

AKKA HOTELS
HEALTH & SAFETY 2020



CONTENTS

Covid-19 Precautions and Hygiene Protocol

More Hospitality

Transfers

Check-in Processes

More Hygiene

Room Hygiene and Cleaning

Hygiene and Cleaning Rules in General Areas

Water Safety

Ventilation and Air Conditioning

More Technology

Technology, MyApp

More Food and Beverage Healthiness

Food and Beverage Services

Mini Bar and Room Service

More Distance

More Secure Workplace

More Training and Education

Training

More Fun

Animation Activities

Mini Club and Junior Club Activities

More Wellbeing

SPA Center

Fitness Area



COVID-19 PRECAUTIONS AND HYGIENE PROTOCOL

As AKKA Hotels Family, health and safety of our employees and valued guests have always been our priority.

We closely follow national and international developments regarding Coronavirus (Covid-19), which was declared a pandemic in 2020. By taking necessary precautions, we seriously work with our usual diligence on the health of our employees and guests.

We are always with you and glad to offer actual and high quality services.

At our facilities, our hotel chain has decided to serve only the products we use for years by ourselves, and even after this period, based on the policy of our brand, we will not compromise on the quality of food and drinks.

We would like to share with you the additional precautions and arrangements during the pandemic period and followed by our opening in order to provide a healthy and safe stay at our hotels.

Our Hotels, Akka Antedon and Akka Alinda, as an indicator of hygiene and reliability within the scope of Covid-19, have successfully passed the inspection processes carried out by BV Inspektorate National Surveillance Services Inc. (Bureau Veritas), authorized by the Ministry of Culture and Tourism of Turkey, and been awarded with HEALTHY TOURISM CERTIFICATE. The inspection dates of our remaining hotels are planned.

At our facilities, we implement such management systems as **ISO 9001, ISO 22000 and ISO 10002**. Their effectiveness and permanence are monitored and controlled by our Quality Control Department. *

Our open buffet food presentations are redesigned and updated according to the new conditions of 2020 season and will be realized with the novel **My ChiefNplate** Buffet concept as a specialty for our guests. Presentations will be made according to your choices only by our kitchen team, so that you will not contact directly with buffets and food. In **My FoodNbowl** corner, we provide you with rich salad varieties so that you can consume healthier food and also support your immune system.

Due to Covid-19 pandemic on March 20th, we had to temporarily suspend the operation of our hotels in Antalya and Istanbul, which normally serve year-round.

Since the announcement of Covid-19 pandemic and from the first day the disease has began to spread in Turkey, we have been providing service at our hotels, taking all necessary precautions to prevent infection. We would like to assure you that since then, our employees have sufficient experience and knowledge regarding personal hygiene and taken preventive measures for avoiding the spread of the disease.

The health and personal rights of our employees, which are the most important components of our high level service, have always been our priority. For this reason, while overcoming this period by temporarily suspending the operation of our hotels and guided by our attitude to employees as members of one large family, we haven't terminated any employment contracts, keep preserving all their personal rights, and thereby strengthening our unity and corporate identity.

We are assertive that we should spend this difficult period together with high motivation and happiness and provide our guests with better service.

more
hospitality

We will make your stay even more comfortable with **MyAssist** team working 7/24 as your assistant, which will accept all your requests and wishes during your stay at the hotel, track your fulfillment and thereby, ensure your complete satisfaction.

TRANSFERS

The seat capacities of our transfer vehicles have been updated according to the social distancing rules.

We clean our transfer vehicles after use and disinfect them with **Creamol Fog Disinfection®** before providing service to you.

Our vehicles contain masks and hand sanitizers for your use during transfer. Also the windows are opened every 15 minutes to provide fresh air flow within the vehicle.

Our drivers always use disposable personal protective materials during the trip.





CHECK-IN PROCESSES

You can save time and perform your transactions easily with less contact by using our Online Check-in system on our website before your trip.

Body temperatures of our guests are monitored with a contactless thermometer at the hotel entrance.

Hygiene doormats are placed at the entrances of our facilities.

We often disinfect our reception desk. There are hand sanitizers in our luggage room and reception.

Upon your request, masks and gloves can be obtained from the reception desk.

Your luggage will be disinfected at the entrance to the facility.

Only the luggage which belongs to you will be carried in the luggage trolleys during transfer to your room. The luggage trolleys will be disinfected after every carriage.

Accommodation to the rooms is held via online registration, keeping social distance and minimizing possible contacts.

Common used materials (room card, pen, beach towel card, money, etc.) are disinfected with UVC device before each use

During your check-in, our hostess and reception staff will inform you about the precautions you need to follow during your stay. All the information can also be accessed through our **MyApp** hotel application.

Our SPA and Fitness Centers will provide service only by reservation.

Dinner in our Main Restaurant will also be served only by reservation.

We use online pos or contactless pos device for taking the payments.

Our common used materials such as strollers, baby monitors and baby beds for our guests with children, are disinfected before and after each use. *

Due to the fact that, despite disinfection, the risk of infection is difficult to reduce to zero, we cannot provide you with some of the supplies such as baby bathtubs and pots.

You can find hand sanitizers at our Guest Relations Desks.

Portable tablets, pens, etc. used by our Guest Relations Department employees are disinfected before and after each use.



more
hygiene

We have created the Covid-19 Prevention Team, which ensures the continuity of all cleaning and disinfection measures taken to protect your health and the health of our employees.

Measures for cleaning and disinfection of surfaces are carried out under the guidance of our hygiene and sanitation partner **ECOLAB** using special agents, with certain regularity and by using special methods.

For disinfection processes, we use **Creamol Fog Disinfection®** method that is developed by our solution partner **LABER**, primarily for our hotel chain, in their R&D Laboratories of Chemistry.

With **Creamol Fog Disinfection®**, a fogging application method, full hygiene and disinfection of air and both visible and invisible areas are effectively provided in our rooms, common areas, working and living areas of our employees. With the application of **Creamol Fog Disinfection®** full disinfection is provided on all surfaces from the floor to the ceiling and air as well. With this method, all surfaces including textiles (curtains, cushions, sofa surfaces, chairs etc.) that cannot be washed and wiped daily and areas that are hard to reach (walls, cupboard tops, table tops, etc.) can be disinfected thoroughly.

In our facilities, hand sanitizers, information and warning signs are placed in general usage areas and food and beverage units.

In addition to the periodic maintenance of the ventilation and air conditioning systems in all our rooms and indoor areas, frequencies are increased during Covid-19 precautions.

All of our hotels' kitchens i.e. food and beverage units, have a camera system which can be watched live in the Main Restaurant and the rooms.*



ROOM HYGIENE AND CLEANING

On your check-in day, your room is made ready by re-disinfecting with **Creamol Fog Disinfection®** and you are welcome to the room only after disinfection.

As you enter your room, our **More Hygiene Everyday** seal will be placed on your door, indicating that nobody has entered your room after cleaning and disinfection. We clean your room while you are out and in case you need to enter the room, we always protect our social distance.

Our housekeeping employees take the necessary precautions with personal protective materials such as disposable masks and gloves during the cleaning and disinfection of your room. After cleaning, they change the gloves that are used.

Textile products such as bed linens and towels are washed with OxyGard40, Oxygen based bleach and **Ecolab Ozonit Performance** product with disinfectant feature in the main laundry at the required temperature, in the industrial washing machines with detergent and shipped to our hotels untouched. The product we use also has an ecological certificate.

Our laundry areas are disinfected daily with **Creamol Fog Disinfection®**. *

During the room cleaning processes, **ECOLAB** cleaning products are applied in accordance with the instructions for use, the surfaces are disinfected with appropriate disinfectants with cloth color coding systems and the room is ventilated for at least 1 hour.

There are disposable cups in your hot set-ups inside the room and the hot set-up equipment is disinfected at each guest entrance.

At our facilities, disposable and disinfected single-use materials are serviced. In order to prevent contact, the printed documents in our rooms are removed. You can reach them on our **MyApp** application and in our info channel.

You can also access the hygiene measures that are taken during Covid-19 in our rooms on our **MyApp** hotel application.



more
hygiene

HYGIENE AND CLEANING RULES IN GENERAL AREAS

We frequently clean and disinfect all the general areas that are used by you and our employees, and constantly control the operations with our Covid-19 Prevention Team. In addition, while you rest in your rooms, we also provide environment disinfection with **Creamol Fog Disinfection®** in the common areas (Guest Rooms, Restaurants, Bars, SPA and Healthy Living Units of all our hotels, Kids Club and Playgrounds, General Spaces, Meeting Rooms, Congress Halls, all other guest areas and Kitchen Areas, Personnel Usage Areas, offices and warehouses, etc.).

Cleaning and disinfection plans are revised and the application periods are tightened. Cleaning and disinfection operations are controlled via checklists.

As always, we care about cleaning and desinfecting the public areas and toilets where your hands are in frequent contact like door handles, handrails, elevators, elevator buttons, sinks, faucets and urinals. Only the employees responsible for disinfection are constantly disinfecting these areas.

The sunbeds, pavilions and cabanas are disinfected with **ULV** method at the end of the day.*

We have a sufficient number of gray medical waste bins in the general areas of our hotels, for disposal of your personal protective equipments such as masks, gloves etc.

Our elevator usage capacities are rearranged in order to maintain social distance. We would like to state that you need to comply with user capacities in our elevators. We recommend you to use them less frequently to improve - your body health.

WATER SAFETY

We offer you a fun and safe holiday with our large pool area and Aquapark. The water safety of our pools and Aquaparks are controlled within the framework of legal regulations.

Our solution partner in pool conditioning and chemical products is **Diversey**. With automatic dosing system, chlorine level is kept under control between 1-3 ppm in open pools and 1-1.5 ppm in closed pools, recorded periodically and published in the areas that guests can see.

Official pool samples are taken monthly and analyzed in accredited laboratories.

VENTILATION AND AIR CONDITIONING

At our facilities, the central ventilation system operates throughout the tower boiler and fan coil maintenance and is carried out at regular intervals. **Diversey** is our solution partner in cooling tower chemical conditioning.

At our facilities **Legionella Control and Prevention Procedure** is applied and followed precisely, and practices on this subject are regularly performed. Air conditioning fan coil tablets, aerator and shower head treatments, routine flow of stationary water are applied with a strict discipline and all applications are recorded.

more
technology

We offer you digital solutions for less contact during your holiday in our facilities. Our menus, information forms, restaurant reservation systems, cabana reservations, survey application etc. and all your transactions will be made contactless with the **QR code** and **MyApp** mobile app.

In our facilities, high speed, secure, unlimited and uninterrupted internet service is provided.



more
food and
beverage
healthiness

MORE FOOD AND BEVERAGE HEALTHINESS

Our food and beverage service in all our units continues with the all-inclusive system and in utmost quality.

You can find hand sanitizers at the entrances of all our food and beverage units. Also you will be guided by our hostesses, regarding the capacity utilization at the entrances.

During dinner, the Main Restaurant will provide service in two intervals: **18:30 - 20:00 and 20:00 - 21:30**, reducing the number of people present at the same time, increasing hygiene and health safety, maintaining social distance, and operating comfort and functioning will be more qualified. You can make your reservations via Front Office, **MyAssist** or on **My App** Hotel application.

We have extended the service hours of our restaurants in order to provide maximum space and comfort to our guests. We have rearranged the distance between tables to 1.5 meters and chairs to 60 cm, considering the usage capacity in food and beverage areas.

Our employees comply with the social distance rules during service. We have reorganized our open buffets in the Main Restaurant within the social distance and hygiene rules.

Presentations of all food and beverage units in our facilities have been rearranged in a way to prevent contact and also the menus are enriched with foods and drinks that **strengthen your immune system**. *

Our menu contents will be served by our chefs in accordance to our guests' choices with the newly created **My ChiefNplate** open buffet concept.

There is a Healthy Life Buffet under the counseling of dieticians in our facilities. * We will be serving more individually packaged food (jam, honey etc.) in our menus, and use a minimalistic approach during our presentations. Our salad options will be presented with the newly created **My FoodNbowls** concept.

All hot and cold drinks will be served directly to your tables by our restaurant staff.

There are hand sanitizers at the entrance of each restaurant.

Our tables are also disinfected before usage for your safety. The cutlery sets will be serviced to you in a disposable cover.

In our restaurants, spots that hands contact on the tables and chairs are cleaned with alcohol-based disinfectants after each usage.

General cleaning of our food and beverage units, tables, chairs, benches, buffets and all other materials will be carried out in the methods and periods determined in the cleaning and disinfection plans at the beginning and the end of the service.

Food production is carried out in all the production areas of our facilities in accordance with **ISO 22000 Food Safety Standards** and production stages are monitored and controlled by a Food Engineer. Our service and production standards are documented by **Bureau Veritas**. *

Sample products are taken and preserved for 72 hours. Cleaning and disinfection of ice machines are provided daily and thorough cleaning is made by the authorized service during the maintenance periods.

Disinfection procedures, which are carried out frequently in our kitchens, are followed carefully and in detail by our responsible officers.

Our kitchen staff serve with individual protective materials and pay attention to social distance rules.

In our bars, we can serve you with disposable cups according to your wishes. In addition to our usual beverage quality in the bars, we will offer you new tastes in our renewed cocktail menus.

In addition to our menus that support your immune system, we will contribute to your body resistance with Healthy Life Cocktails during your stay.

Before serving, all vegetables and fruits are thoroughly washed and disinfected with ozone washing automation system.

In food production areas, there are hygiene stands, sterilization devices for small equipment and necessary equipment for hygiene in production.



MINI BAR AND ROOM SERVICE

Our Mini Bar and Room Service staff take protective measures with masks and gloves while serving your rooms.

While preparing your room, Mini Bar cabinet door is also disinfected to be ready for your use.

We also provide the disinfection of your Mini Bar products in storage areas.

more distance

We aim to offer a safe stay with optimum capacity, in accordance with social distance rules, in order to maintain and raise our standard of service and ensure a safer holiday without any risks to health of our guests. Our facilities, which have wide usage areas, present a great advantage for those who want to spend their vacations more isolated during the period when social distance is crucial. *

Due to Covid-19, our social distance and usage capacities have been determined, and our occupancy capacities have been reduced for a safer and healthier holiday environment. Within the framework of occupancy capacities determined, the general usage areas of our facilities, the usage capacities and layout of our food and beverage units have been rearranged by taking the social distance rules into account. Our sunbed settlements on the beach and at the pool are reorganized within the framework of the social distance rules. *

If Covid-19 symptoms are detected in any of our guests at the facility, he/she will be kept in the designated isolation areas and transferred to a healthcare institution. Our facilities are located close to the hospital and 24-hour nurse service is provided when needed. Physician and ambulance services are provided by Anadolu Hospital, our contracted healthcare institution.

more secure workplace

We are aware that your safety starts primarily with the safety of our employees. Therefore;

We have reorganized the individual usage and working areas of all our employees according to the social distance rules and usage area capacity. All employees are subjected to health screening tests during recruitment and health screenings are continued periodically during work. Employees who show Covid-19 symptoms at the entrance to the facility will not be able to start work till he/she is allowed by the workplace physician. At the entrance to the facility, body temperature monitorings of our employees are performed and recorded. In addition to daily follow-up of their health status, they are regularly monitored through digital surveys.

Routes of the service vehicles which are used for the transportation of our employees are re-organised , and their vehicle capacities are reduced and re-planned within the framework of the social distance rules. Our service vehicles are ventilated before each use and disinfected with **Creamol Fog Disinfection®**. There are also hand sanitizers in the vehicles.

All personal protective materials needed by our employees are provided by us, and the use of masks is encouraged during service. It is ensured that the working areas and shift hours of our employees remain constant within the framework of legal requirements. During the entrance to our facilities, body temperature monitorings of our visitors, product and service providers and shop employees are performed and their entries are allowed with masks.

The safety of our employees in their work areas is ensured by the controls performed by the Occupational Safety Specialist at our facilities. Our Hotels, Akka Antedon and Akka Alinda have successfully passed the inspection processes carried out by BV Inspektorate National Surveillance Services Inc. (Bureau Veritas), authorized by the Ministry of Culture and Tourism of Turkey and been entitled to receive the HEALTHY TOURISM CERTIFICATE. The inspection dates of our remaining hotels have also been determined.

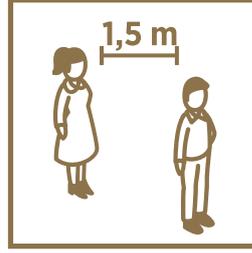


Akka Residence Villas, the “Hidden Paradise” as referred to by our guests, are waiting for you for a luxurious and secluded holiday.

In our **Ruby** and **Sapphire** Villas, we have paid attention to the finest details to create a stylish and luxurious holiday experience for you and your family. Great mountain and nature view, private garden and outdoor swimming pool, 24 hours of privileged service, exclusive cuisine and gourmet flavor services to your villa... Now sit back, relax and enjoy a privileged holiday with your families.



more
You
AKKA HOTELS
HEALTH & SAFETY



more
training and
education

TRAINING

Our employees are informed by our healthcare professionals about Covid-19 disease symptoms, what to do if any symptoms occurs, and personal hygiene rules in order to protect their health and of people who are close to them.

Within the scope of Covid-19, our employees are trained on cleaning and disinfection methods, frequency, and chemicals to be used by all our departments.

In order to ensure the sustainability of the actions taken in our facilities, we continue our employees' distant training.



more
fun

ANIMATION ACTIVITIES

Our daily animation activities are planned in the form of sports and activities made outdoors with few participants and no contact.

Seating places in the show areas are reorganized according to the social distance rules and are observed by our staff during the shows.

There are hand sanitizers at the entrances of animation areas.

All materials used in animation are disinfected after the event.

Some of individual or group activities with materials and equipment that are difficult to be disinfected cannot be done for your health due to Covid-19.

At certain intervals, announcements are made by the animation team for you to pay attention to the social distance.



more
fun

MINI CLUB AND JUNIOR CLUB ACTIVITIES*

Our Mini Clubs will be working with reservation system. Our guests will be able to make their reservations at the Mini Club entrance desks, on **MyApp** hotel application, through **MyAssist** call center or the guest relations department.

Before and after their entrances to the Mini Club, children's body temperatures will be monitored with contactless thermometers and recorded. Children who have 38 degrees of body temperature or above, any chronic illness or show symptoms of illness will not be admitted to the Mini Club.

Parents will not be accepted in the Mini Club with the exception of mandatory situations.

Hand sanitizers are available for hand hygiene of children at the entrance of the Mini Club.

Children who use the toilet need to wash their hands before and after, and are taken care of using the toilets one by one.

Inner and outer areas of the Mini Club are rearranged according to the social distance rules. Children's play tables and individual playgrounds are organized in line with 1.5 meters of social distance rule.

Our Mini Club staff will provide service with masks, personal protective equipment and in uniforms.

Our Mini Clubs will welcome children aged 4 and over under the supervision of Mini Club staff. Children under the age of 4 will not be admitted to the Mini Clubs since they have to be accompanied by their parents.

Our children's restaurant in Akka Antedon Hotel will not serve this year due to the pandemic. Our guests will enjoy a Kid's Buffet in our Main Restaurant.

All of our areas are cleaned regularly with the products of our chemical partner **Ecolab**.

Our Mini Club area is disinfected frequently and regularly every day and is frequently ventilated while closed and after cleaning.

Children's personal toys will not be accepted in the Mini Club. There are enough toys in the area and are frequently disinfected. Toys that cannot be disinfected have been removed from the area.

Children will be encouraged to play outside more frequently and do more outdoor activities.

Our Mini Disco activity will be held by taking into account the social distance rules. If necessary, it will be held in two sessions.

Our food in jar concept for our babies will continue in children's kiosks and your special requests will be meticulously fulfilled as usual.

JUNIOR CLUB*

Our Junior Clubs are working with reservation system. Our young guests will be able to make their reservations at the Junior Club entrance, on **MyApp** hotel application, through **MyAssist** call center or the guest relations department.

Before and after their entrances to the Junior Club, body temperatures will be monitored with contactless thermometers and recorded. Guests who have 38 degrees of body temperature or above, any chronic illness or show symptoms of illness will not be admitted to the Club.

Hand sanitizers are available for hand hygiene at the entrance of the Junior Club.

All areas of use within the Junior Club have been rearranged, taking into account the social distance rules. Game tables and individual playgrounds are arranged to provide 1.5 meters of social distance.

Our Junior Club staff will provide service with masks, personal protective equipment and in uniforms.

All the areas are cleaned regularly with the products of our chemical partner **Ecolab**.

Our Junior Club area is disinfected frequently and regularly every day and is frequently ventilated while closed and after cleaning.



more
wellbeing

SPA CENTER

Capacity arrangements in our Spa Center are made according to the social distance rules to ensure your personal hygiene.

Sauna, Turkish bath and steam bath usage time will be limited to 30 minutes and the service will be provided by appointment. After use, at least 15 minutes will be allocated for cleaning the area. Cleaning and environmental disinfection will be provided with **Creamol Fog Disinfection®**.

Our massage and hairdressing services will be provided by appointment. You will be provided with disposable materials for your personal hygiene. All textile materials such as towels, bathrobes, loincloths are washed in our own laundry. *

General areas such as dressing rooms, showers and toilets are cleaned and disinfected in accordance with cleaning plans.

FITNESS AREA*

Capacity arrangements of our fitness center are made according to the social distance rules to ensure your personal hygiene. Environmental disinfection of our fitness area is provided with **Creamol Fog Disinfection®** before starting the service.

Our fitness center can be used by appointment. After each use, a minimum 15 minutes will be allocated for cleaning the area, to be sure that all the touched surfaces and equipment are cleaned and disinfected.

SHOPS AND HAIRDRESSER*

Body temperatures of our store employees are monitored before their entrance to the facility and inside in a controlled manner.

The cleaning and disinfection processes of the hotel are applied in the same way in our stores by the store staff, which are followed by us. The trainings of our stores employees are carried out in the same way as the trainings given to the hotel employees. The employees of the stores wear masks while providing service and use other protective materials when necessary.

In our stores, activities that can cause Covid-19 transmission (such as product trials) are carried out in a controlled manner, and necessary disinfection is provided after product trials.

According to the width of the store, the maximum number of people to whom the social distance can be maintained are determined and these numbers are indicated at the entrances.



more
responsibility

Our country has successfully maintained and controlled the pandemic process, thanks to rapid measures and strong health infrastructure during Covid-19. Antalya Province, where our resorts are located and having one of the lowest number of cases by population, creates trust by proving itself with this success and strong infrastructure.

As a hotel group with **42 years** of experience in the sector, aiming to give you the best service, we would like you to know that we will expand our responsibilities and do our best to erase the negative psychology that is going on around the world without bothering you during your holiday. **We await your attention and support for your own safety and the safety of our other guests.**

Thank you in advance for supporting us in the following precautions:

- Following the social distance rules determined in our facilities during your stay,
- Taking care of your personal hygiene and using hand sanitizers in common areas,
- Using masks, etc. provided by our reception in case of need,
- Throwing used masks, personal protective equipment, etc. to gray waste bins that are placed in public areas.

Especially we would like to mention that during global Covid-19 pandemic, some of our services may be restricted or stretched due to additional circulars and updates suggested by WHO or the related Ministries of the Republic of Turkey. No advertising is accepted in our facilities regarding our service disruptions that may arise due to these restrictions.

more
partnership



more
You
AKKA HOTELS
HEALTH & SAFETY

www.akkahotels.com | info@akkahotels.com

ANTALYA

AKKA
ANTEDON

AKKA
ALINDA

AKKA
RESIDENCE

AKKA
CLAROS

İSTANBUL

AKKA
LUSH

AKKA
SUITES

Akka Hotels

Beldibi 1 Mevkii 07985
Kemer - Antalya Türkiye

T: +90 242 824 99 99
P: +90 242 824 82 31

 HotelsAkka

 akkahotelsantalya

 Akka Hotels