



SURA

Hotels

**CORONAVIRUS DISEASE
(COVID-19)
INFORMATION GUIDE**

TO BE FOLLOWED

MARKING



Please keep a social distance of 1.5 meters.



Wash your hands and use hand sanitizer



Wear a mask



Sneeze or cough into your elbow or use a napkin



Keep your distance while waiting in line



Throw the used masks and gloves in the trash marked medical waste.

INFORMATION

GUIDE

YOUR ROOM

- Your room has been cleaned with sanitizing products and after these processes, your room has been delivered to you as "first used".
- The products such as soap, shampoo, shower gel in your room are single-use and not used by anyone except you.
- Daily cleaning of your room is done by our staff with a mask and disposable gloves.
- If you do not want staff to enter your room daily room cleaning or minibar, please inform reception that you don't want this service.

COMMON AREAS

- All areas are cleaned and according to the quality of the surface, using appropriate disinfection materials in accordance with the standards.
- Restaurants, meeting room, lobby and reception area are arranged in accordance with social distance rules. No more guests will be admitted to these areas than the planned capacity.
- There are enough hand sanitizer in all general use areas.
- To ensure safe use in our fitness room, a reservation system is applied. The number and duration of people to be used at the same time are arranged in accordance with the social distance plan. After each use in these areas, the areas and equipment are cleaned with hygiene materials in accordance with the standards.
- Pool towels are provided for use by our staff in closed bags.
- The distance between each of the tables has been arranged to be 1.5 meters at our units where food and beverage service is offered.

OUR STAFF

- All of our employees have received special training about the pandemic and hygiene.
- Our staff member shall make use of the protective equipment such as masks, gloves or face shields, depending on the location and type of such service while serving for you.
- As in general usage areas, hygiene standards and practices are carried out in the same way and meticulously in all our personal areas.
- In our establishment, hygiene barriers and necessary tools and equipment for hand hygiene should be available in food production and kitchen areas.
- Cleaning and hygiene of kitchen related areas, all kinds of equipment used in the kitchen, countertop and storage areas are provided regularly.

WHAT WE EXPECT FROM YOU

- Use of the elevator limited to 2 people at a time.
- When moving inside the facility, be careful to maintain social distance. Please observe the signs posted by the hotel management.
- Do not break the rule of 1.5 meters left between the tables.
- Do not change the distance between the sunbeds.
- If you are experiencing symptoms of Covid-19 in yourself or one of our other guests you know, inform the reception immediately. The reception will contact you with our Environmental and Social Service Representative and Healthcare Organizations to ensure your contact.
- You can obtain protective materials such as masks and gloves from the front office free of charge at any time of the day so that you can use them as required under Covid-19 precautions.
- We remind you that different activities require different social distance and different measures even if precautions such as disinfectant and mask use are taken.
- You should wash your hands frequently with plenty of water and soap for at least 20 seconds.
- In case of any Covid -19 symptom or positive test result within the hotel, the relevant situtaion notification to the isolation room and reception is essential.
- Thank you for having read this guide carefully and that you will follow to protect the health of our other guests and employees,especially your own.

HOTEL MANAGEMENT

Divanyolu Cd. Alemdar Mh. Ticarethane Sk.
No:10 Sultanahmet / Istanbul

+90 212 522 32 00

info@surahotels.com