

ORANGE COUNTY RESORT HOTELS

As always, our top priority is; safety and health of our guests and team members. We are happy to offer you a healthy, hygienic and unforgettable holiday.

As Orange County Resort Hotels, we are carrying out the following items at our facilities by adhering to the circular issued by the Ministry of Culture and Tourism.

ABOUT COVID-19 PRECAUTIONS



- ❖ A social distance plan for general areas of use has been prepared.
- ❖ Information and social distance markings were made about the rules to be followed where the guests can easily see them.
- ❖ Hotel capacity has been re-planned by preserving social distance rules. There will not be more guests than the capacity in accordance to the plan.
- ❖ At check in to the facility, guests' temperature will be taken with a non-contact thermometer.
- ❖ Guests will be greeted with a disinfection mat and hand disinfection at the entrance of the hotel.
- ❖ Personal protective equipment such as disposable masks and gloves will be provided upon request by guests.
- ❖ The information of the guests' location in the last 14 days and their chronic status, if any, will be taken.
- ❖ Fast check in procedures will be completed in accordance with the social distance rules.
- ❖ All general areas have been marked in accordance with social distance rules and all precautions have been taken. Guests will be ensured to follow the social distance rules. Guests who do not follow will be warned.
- ❖ Children will be accepted by making reservations in accordance to social distance regulations in mini clubs. In the play/dining tables area and individual playgrounds of the children, social distance will be at least 1.5 meters and ventilation will be done frequently.



- ❖ Toys, hobby equipment, playground equipment will be cleaned frequently with water and detergent. Then they will be wiped with 70% alcohol and dried.
- ❖ Non-contact temperature measurement of children will be made at the entrance to the mini club. Families of children with a fever of 38 degrees and having symptoms of disease will be contacted and sent to the health institution.
- ❖ There is an antiseptic for hand hygiene at the entrance and exit of the children. Hand antiseptics are placed out of the reach of children and children will be provided under the supervision of staff.
- ❖ There are hand disinfectants or antiseptics in different places at the entrances of general use areas and general guest toilets.
- ❖ The fitness center will be used with reservation system and will be available for use according to the number of people and duration of use. After each use, cleaning of the equipment will be ensured with hygienic material in accordance with the standards.
- ❖ Turkish bath, sauna, spa units will not be opened for use.
- ❖ Beach/pool towels will be kept in bags and will be presented to the guests by the staff in charge.
- ❖ It is arranged as 1.5 meters between tables and 60 cm between chairs next to each other in food and beverage areas. Service staff will serve by following the distance rules during service.
- ❖ Open buffet meal will continue, buffets will be closed with plexiglass and a presentation will be made by the kitchen staff in charge according to the wishes of our guests.
- ❖ There will be no tea and coffee dispensers and water dispensers in general areas. The service will be provided by the service staff in charge.
- ❖ Hygiene cleaning will be carried out with alcohol-based products after every guest use of items such as dining tables, chairs, service items, sugar, salt, spices, napkins, menus. Disposable sugar, salt, spices, napkins will be used.
- ❖ Hand-touched surfaces in the rooms and equipment such as telephone, remote control, door-window handles will be cleaned with disinfected products when the guest's stay is over. Single-use materials will be available in the rooms.
- ❖ Room cleaning will be done by staff wearing masks, using disposable gloves for each guest room.
- ❖ The rooms will be frequently ventilated and 12-hour rule will be applied after each guest check out and new guest entrance will be provided by disinfecting.
- ❖ Cleaning and hygiene of pool water, pool and beach area are provided.
- ❖ Chlorine level is kept between 1-3 ppm in outdoor pools and 1-1.5 ppm in indoor pools. Periodic measurements are followed.



ABOUT OUR EMPLOYEES

- ❖ In staff transfer vehicles, cleaning and hygiene are done at regular intervals. The carrying capacity of the transfer vehicles is made in accordance with the social distance rules specified in the circulars.
- ❖ With non-contact thermometer body temperatures are measured at the entrance and exit of our employees.
- ❖ Health checks will be made at regular intervals to our employees.
- ❖ Our employees change their uniforms on a daily basis and get disinfected before starting work.
- ❖ There is a sufficient number of disinfection units in the staff working units.
- ❖ Our staff on duty are wearing masks and disposable gloves in all areas.
- ❖ There are informations including pandemic and hygiene issues in staff common areas.
- ❖ Our employees pay attention to the social distance rules with the guest.
- ❖ Since the beginning of the pandemic, all of our staff are trained by specialized companies and health teams about the pandemic, prevention methods and contamination conditions.
- ❖ We have food safety ISO 22000 certificate, in this context, the highest level of hygiene practices are followed in all food and beverage services and food and water samples are sent for analysis.

ALL MEASURES HAVE BEEN TAKEN AND WE ARE READY TO WELCOME YOU

YOU CAN CONTACT US FOR UPDATED INFORMATION AND ANY QUESTIONS.



ALANYA



KEMER



BELEK

