



SELECTUM
HOTELS & RESORTS

COVID-19 FREE HOTELS Worry-Free Vacation

"Your Holiday is %100 Safe with Our COVID-19 Hygiene and Health Practices"

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Dear Guest and Dear Partner,

As Selectum Hotels & Resorts we care about you and your family members more than ever regarding the Covid-19 virus, which occurs worldwide and in our country, for that purpose we would like to inform you about our measures taken and reformed service standards.



01 \ Management Policy

In the aim of covering the demand of the guests, in addition to our available management, human, product and service quality standards, "Covid-19 Crisis Team" has been formed to manage the Covid-19 process and to follow up process-related actions.





02 \ Inspection Mechanism

Under the leadership of our Quality Control Departments, Hotel internal auditing is realized periodically by the teams constituted by expert directors.

Besides, all applications are controlled and recorded by Administrative Authorities of the Republic of Turkey, International 3rd party Independent Auditors and tour operators that are our partner in our Hotels.





03 \ Protection and Control Measure

Our current processes and Occupational Health and Safety Risk analyzes have been revised. The risks of the Covid-19 global epidemic have been identified thoroughly and action plans have been prepared about taking measures.

Accordingly;

- Physical distances have been determined, the number of people has been limited and taken measures on the purpose of providing security of our guest and staffs in the common use areas, waiting areas and elevators.
(1.5 m. Distance between people and 2.5 m² // person area)
- The usage and cleaning-disinfection time principle is applied in all areas.
- Our staffs' contact is limited between themselves and with the guests as divided into "back of the house staff" and "front of the house staff"
- The Access points of hotel have been determined for the product-service provider and visitors. At these points it is provided them to protect social distance and used required protective equipment. It is supposed for Access in a controlled manner.
- During the Covid-19 pandemic, visitors are not accepted to our hotels.
- Hand disinfectant units have been increased in all public areas for our guests and staffs.
- Hand touch surfaces and permanently used equipments are disinfect and after that they are come into use for our guests.

- In accordance with the decisions of the Republic of Turkey Ministry of Health, our staff and product-service providers are ensured to take personal protective measures (Head Shelter, Mask, Gloves etc.)
- All of our staff, product-service providers and partners who check into our hotels are recorded by taking their temperature.
- Selectum Safe Holiday Kits that includes mask, gloves, hygiene wipes and /or disinfectant were prepared for our guests who request. It is brought our guests into use by Select Touch Assistants before check-in.
- In all indoor areas, Air ducts and filters' are cleaned and disinfected frequently and ensured to vent natural.
- There are waste bins for the disposable mask and gloves on the hotels' entry, exit and in the common use area.





04 \ Guest Relation Management

- On the purpose of quick and effective respond of our guests, the SelectTouch Asistant Service, Selectum Operation Service (SOS) and SelectumGuestranet portal are serviced private during our guests accommodation.
- Our guests who check into our hotels are recorded by taking their temperature with the thermal camera at the security and lobby area.
- All Our guests check-in process are realized private by SelectTouch Asistants at Check-in Lounge where is constituted at the lobby area.
- Declaration and commitment form, which is related the country that they visit last 14 days, indicative state of health declaration (if available chronic disease) and information on whether they have Covid-19 or not is taken from our guests. Our guests are informed with the Covid-19 Information Guide to present them safe holidays.
- Our guests are also informed about our precautions and applications that we take in our hotels through our SelectTouch Assistants, online applications and info channels.
- The Suitcases which are belong to our guests, are disinfect by using approved disinfectant by Republic of Turkey Ministry of Health with ULV method and baggage handling is serviced for each guest room.
- We have SelectPrivacy (Do Not Enter My Room) services in our hotels for our guests. There is no entry in the rooms of our guests who request SelectPrivacy during Check-in or afterwards, and all their requests and interactions are carried out in front of their rooms (e.g. baggage delivery, room services, boucle delivery, minibar services etc.)
- Our Staff serve for the guests who do not request SelectPrivacy service, by taking personal protective measures.

- During the private transfer services carried out by our hotel, personal protective measures are taken by the vehicle personnel and the physical distance is maintained with our guests. Besides Selectum Safe Holidays Kits are kept available for the guests usage in our vehicles.
- Transfer vehicles that belong to our hotel are ventilated before and after each transfer and in-vehicle and luggage disinfection is provided.
- During the valet service, personal protective measures are taken by our in charge staff, hand touched surfaces are disinfected after the vehicle is parked and all vehicle keys are kept individually and in confined space.
- Buggies and shuttles are disinfected with appropriate methods after each transfer.
- Selectum Safe Holiday Kits are given to our guests who check out from our hotel or go out daily.





5 \ Private Services

- We have personalized services in our hotels. Our guests who want to make use of these services a fee or for free can contact the SelectTouch Assistants. (Pier cabanas, beach and swimming pool pavilions, in-room or private dining services, special day celebrations, butler services, limited or no-room cleaning service, technical services etc.)



06 \ Hygiene Applications

- The chemical and disinfection methods, which is certified by the Republic of Turkey Ministry of Health, are used in our hotels. By working with international companies, our personnel has been given an education on using the right material and the appropriate dosage.
- Cleaning and disinfection activities in all areas of our hotels are strengthened with our sanitation teams.

Applications of Public Area Cleaning

- All common areas of our hotels have been rearranged according to the physical distance rules.
- In all public areas in our hotels; all surfaces with hand contact are disinfected. All cleaning and disinfection applications are recorded by the relevant departments.

Guest Room Cleaning and Textile Hygiene Applications

- Cleaning and disinfection processes are carried out by fixed staff in the room by taking personal protective measures.
- Disposable cleaning equipment is used for each guest's room, special to room equipment is preferred in areas where it is not possible and these equipments are disinfected with appropriate methods before and after use.
- Printed documents in our rooms have been removed within the scope of Covid-19 measures. If requested by our guest, they are left to their rooms by the relevant staff. Our guests can also access Room Directory content digitally via info channels.
- All surfaces with hand contact of the departing rooms are cleaned and disinfected. All products in the minibar and all textile products, boucle materials, even if not used, are changed and after the rooms are left empty for the specified period, disinfection is done and made ready for our new guests.
- Our rooms that are ready for check-in are brought our guests into use by indicating that nobody has entered the room after the disinfection process.
- In our rooms, special waterproof mattresses and pillows are used for our guests.
- Our textiles are washed at 60-90°C. The textiles that cannot be washed are changed and/or disinfected after each check out.



07 \ Food Safety and Food and Beverage Units

- Selectum Hotels provide “Food Safety Team” consisting of people who manage the processes related to food safety and be responsible for taking the necessary precautions during the epidemic stages.
- All our personnel working in the goods acceptance, production and presentation departments areas work by taking personal protective measures.
- Starting from our goods acceptance area, all of our warehouses, production and presentation areas are periodically disinfected.
- Packaged products that will be offered for direct consumption are disinfected or kept for a minimum of 12 hours in warehouses and offered for consumption / use.



- Physical distances that will ensure the safety of our guests and staff have been determined and necessary measures have been taken in restaurants and bars: 1.5 m. between tables. 60 cm between chairs side by side.
- There are tables arranged for our guests to use as a family or group.
- In our food and beverage units, our teams are separated as presentation and sanitation teams and they serve contactlessly with each other.
- After each guest usage, our tables are cleaned and disinfected by the sanitation team in detail. It is announced to our guests that tables are left out of use for at least 15 minutes.
- Table set-ups are specially prepared by the presentation team for our next guests.
- We have extended our open buffet restaurants working hours and serve as A'la Carte All Inclusive. Food and beverage products offered in our buffets are served by the staff to prevent any kind of infection.
- Our guests who want to get service from our A'la carte restaurants can make their reservations online through our SelectGuestranet guest portal.
- Our guests can access and order food and beverage menus online through our SelectGuestranet guest portal.
- We are giving our guests choice of using disposable equipment or disinfected equipment at high temperature in our restaurants and bars.
- Our guests who want to have a dining in their rooms can use our enriched Room Service Menus for a fee.



08 \ Animation / Entertainment and Activity

- The amphitheatres, backstages, seating arrangement in individual events (Where shows are staged in our hotels) are arranged to protect physical distance and user capacities are determined.
- Arrangements are made to protect physical distance in indoor and outdoor activities.
- Cleaning-disinfection time principle are followed in indoor areas.
- The cleaning and disinfection plan of the materials used during the events has been determined and the disinfection of the equipments are provided after each use.
- In addition, our guests are served with personally enriched activity contents.





09 \ Kids Club / Teenage Club

- The number and hours of users are limited by taking into consideration the physical distance in the kids and teenage club.
- Arrangements are made to protect physical distance in indoor and outdoor activities.
- At the entrance to the kids and teenage clubs, the children and teenagers' fever are measured.
- Toys that are difficult to wipe and cannot be washed frequently have been removed from use and all toys and hobby materials are preferred from easy to clean, wipe or washable materials.
- In addition, our expert team provides private enriched outdoor activity services to children and teenager guests.





10 \ SPA & Wellness & Fitness

- By taking into account the physical distance in SPA & Fitness areas, the number and times of guests are limited and guests are accepted with reservation.
- The usage and cleaning-disinfection time principle is followed in the Turkish bath, sauna and steam rooms.
- Disinfection of all equipment to be used are provided before and after use.
- In the SPA area, our guests are offered disposable soap, shampoo, pouch, slippers, packaged towels and loincloth. Disposable covers are used in our care beds.
- All sports equipment, machinery and equipment in our fitness halls are placed according to the physical distance rule and disinfection procedures are carried out by our personnel in charge before and after each use.





11 \ Beach, Swimming Pools and Aquapark

- Our beaches have the Blue Flag award, which is a safe environment label by providing the necessary cleaning, maintenance and equipment.
- Our pools are entitled to the Clean Pool Certificate by providing the conditions specified in the health and safety rules of the swimming pools. Related controls and measurements are made continuously.
- The beach and pool loungers in our hotels are arranged according to the physical distancing rules.
- Considering our pool capacities, distance between users and number of pool users are determined and guests are constantly controlled by lifeguards.
- We have hour arrangements to limit user density in aquapark & slide pools.
- Beach and pool loungers are disinfected after each use.
- Extra towels are provided to our guests on request before each use.
- Beach and pool towels are given by our staff from the towel desk.
- Our guests are informed by the boards about the rules of using the pool.





12 \ Shops & Stores in Hotel

- The stores in our hotels have cleaning and disinfection plans and are constantly checked.
- The number and hours of users are limited in our stores and this information is presented to our guests at the store entrances.
- The products (Clothes, accessories, jewelry, etc.) are disinfected with the appropriate method after each try.
- Guests are accepted with reservation in hair dresser and personalized disposable coiffeur textile and materials are used for each guest.



13 \ Congress and Meeting Halls

- The settlements in our congress and meeting halls are planned according to the physical distancing rule and the number of user is limited.
- During the breaks, necessary disinfection procedures are carried out by our staff in charge before and after use.
- Access points of inside hotel for external participants are determined. Access to other points are depend on permission.



14 \ Human Resources Management and Employee Training

- Legal health checks of our staff are carried out regularly. In addition, after the health checks performed by our hotel doctor, a suitability report is given to the personnel to ensure that they can start to work.
- At the entrance of the hotel, the fever of staff is measured. The personnel showing the symptoms of Covid-19 are checked by our doctor and supplied to apply to the nearest health institution under the supervision of the hotel.
- Personnel placement was made in all common areas by taking into account the physical distance. The number and hours of users are limited.
- Cleaning and disinfection practices of personnel service vehicles are carried out regularly and seating arrangement is provided to protect the social distancing in personnel service vehicles and masks are worn during service use.
- Pandemic and hygiene trainings are provided by our training department to increase the personal hygiene awareness of our personnel and to apply the necessary measures to protect against Covid-19.
- Our staff serve our guests by taking personal protective measures according to the physical distance rules.
- Guides on pandemic management have been prepared for all of our departments and their trainings continue within the scope of on-the-job training.



15 \ Health Care Service

- There are health personnel and ambulances that can serve our guests 24/7.
- According to the Republic of Turkey Ministry of Health, Turkey guidelines, isolation rooms have been created and our service standards have been determined in order to prevent possible contamination in case of suspicious or finalized cases in the hotel.



16 \ Regulatory Compliance

- The agenda and developments are constantly followed by our teams, primarily WHO (World Health Organization), Republic of Turkey Ministry of Health, Republic of Turkey Ministry of Health Science Committee, T.C. Ministry of Culture and Tourism, T.C. In line with the expert opinions of all relevant official authorities, especially the publications of the Ministry of Internal Affairs, updates are made for the requirements of the "Healthy Tourism Certificate" and actions are taken.
- Our page will be updated according to the instructions that will come, and our guests and all partners will be informed.



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