



The Suites

Antalya



COVID-19
INFORMATION
GUIDE

The Suites

Dear Guests,

On behalf of The Suites Antalya family, I wanted to take the chance to reach you.

Especially in this period when our daily life dynamics change at a dizzying pace in ourselves, in our home, in our society, in our world and of course in the accommodation industry.

Our priority is to ensure that everyone is healthy and safe. Time is the time to watch everyone and act responsibly with the decisions we make, both individually and institutionally.

The Suites Antalya is ready to serve with greater dynamism and newer and stronger flexibility as soon as travel bans are lifted. We believe that what we are experiencing now makes us more aware, more conscious and more connected. Our hearts and thoughts are grateful to the devoted healthcare professionals, local organizations and governments, who have led the war against Covid-19, together with people affected by this unprecedented outbreak.

Today, we understand the value of freedom much better, remember how precious nature surrounding us is, and re-connect with both ourselves and our loved ones.

The Suites Antalya family will welcome you with the usual enthusiasm and extraordinary care by adding the experiences learned and still learning from this epidemic that deeply affects our lives.

Even though you really miss traveling and being in the happiest places, we hope that you are healthy and safe, having the chance to have a good time with your family, and even consider it as an opportunity to change the flow of your life, reconstruct your future, develop your skills and acquire new skills. I believe that from now on, we will show more interest to each other, we will be more kind and support each other, and we will be connected to each other more closely than ever before. We can overcome this all together and this begins with gratitude.

We are grateful to have you, and soon you.

We look forward to welcoming you.

VALUABLE FOR US

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Our precious guests;

As The Suites Antalya family, our highest priority is the safety and health of our guests and employees. From the first day when the news about Covid-19 virus was reflected to the public, our group closely followed the developments through the World Health Organization and the Ministry of Health of the Republic of Turkey.

We would like to point out that very serious precautions and restrictions were introduced at the border gates regarding Coronavirus cases occurring worldwide. In accordance with the high standards of the World Health Organization on cleaning and disinfection, we carry out the cleaning and disinfection works that we apply in any case.

you can observe in our hotels. Due to the increase in outbreaks in the world, while our standard applications continue in the same way, the frequency of application has increased and UV sterilization processes, which are applied only in the rooms, have started to be applied in the general areas of the hotel.

According to this;

- ▶ *Proper and frequent handwashing is vital to combat the spread of viruses. In our daily meetings, we remind our teams that cleaning starts with this simple move.*
- ▶ *In addition to housekeeping and hygiene protocols training, hotel employees are provided with advanced COVID-19 awareness training regularly.*
- ▶ *The Suites Antalya is available 24/7 to coordinate with local and regional authorities.*
- ▶ *Our hotels use the following effective cleaning products and protocols against viruses;*

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Guest Rooms:

▶ *After our guests leave and before the next guest arrives, they use cleaning and disinfection protocols to clean the rooms, and special attention is paid to items that require much contact.*

General Areas:

▶ *In our hotels, the frequency of cleaning and disinfection for reception desk, elevators, elevator buttons, door handles, stair railings, chairs, armchairs, table and coffee table surfaces, sunbeds have been increased.*

▶ *Cleaning and disinfection periods in all public toilets have been reduced from half an hour to 15 minutes and disinfection has been started more frequently.*

▶ *All our service equipment is washed in dishwashers over 85 degrees.*

▶ *All laundry is washed with special chemicals between 60-90 degrees.*

Staff Areas:

▶ *Frequency of cleaning and disinfection has been increased in areas with high hand contact, such as areas where housekeeping works, common entrances, dressing rooms, laundry rooms and staff offices.*

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We value your loyalty;

The Covid-19 outbreak presents a situation that requires harmonious efforts at the national and international level.

For this reason, The Suites Antalya is in close contact with all relevant institutions and organizations and carries out the measures it takes to ensure your safety and health. For this reason, after our guests exit our hotels, all general areas including rooms are disinfected with ULV device using antimicrobial and antiviral products containing hydrogen peroxide and chloidal silver as the last step.

We look forward to be with you again soon and wish you healthy days.

Regards.



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COVID-19 PANDEMIA HYGIENE APPLICATIONS

The coronavirus (COVID-19) that is being experienced in a universal dimension. We are aware of the necessity for businesses to take their precautions at the highest level to overcome these challenging days.





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What are we doing?

- ▶ *We have been informed about anti-virus protection methods that raise awareness of our hotel staff and teams.*
- ▶ *Cleaning and cleaning of the general areas of our facilities disinfection frequencies were increased.*
- ▶ *All areas and surfaces that our guests contact often disinfected.*
- ▶ *The Republic of Turkey, especially the Ministry of Health, national and international authority on the subject are monitored continuously and inform my work is done in-house.*
- ▶ *Number of hand disinfectant stations in all our facilities has been increased.*





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- ▶ *The most contacted surfaces determined as critical points are cleaned with chemical disinfection after the use of the guests.*
- ▶ *In addition to chemical disinfection processes, ULV technique, with ozone and UV technology general area and room disinfection is provided.*
- ▶ *The building's ambient air is regularly fresh air is provided.*
- ▶ *pH and chlorine levels are kept within the limits in accordance with the standards in all our pools, their values are checked, backwash and increasing the rinsing frequency filters are kept clean.*
- ▶ *All towels are by staff or presented in sachet.*





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Guest Rooms

- ▶ *Cleaning and disinfection of guest rooms is carried out by our expert team, which has taken personal protective measures, with industry-leading products approved by the Ministry of Health.*
- ▶ *Rooms in different colors according to the cleaning schedule Balcony, bedroom, dressing room, bathroom and lastly toilet are cleaned using disposable cleaning cloths and mats respectively.*
- ▶ *Bathrooms contain anti-microbial liquid soap*
After disinfection of the departing rooms, all product and service equipment are renewed and all bed and bathroom textiles, including unused pillowcases, are also replaced with their cleaners.





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*It informs you that we will continue to update
our applications,
Stay healthy,
The Suites Apart Management*