dispensers
- Telephones
- Exercise mats
- Cabinets and Handles
- Shelves
- Chairs
- Waste Bins and Covers
- Coffe Tables
- Dressing cabinets
- Floors
- Shower areas and shower heads
- Ventilation Units

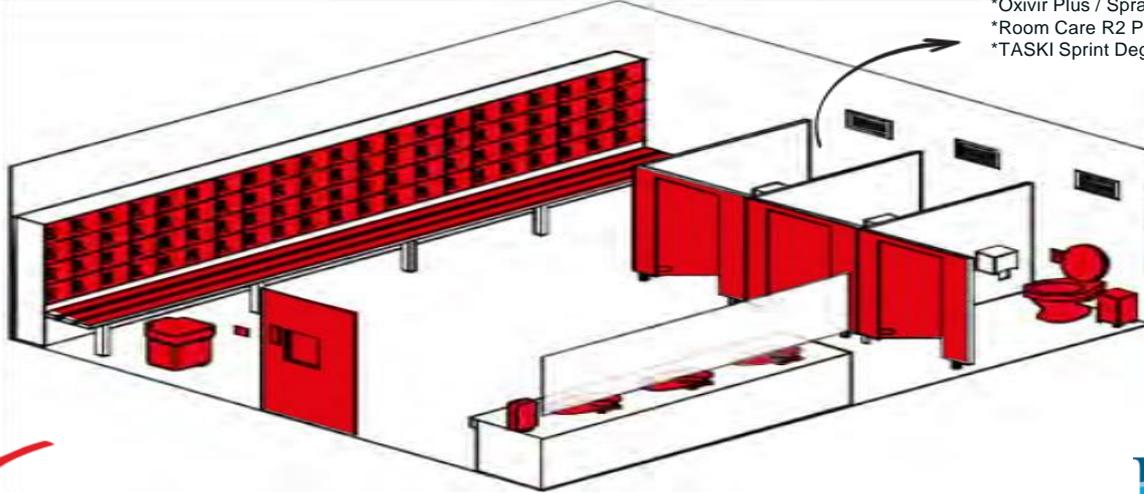
TEMİZLİK ÖNCESİ

- 1 Ellerini dezenfekte et.
- 2 Eldiven giy

TEMİZLİK SONRASI

- 1 Kirli bezleri çöpe at.
- 2 Eldiven ve maskeyi çöpe at
- 3 Ellerini dezenfekte et.

Most Frequently Contacted Surfaces and Products in Changing Room Areas



Ground and Surface Areas :

- *Oxivir Plus / Spray
- *Room Care R2 Plus
- *TASKI Sprint Degerm E2e



Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

Hygienic Cleaning of Hands :

- Soft Care Sensisept H34
- Orion Soft Care Plus Pure H401

Disinfection of Hands

- Soft Care Med H5
- Orion Soft Care Alcoplus H500

TEMİZLİK ÖNCESİ

- 1 Ellerinizi dezenfekte et.
- 2 Eldiven giy

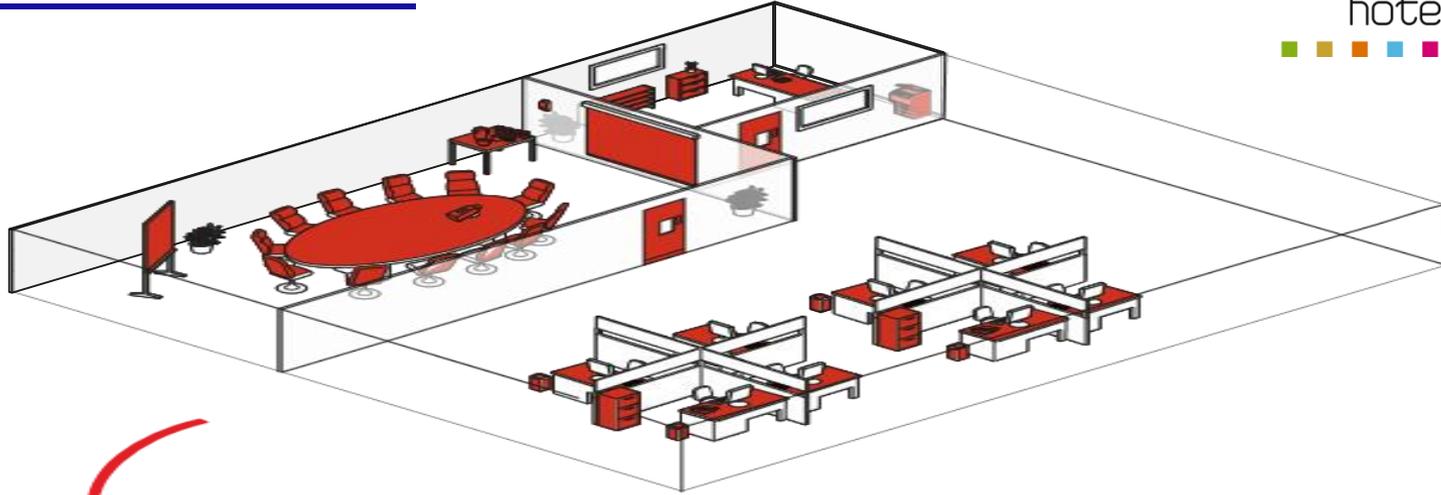
TEMİZLİK SONRASI

- 1 Kirli bezleri çöpe at.
- 2 Eldiven ve maskeyi çöpe at.
- 3 Ellerini dezenfekte et.

Most Frequently Contacted Surfaces :

- Doors and Door Handles
- Switches
- Washbasins
- Soap Dispensers
- Taps
- Cabinets
- Toilet Seats
- Toilet Edges and Covers
- Toilet Flush Handles
- Waste Bins
- Benches
- Shelves
- Dressing Cabinets
- Floors
- Shower Area and Shower Heads
- Ventilation Units

Most Frequently Contacted Surfaces and Products in Office Areas and Meeting Rooms



Most Frequently Contacted Surfaces :

Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

Hygienic Cleaning of Hands :

- Soft Care Sensisept H34
- Orion Soft Care Plus Pure H401
- Disinfection of Hands**
- Soft Care Med H5
- Orion Soft Care Alcoplus H500

TEMİZLİK ÖNCESİ

- 1 Ellerinizi dezenfekte et.
- 2 Eldiven giy

TEMİZLİK SONRASI

- 1 Kirli bezleri çöpe at.
- 2 Eldiven ve maskeyi çöpe at.
- 3 Ellerini dezenfekte et.

- Doors and Door Handles
- Telephones
- Tables
- Switches
- Chairs
- Armchairs
- Drawers
- Cabinets
- Waste Bins
- Copy and Fax Machines
- Shelves
- Cabinets and Handles
- Seating Units
- Floors
- Coffe Tables
- Tv
- Computers
- Remote Controls
- Projection machines
- Kettle and coffee machines
- Tea - coffee and drink service sets
- Office materials (Pen, eraser, whiteboards, flip charts etc.)
- Warning Signs
- Ventilation Units

Most Frequently Contacted Surfaces and Products in Goods Acceptance Areas



Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

Disinfection of Hands:

- Soft Care Med H5
- Orion Soft Care Alcoplus H500

TEMİZLİK ÖNCESİ

- Ellerini dezenfekte et.
- Eldiven giy

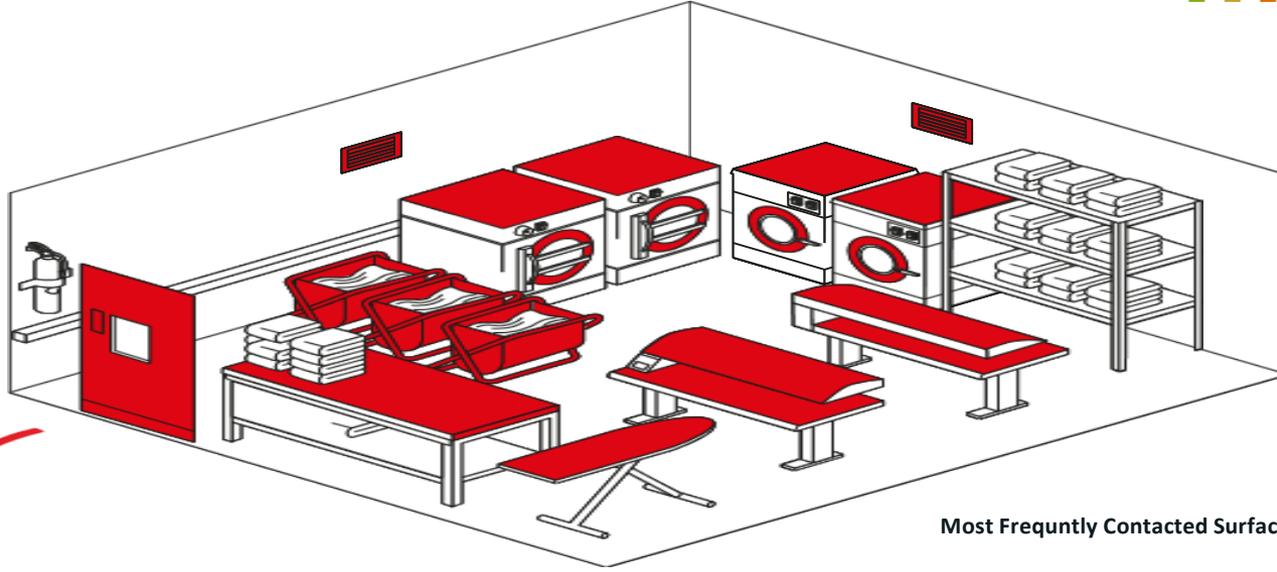
TEMİZLİK SONRASI

- Kirli bezleri çöpe at.
- Eldiven ve maskeyi çöpe at.
- Ellerini dezenfekte et.

Most Frequently Contacted Surfaces :

- Floors
- Pallets
- Pallet Trucks
- Balances and Scales
- Delivery Vehicles

Most Frequently Contacted Surfaces and Products in Laundry Area



Products:

- *Oxivir Plus / Spray
- *Oxivir Excel Wipe
- *Titan Divosan QC VT50
- *Multi QC Spray
- *TASKI Sprint Degerm

Hygienic Cleaning of Hands:

- Soft Care Sensisept H34
- Orion Soft Care Plus Pure H401

Disinfection of Hands:

- Soft Care Med H5
- Orion Soft Care Alcoplus H500

TEMİZLİK ÖNCESİ

- Ellerini dezenfekte et.
- Eldiven giy

TEMİZLİK SONRASI

- Kirli bezleri çöpe at.
- Eldiven ve maskeyi çöpe at.
- Ellerini dezenfekte et.

Most Frequently Contacted Surfaces :

- Door and Doors Handles
- Switches
- Laundry Trolleys
- Washing machines
- Irons
- Iron Tables
- Doors
- Floors
- Ventilation Units

Examples of the signs created within the scope of combating Covid-19 in the guest areas



Examples from applications within the scope of Covid-19 measures in general areas



STAY SAFE

Protect yourself and others from viral infections



WASH YOUR HANDS

Wash your hands frequently for at least 20 seconds or use an alcohol based hand sanitizer



COVER UP

Cover your cough & sneeze with your elbow or a tissue, then dispose of the tissue in a rubbish bin



KEEP YOUR DISTANCE

Avoid contact with others by staying more than 1.5 metres from other people

Practicing good hand and sneeze / cough hygiene is the best defense against most viruses
Virus is most likely spread from person-to-person through direct or close contact

EU20497 EURO SIGNS

HAND WASHING PROCEDURE

DURATION 40-60 SECONDS

<p>1</p>  <p>Wet hands with water;</p>	<p>2</p>  <p>Apply enough soap to cover all hand surfaces;</p>	<p>3</p>  <p>Rub hands palm to palm;</p>
<p>4</p>  <p>Right palm over left with interlaced fingers and vice versa;</p>	<p>5</p>  <p>Palm to palm with fingers interlaced;</p>	<p>6</p>  <p>Backs of fingers with fingers interlocked;</p>
<p>7</p>  <p>Wash thumbs;</p>	<p>8</p>  <p>Wash fingernails;</p>	<p>9</p>  <p>Rinse hands with water;</p>
<p>10</p>  <p>Dry hands thoroughly with a single use towel;</p>	<p>11</p>  <p>Use towel to turn off faucet;</p>	<p>12</p>  <p>Your hands are now safe.</p>

EU20504 EURO SIGNS

Examples from applications within the scope of Covid-19 measures in general areas

KORONAVİRÜS RİSKİNE KARŞI 14 KURAL

Bilgi için: www.saglik.gov.tr

- 1 Ellerinizi sık sık su ve sabun ile en az 20 saniye boyunca olarak yıkayın.
- 2 Soğuk algınlığı belirtileri gösteren kişilere aranızda en az 3-4 adım mesafe koyun.
- 3 Öksürme veya hapşırma sırasında ağız ve burnunu tek kullanımlık mendille kapatın. Mendil yoksa dirseğin iç kısmını kullanın.
- 4 Tokalaşma, sarılma gibi yakın temaslardan kaçının.
- 5 Ellerinizi gözlerinize, ağızınıza ve burnunuza dokunmayın.
- 6 Yurt dışı seyahatlerinizi iptal edin ya da erteleyin.
- 7 Yurt dışından dönüşte ilk 14 günü evinizde geçirin.
- 8 Bulduğunuz ortamları sık sık havalandırın.
- 9 Kıyafetlerinizi 60-90°C'de normal deterjanla yıkayın.
- 10 Kapı kolları, armatürler, lavabolar gibi sık kullandığınız yüzeyleri su ve deterjanla her gün temizleyin.
- 11 Soğuk algınlığı belirtileriniz varsa yaşlılar ve kronik hastalığı olanlarla temas etmeyin, maske takmadan dışarı çıkmayın.
- 12 Havlu gibi kişisel eşyalarınızı ortak kullanmayın.
- 13 Bol sıvı tüketin, dengeli beslenin, uyku düzeninize dikkat edin.
- 14 Düşmeyen ateş, öksürük ve nefes darlığınız varsa, maske takarak bir sağlık kuruluşuna başvurun.

KORONAVİRÜS ALACAĞINIZ TEDBİRLERDEN DAHA GÜÇLÜ DEĞİLDİR.

TÜRKİYE CUMHURİYETİ SAĞLIK BAKANLIĞI



VİRÜSTEN KORUNMAK ELİMİZDE

ÖKSÜRME VE HAPŞIRMA SIRASINDA AĞIZ VE BURUN TEK KULLANILMIŞ KAĞIT MENDİLE KAPATILMALIDIR. MENDİL YOKSA DIRSEĞİN İÇ KISMI KULLANILMALIDIR.

TOKALAŞMA VE SARILMA GİBİ YAKIN TEMASTAN KAÇINILMALIDIR.

KALABALIK ORTAMLARDAN UZAK DURULMALIDIR.

KIRLI ELLERLE AĞIZ, BURUN VE GÖZLERE DOKUNULMAMALIDIR.

ELLER EN AZ 20 SANİYE SÜREYLE SU VE NORMAL SABUNLA YIKANMALIDIR.

SU VE SABUN OLMADIĞI DURUMLARDA ALKOL İÇERİKLİ EL ANTİSEPTİĞİ KULLANILMALIDIR.

[saglik.gov.tr](http://www.saglik.gov.tr) | www.eczacinizadanisin.info

Servis ve Toplu Taşıma Araçlarında

01 Servis ve toplu taşıma aracını kullanan çalışanlar araç içerisindeki yüzeylere teması mümkün olduğunca azaltmalıdır.



09 Ateş, öksürük, grip benzeri sağlık şikayeti olan işyeri personeli ile temastan kaçınılmalıdır.



02 Servis araçlarının özellikle sık temas edilen yüzeyleri başta olmak üzere temizlik ve hijyeni sık aralıklarla sağlanmalıdır.

02



10 Öksürük, ateş, yakın zamanda yurtdışına seyahat öyküsü ve herhangi bir gripelli durumu bulunan çalışanlar, derhal işyeri sağlık personeline başvurmalı ve yurtdışından gelen çalışanların 14 gün kurak doğrultusunda evden çalışması sağlanmalıdır.

10

Çalışma Ortamında

03 Çalışanlar işe başlamadan önce ve çalışma süresince belirli aralıklarla en az 20 saniye boyunca ellerini su ve sabunla yıkamalıdır.



04

Su ve sabuna erişimin mümkün olmadığı durumlarda alkol bazlı uygun el antiseptiği kullanılmalıdır.

11 İşyeri belirli aralıklarla havalandırılmalıdır.



12 Öksürme ve hapşırma durumlarında ağız ve burun tek kullanımlık mendil ile kapatılmalı, mendil kullanılmayan durumlarda dirseğin iç tarafı kullanılmalıdır. Eller yüz bölgesine temas ettirilmemelidir.

12

05 Çalışanların işyerlerine girişi sırasında kullanılan parmak okutma gibi ortak kullanım araçları kullanılmamalıdır.



06

Çalışma alanları, lavabo, tuvalet, banyo, merdiven korkulukları, musluk ve yemekhanelerde ortak kullanım araçlarında hijyen şartlarına azami uyulmalıdır.

13 Bağışıklık sistemi hastalığı, diyabet, kalp ve akciğer hastalığı gibi kronik hastalığı olan çalışanlar, zayıf bağışıklık sistemine sahip olan çalışanlar, yaşlı çalışanlar gibi riskli gruplar korunmalıdır.



14 Enfekte olan kişilerle doğrudan temas veya kontaminasyon riski bulunan çalışma ortamlarında uygun solunum koruyucu (EN-149/FFP2 veya FFP3) maskeler kullanılmaları sağlanmalıdır.

14

07 İşyerlerinde görevli sağlık personeli tarafından çalışanlara uygulanmalı etkin el yıkama eğitimleri verilmeli ve hijyen konusunda farkındalıklardan artırılmalıdır.



08

İşyeri personeli tokalaşma ve sarılma gibi fiziksel temastan kaçınılmalıdır.

15 Hastalık belirtileri taşıyan kişilerin işyeri Hekimi tarafından yapılacak ilk muayeneden sonra gerek duyulması halinde en yakın sağlık kuruluşuna sevkî sağlanmalıdır.



İş Seyahatlerinde

16 Ülke dışına düzenlenecek iş seyahatleri mümkün olduğunca ertelenmeli, toplantı, konferans, kongre vb. etkinliklerin yapılmasının mecbur olduğu durumlarda öncelikle sesli ve görüntülü iletişim imkanları kullanılmalıdır. İş nedeniyle seyahat edilmesi mecburi durumlarda Sağlık Bakanlığı'nın önerilerine uyulmalıdır.

16

Health & Safety measures taken for Employees

It is our priority that all our staff members are healthy in order to provide the best service to our valued guests. Our measures and practices in this regards are as follows;

- Service Busses are disinfected before each service, our personnel are ensured not to travel without a mask.
- Within the scope of the fight against Covid-19 within the hotel, visuals such as posters and brochures regarding the measures to be taken by guests and staff member were published. All department managers will brief their teams accordingly.
- All our staff members are given regular pandemic trainings and verification audits will be carried out in their departments. In addition, management systems, food safety, hygiene and sanitation and use of chemicals trainings are within our routine hygiene trainings.



Uniforms are changed and washed frequently. The staff is advised to wash and disinfect their hands regularly according to the instructions.

- All employees working in the food, beverage and household sectors must wear gloves and masks.
- The human resources department will provide a follow-up list if an employee is brought to the hospital on suspicion.
- The affected employee can only resume with a medical report on the state of health
- All of our employees are obliged to follow the distance rules
- A health report is requested from all employees before employment.
- The department heads monitor their own employees and direct the employees with symptoms of illness directly to the health facility.
- The hotel manager and the human resources department will be informed.
- All department heads will inform their employees of all requirements during their daily training.
- All office workers receive disinfectants.
- Personal service vehicles are disinfected after each service.
- In all of our hotels there are doctors and health professionals who are employed by our contracted hospital.



General Information

Dear Guests,

Please also follow the publications of the Turkish Ministry of Health.

In general you can see, that it was possible to implement relatively quickly into a normalisation process. The main reason for this is, that our health system is very good prepared and sufficient.

The locations of our hotels are close to good health facilities. We have a doctor and medical staff at our hotel for 7/24.

We would like to inform you that we provide services according to safe tourism certification criteria and audit are carried out every month by independent auditors.

Have a nice holiday...

EFTALIA

hotels



EFTALIA
Aytur

EFTALIA
Resort

EFTALIA
Village

EFTALIA
Aqua Resort

EFTALIA
Splash Resort

EFTALIA
Marin

EFTALIA
Island

EFTALIA
Ocean