

Our priority is to ensure that the health and safety of our guests and employees is at the highest level. As the Baia Hotels family, we aimed to prioritize your safety and increase your comfort while setting our Covid-19 service standards with the advice of National Health Authorities and our team of experts. In this context, with the support of legal regulations and scientific data, we have taken necessary measures and made arrangements to provide you with a safer holiday environment. We believe that these arrangements and measures will be more efficient with your help and participation.



### **Contactless Common Areas**

- 1.** Your health is very important to us. In this context, the body temperature measurements of our guests and employees are made with thermal cameras and contactless thermometers.
- 2.** We have made a digital transformation that allows you to make your Check-in transactions and table reservations at our restaurants online without contact.
- 3.** Almost all guests and staff in our hotel, especially toilets, common area doors, snail entrance or sensor made suitable for non-contact use.



### **Capacity and Social Distance**

- 1.** According to the standards set by the World Health Organization, deckchair, table and chair placements have been made appropriate. Guests are not accepted at a designated capacity. We act on the principle of healthy employee and healthy guest.
- 2.** Our general areas are adjusted in accordance with the 1.5-2 m social distance determined by the World Health Organization
- 3.** For our guests staying in the same room or from the same family, social distance is not required in the common areas.



### **Cleaning and Hygiene**

- 1.** Within the scope of the Covid - 19 standards set by the World Health Organization and the Ministry of Tourism, our open buffets are surrounded by Transparent kitchen and transparent presentation corners and the catering service is conducted by our cooks.
- 2.** In addition to our hygiene standards, which we have implemented within Quality Management Standards for years and which are supervised by international independent inspection agencies, we have put your health at the forefront by switching to single-use cleaning products.

**3.** Our rooms are disinfected with special drugs and prepared according to covid-19 hygiene standards in the best way for your health. The materials that you will use in the room (slippers, towels, disposable mask etc.) are provided to you hygienic by avoiding hand contact.

**4.** Hand sanitizer stations have been placed at the entrances of the common areas for your health and hygiene.



### **Educational Program**

**1.** In addition to the trainings we do routinely every year, we have prepared an "In-facility Epidemic Prevention Plan" with the participation of our contracted hospital and workplace physician.



### **Our Expectation From You**

**1.** In addition to the trainings we do routinely every year, we have prepared an "In-facility Epidemic Prevention Plan" with the participation of our contracted hospital and workplace physician.

**2.** For your health and hygiene, we ask you to take advantage of the hand disinfectant units we put at the entrance of the common areas, wash your hands for at least 20 seconds and disinfect them for your health.

**3.** For your own health and the health of employees, your body temperature is measured with a contactless thermometer at the entrance to the facility and thermal cameras placed in certain places. We would like to point out that if you have a high fever, you must comply with the 'Covid-19 In-Plant Outbreak Response Plan' for everyone's health.

**4.** Some areas need to be considered in terms of hygiene for your safety and your health, we opened for use with reservation in accordance with certain restrictions. We kindly ask you to make Hotel Check-in and Restaurant table reservations online. If necessary, you can get help from the reception or guest relations.

**5.** You can access the program information about the animation and entertainment activities that are rearranged in accordance with the legislation from the activity boards.

**6.** If you think you are experiencing any of the obvious symptoms of Covid-19, please contact the reception or guest relations as soon as possible and ask you not to leave your room.

**7.** When you go out of the facility, we ask you to use a mask and obey the social distance rules outside. Thus, we will take necessary precautions against external diseases.

**8.** For your health and the health of other guests, please wear your masks when using buffets according to Covid-19 precautions.

The above mentioned articles are for the health and safety of you and our employees. Until we get through this process, we would like to say that we are happy to be with you even though we will be working within the framework of some rules.