

CRYSTAL HOTELS

RESORT & SPA

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CRYSTAL HOTELS

COVID-19

APPLICATIONS





Dear Guests, Distinguished Business Partners,

At CRYSTAL HOTELS, we value the health of our employees, guests, visitors and all stakeholders. Our processes regarding building, pool, water and food safety, technical maintenance, emergencies, cleaning are carried out according to the ISO Quality Management Systems, certified by Bureau Veritas.

The comfort and health of our guests during this critical period is extremely important to us and we hope that our guests have an enjoyable holiday with CRYSTAL HOTELS. Furthermore, would like to inform our guests and our valuable business partners that during these difficult times, all Crystal Hotels employees will fulfil their duties and responsibilities completely.

COVID-19 procedures are carried out in accordance with the advice, recommendations and publications of the Republic of Turkey Ministry of Health and the World Health Organisation. These procedures are constantly checked and updated by our specialists whenever necessary. Emergency action plans for our hotels have also been created.

Outsourced procurement processes are handled with consideration of all risk dimensions. All of our suppliers and our business plans are reviewed with the relevant stakeholders. Also, all stages of the supply chain are reviewed and replanned when necessary. These processes are supervised by our trained and professional staff.

Our employees routinely undergo health screening and scheduled training is provided to them in accordance with criteria set by the Turkish Republic of Ministry of Health.

In our hotels, orientation and rearrangement works have been carried out to take into consideration social distancing rules. The existing hygiene standards of all social areas and private areas have been maximized.

The details of our COVID 19 measures can be followed via our social media accounts.

We wish you healthy days.

Umman ÇETİNBAS

Crystal Hotels
C.E.O

HEALTH CARE STAFF;

Healthcare care staff service provided in our hotels. These personnel are responsible for observation starting from the check-in process.

Our health professionals will identify and isolate any person showing symptoms of COVID-19 such as high fever, respiratory distress, and cough. They will then be given a surgical mask and be transferred to hospital in accordance the procedures declared by the Republic of Turkey Health Ministry. All temperature checks of our staff, guests, visitors, suppliers are made and recorded by our trained staff.



OUR STAFF;

- The health of our staff is members regularly screened.
- The use of personal protective equipment (mask, gloves, hats etc.) is planned in accordance with requirements will be used in all service areas.
- Staff areas and facilities such as a Staff transportation, lodging areas, canteen are designed in a way that will not risk their health ensuring hygiene standards are maintained at the highest level. These places are regular checked by our Human Resources Department.



OUR TRAINING ACTIVITIES;

Necessary guidance taken into account regarding the social distance rules in all our facilities and all signs and marking works were conducted.

Reception desk, elevators, pool areas, beaches, sitting, resting and dining areas are designed according to social distance rules.

All the vehicles that provide the transportation of our guests within the hotel are disinfected after each use.

Our staff pay attention to social distance rules.



SECURITY;

- The temperature measurements of all of our staff, guests, visitors and our supplier's staff are made by our trained security personnel.

- An emergency action plan has been developed in line with the required situations.



OUR TRAINING ACTIVITIES;

All of our staff are being trained to recognize the symptoms of Coronavirus and all other infectious diseases, the ways of protection, suspected and emergencies situations and all of these are given in accordance with the criteria determined by the Ministry of Health.

Information and brochures are available to our employees in easily accessible manner using online and printed materials. Our Emergency Situations communication channels are supported with technological materials.

Hygiene training is given to our employees and a Certification Program has been commenced in order for staff to obtain necessary certificates. Training regarding our new service type is also provided.



FRONT OFFICE SERVICES;

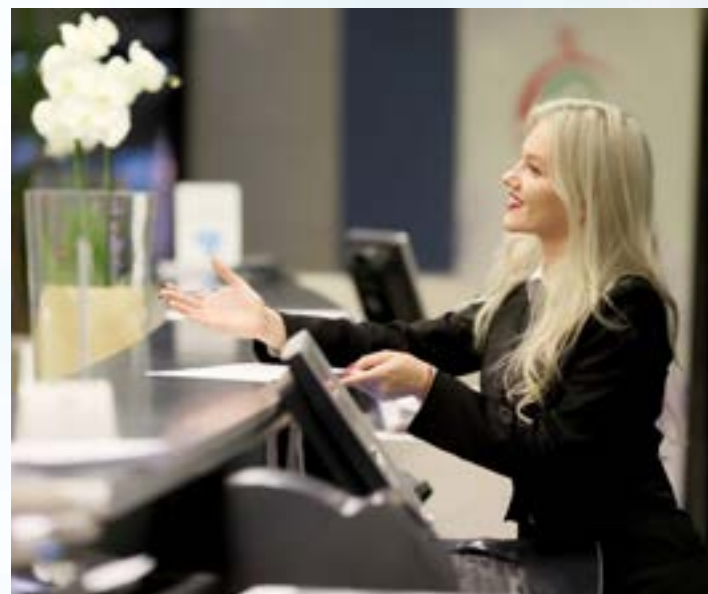
All protective measures have been taken in our front offices and our staff are ready to welcome you subject to the social distance rule and using all the personal protective equipment such as masks and gloves.

We have developed a kit that will be available to you. In these kits, your disinfected room cards and towel cards will be supplied for you as well as the pen only signing your documents.

Check in, our transactions are made according to the principle of minimum and fast contact. Our guests can also check in online.

During the check-in procedures, you will be informed about Covid-19 and our contamination prevention activities along with the general hotel introduction to our guests.

Our healthcare personnel will be in reception during check-in process accompanying Front Office staff to observe and examine the symptoms of Covid-19. Disinfection procedures of guests' luggage, will be performed in designated check in disinfection areas. Disinfected Luggage is carried to the guest rooms by our Bellboys with care.



GUEST RELATIONS MANAGEMENT;

All of our guest relations staff have been trained regarding social distancing rules in monitoring epidemic disease.

Our Guest Relations staff will evaluate your requests and suggestions 24 hours a day.

Our Guest Relations employees can be reached by phone number 6666 or by visiting the guest relations desk.



FOOD SAFETY;

All Food production stages are carried out by trained and skilled staff and certified chefs, under the control of our food engineers. The food is produced according to ISO 22000 Food Safety standards.

Various revisions have been made to prevent the Collective contact of employees and guests in food and beverage service and presentation areas. Our production areas are monitored with a 24 hour camera system.

You can watch our production areas on the screens located in our restaurants. If you wish, you can visit our food production area as with our food engineers together.



OPEN BUFFET;

- Our valuable guests, we have prepared a new buffet presentation system in which the contact with the food and the presentation and service equipment, has been completely eliminated,
- Delicious foods prepared for you in open buffets, kitchen will be served by our chefs within the social distance rules, without anybody touching, with the new "WE SERVE" system,
- A la carte restaurants serve more guests with the set menu system,
- Food required to be prepared in special hygiene conditions for your children and babies will be served in your room.

We Serve



BEVERAGE SERVICE;

- Hot and cold drinks, will be served by table service with staff using masks and gloves in our restaurants and bars.
- Our restaurants and bars have met all the requirements within the scope of food safety and checked by our food engineers.





Chemicals

- Kitchen, laundry, building care, personal hygiene, pool care products and water are our chemicals we use in conditioning processes. We use Diversey products approved by the Ministry of Health,
- In general usage areas and guest rooms, we have disinfectant for the use of guests and staff.

Ozone Systems

- Ozone is used in the processes of vegetable and fruit disinfection in our kitchens.
- Ozone is also used for air and surface disinfection in indoor general areas, as well as in our food production areas.



Steam Disinfection Procedures

- High temperature Steam disinfection is carried out in rooms and general areas. All surfaces that are not easily accessible and require detail and timely work are disinfected in a short time with this method.



ROOM CLEANING PROCESS;

All of our staff and guest use areas are cleaned and disinfected in the framework of the program and controlled by our trained, expert employees,

All our cleaning processes are done in accordance with the recommendations of the Republic of Turkey Ministry of Health, in order to prevent cross contamination, and it is not offered to service without control approval by our trained, expert employees. Our cleaned rooms are opened to use at least 24 hours later.

Disinfectants, mask and gloves are available in Emergency kits.

A separate disinfection team also performs the general disinfection of the rooms. All remote controls are disinfected placed into a hygienic bag.



GENERAL AREA CLEANING PROCESS;

In addition to our daily general cleaning programs, general area disinfection team has been formed and disinfection of all areas are performed regularly.

Our disinfection team has the latest technology equipment and are given special training on how to use them.



LAUNDRY SERVICE;

Our room and general textiles are washed in our Crystal Laundry Factory which has the latest technology machinery and equipment. They are washed and ironed at temperatures, recommended by the Public Health Institution, then packed and shipped to our hotels.



Please find below the hygiene measures for our beloved children guests in mini club areas,

We revised the cleaning and disinfection plans and prepared an effective action program. The disinfection will be on for 24 hours. The playgame programs will be privately for just a single kid. We provided single use tools for mini clubs. They are safe and easy to clean. The sprays and paints are officially approved by Ministry of Health.

The mini club staff is highly talented and trained about the new hygiene standards and Covid-19 measures. They will have their masks and the necessary tools for hygiene. The social distance rule will be effective.



- Maximum capacity planning is made in all of our indoor service areas and has been redesigned according to the social distance rule. Ventilation conditions in these areas are kept at a high level.
- Apart from our guests staying as a family or using the same room in public areas social distancing must be maintained. Capacity limitation will be imposed regarding the use of lifts. New usage instructions have been prepared for lift usage and disinfection processes.
- Turkish bath, sauna and massage service, will be given in line with the recommendations of the Ministry of Health. Personalized amenity supplies will be given and existing hygiene standards will be improved.
- All sports equipment in our fitness centers will be disinfected by the staff in charge before and after every use.
- Our entertainment activities are designed with new activities in open space, according to social distancing rules ensuring collective contact is prevented. Game such as chess, backgammon, okey will be disinfected after each use and packaged until the next use.
- Our library service has been temporarily discontinued and for our book-loving guests e-book service is provided from our disinfected tablets.



In our hotels printed documents will also be digitally available to our guests.



Our hotel ventilation and air conditioning systems are controlled 24 hours per day. Our qualified technical staff ensure that the systems are cleaned in accordance with the standards and frequency determined by the required regulations..

Our ventilation and air conditioning systems are conducted in accordance with the Legionella Circular. Frequency is increased and the individual room systems are cleaned after each check out.

Our water and pool systems are disinfected by the latest technology filtration, UV devices, ozone systems, chemical dosing units, etc. in accordance with the regulatory limits.

All our technical maintenance and test measurement results are available online which are recorded and followed up under the standard of ISO 50001.



OUR LABORATORY ANALYSIS;

In order to verify our cleaning and disinfection processes, various hygiene analyses will be performed with samples sent to contracted accredited laboratory organizations.

The analysis of food, potable water, pool and sea water made by accredited laboratory organizations, the results are then followed up by our food engineers.

The results of current pool water analysis are shown in our boards around the pools.



OCCUPATIONAL HEALTH AND SAFETY SERVICES;

Occupational Health and Safety Services are carried out under the control of our Workplace Doctor and our Occupational Safety Specialists in accordance with the legal regulations. Although our hotels are ranked in the non-hazardous categories according to the law, our Occupational safety Specialists still provide full-time service in our business.

Possible risks are monitored online with risk analysis methods. Emergency Action plans have been communicated to our employees.

Necessary measures have been taken in the guest areas according to the emergency action plans with various directions made accordingly.

Health information of the employees is followed by our workplace doctors. Staff areas and facilities such as a Staff transportation, staff lodging areas, staff canteen are designed in a way that will not risk their health and hygiene standards are maintained at the highest level. These places are regular checked by our Human Resources Department.

The Pandemic period practices are considered by a Pandemic Board in our hotels, consisting of our executive staff, our workplace doctor and an occupational safety expert.



ABOUT COVID-19 RULES INFORMATION AND GUIDANCE;

In general areas, COVID-19 information posters showing the ways of protection, published by the Republic of Turkey ministry of health are easily accessible.

Our guests are informed regarding the precautions and COVID - 19 measures adopted in our hotels via our information channels and our mobile application.



Our difference is your happiness...



OUR CRYSTAL HOTELS QUALITY CERTIFICATES;

Crystal Hotels is managed according to all legal and regulatory requirements and International quality standards.

THESE QUALITY STANDARDS;

ISO 9001 Quality Management System,

ISO 22000 Food Safety Management System,

ISO 10002 Customer Satisfaction Management System,

ISO 14001 Environmental Management System,

ISO 45001 Occupational Health and Safety Management System,

ISO 50001 Energy Management System.



CRYSTAL HOTELS AUDIT APPROACH;

Our Hotels are regularly inspected by the experts of independent certification bodies and also by Crystal Hotels Central Office Quality Control Team consisting of experts in regular intervals.

Our Quality and Audit Team meet the criteria prepared by the Republic of Turkey Ministry of Culture and Tourism which checks its suitability on site and coordinates work with Authorized Institutions and Organizations.

These inspections are consist of food safety, occupational health and safety, fire safety, pool/beach safety, general safety and hygiene conditions, environmental protection activities, concept applications, information security, handling guest requests, suggestions and complaints.





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