

# HYGIENE MANIFEST



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Since 1993, hygiene and cleanliness are the primary principles of Montana Pine Resort Hotel & Spa and are among the main reasons for our regular guests' choice.

During these difficult days as the effects of the COVID-19 global epidemic continue, we take high-level measures for our guests.

In our hotel, the official circular of the Republic of Turkey Ministry of Culture and Tourism is constantly updated and implemented with international security and health standards compatible with the pandemic conditions. In addition, our business is guided and supervised by international partnered hygiene companies.

Providing a safe and peaceful holiday environment is only possible with trained and conscious hotel staff. Through our pandemic management committee especially created for pandemic conditions, our personnel are provided with improved hygiene and cleaning training, and necessary updates are frequently made in our hotel service standards.

Montana Pine Resort Hotel & Spa is ready to host you in a peaceful and safe environment that you miss, with its location intertwined with nature, plenty of oxygen-clean air among the pine forests of the Mediterranean, wide open spaces and experienced employees.



### CHECK-IN & CHECK-OUT

During your entrance to the hotel, you will be directed to the reception, remote fever measurement will be carried out in accordance with the COVID-19 protocols, so that the social distance rules will be preserved, and your check-in procedures will be completed by filling the relevant forms.

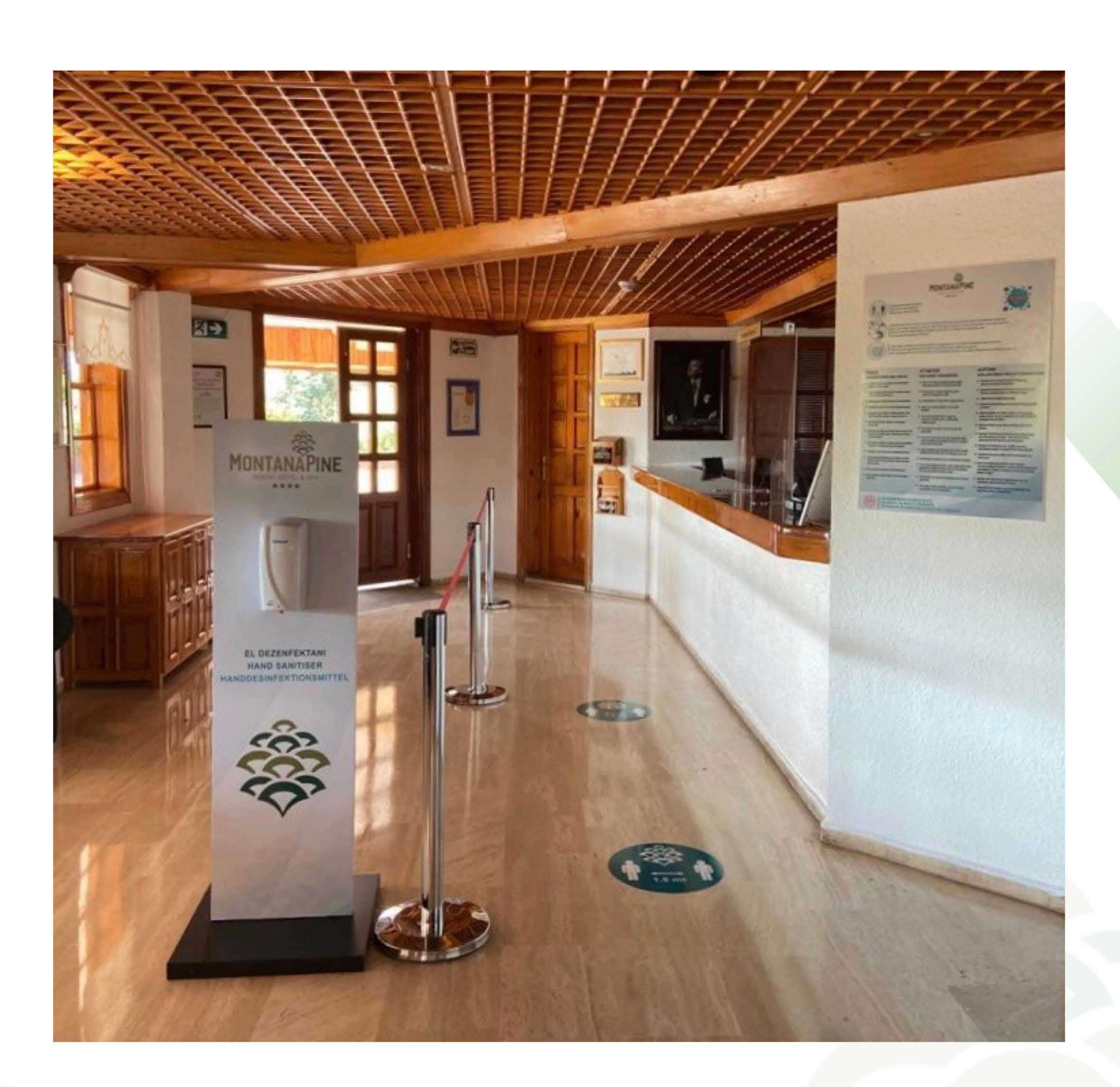
In the reception area, safe physical distances between you, other guests and receptionists are provided with transparent pane, barriers and markings.

Room entrance cards are disinfected and presented to you.

You can have your luggage carried by our staff, with disinfection measures, if you wish.

Your check-out is carried out with contactless card transactions, if possible.







## GUEST ROOMS

All necessary arrangements have been made to make you feel better and to relieve the stress of a long journey as soon as you enter your room.

What is offered in your room:

- Free hygiene kit with disposable protective mask and hand sanitizer. Additional masks or gloves may be requested at the reception if necessary.
- Private bathroom and beach towels.
- Tea-coffee bags, disposable cups and kettle.
- Disposable soap, shampoo and shower gel in your bathroom.

Your room is ventilated with natural air during the cleaning phase.

Room cleaning, hygiene and disinfection are meticulously carried out by our trained personnel.

Our cleaning staff uses gloves, masks and all other personal protection measures and renews their equipment and cleaning materials for every new room cleaning.

All surfaces, remote controls, control panels, buttons, etc. frequently touched parts are disinfected at every cleaning.

Toilets, sinks and taps in your bathroom are carefully disinfected.







# SHARED AREAS

During the pandemic, 1.5 meters of social distance rule is applied for hotel guests and staff. Social distance and hygiene rules are written in all shared areas.

The social distancing rule does not apply to families traveling together and our guests sharing the same room.

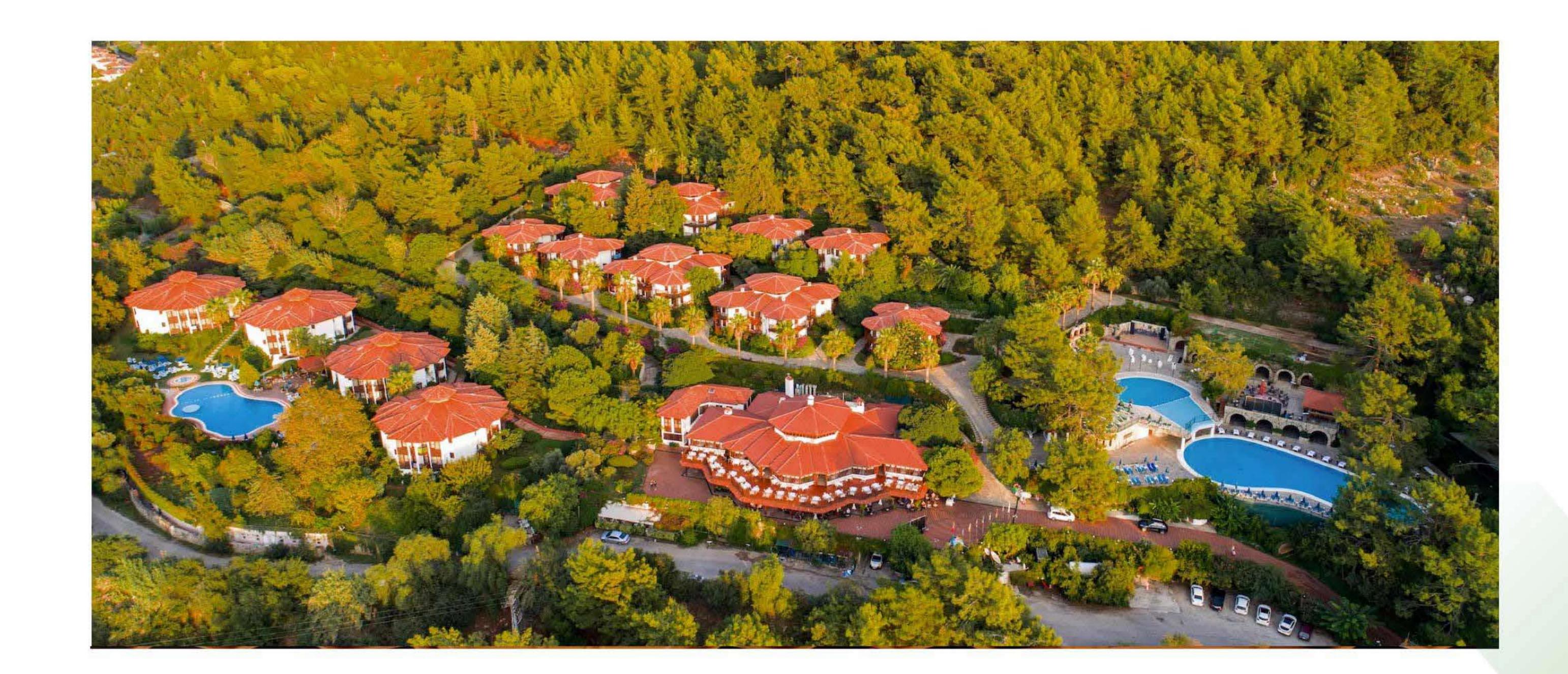
Our guests are not obliged to wear protective masks in shared areas, except in closed areas, food and beverage lines, spa services where it is not possible to keep social distance.

Our restaurant, bar, lobby, spa and personnel general areas are ventilated by natural ventilation method. The air conditioners are put into operation in the fresh air inlet position when necessary. Air conditioners are maintained at regular intervals, with approved disinfection products, and their filters are changed.

Disinfectant and hygiene products of the international company ECOLAB are used in all areas and surfaces of our hotel.

Toilets in shared areas are frequently cleaned and disinfected. Social distance and hygiene rules are applied in use.

There are hand disinfectant panels at the designated points of our hotel that all our guests can easily benefit from.







#### RESTAURANTS - BARS

Before re-opening, the most proper service conditions have been created for you with the support of professional companies, regular inspections and increased hygiene measures.

Due to social distancing and hygiene precautions, food offered at open buffets and drinks to be taken from bars are presented to our guests by personnel using personal protection equipment. We kindly request you to comply with social distancing reminders, waiting stations and signs.

Meal times can be extended or presentations can be made in two separate sessions if deemed necessary.

In our restaurants and bars, distances between tables are arranged as 1.5 meters, and, distances between chairs are arranged as 60 cm.

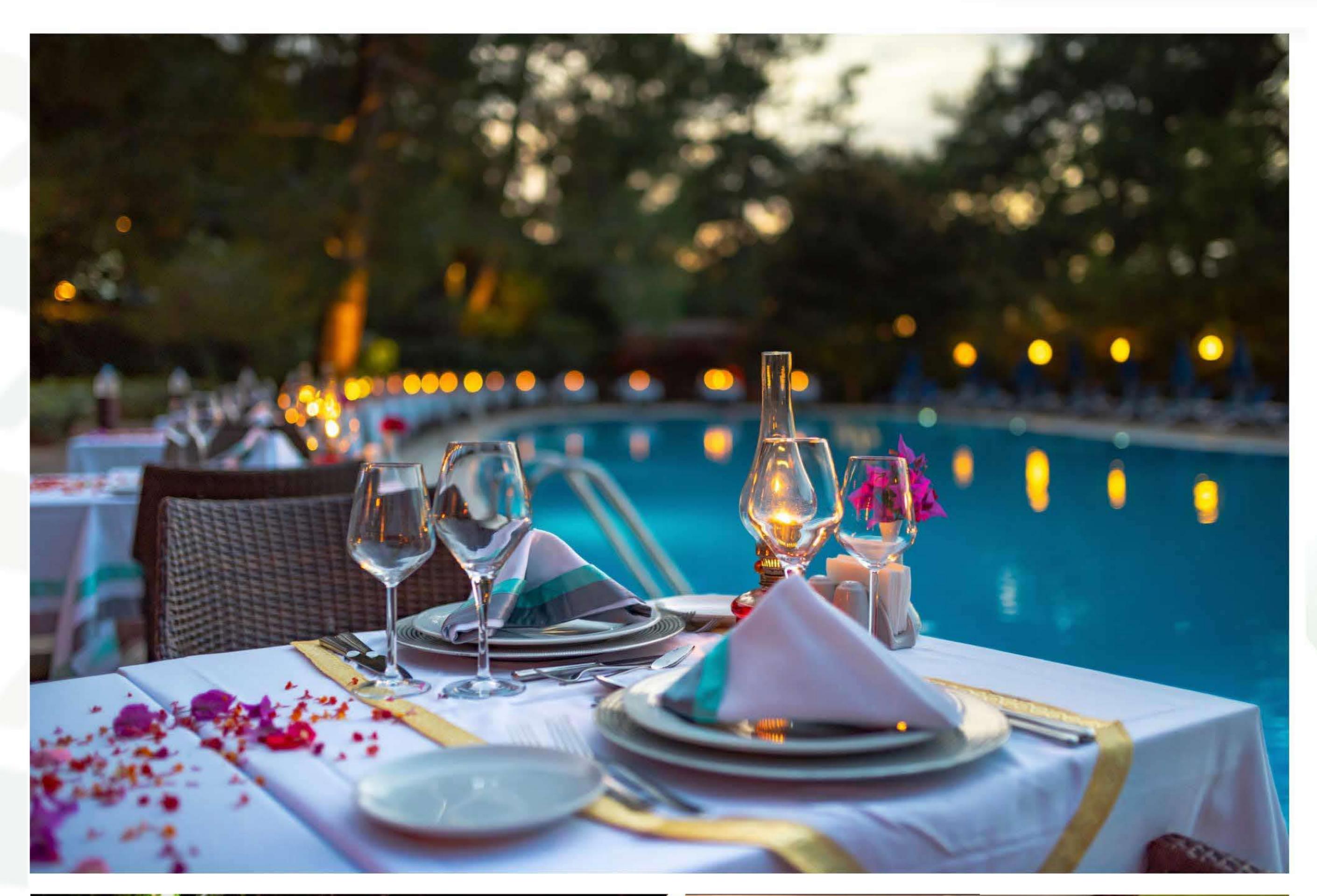
Tables and chairs are cleaned with disinfectant for our next guest after each use.

Salt, pepper, spice, etc. on the tables are single use and cutlery is served in sealed packages.

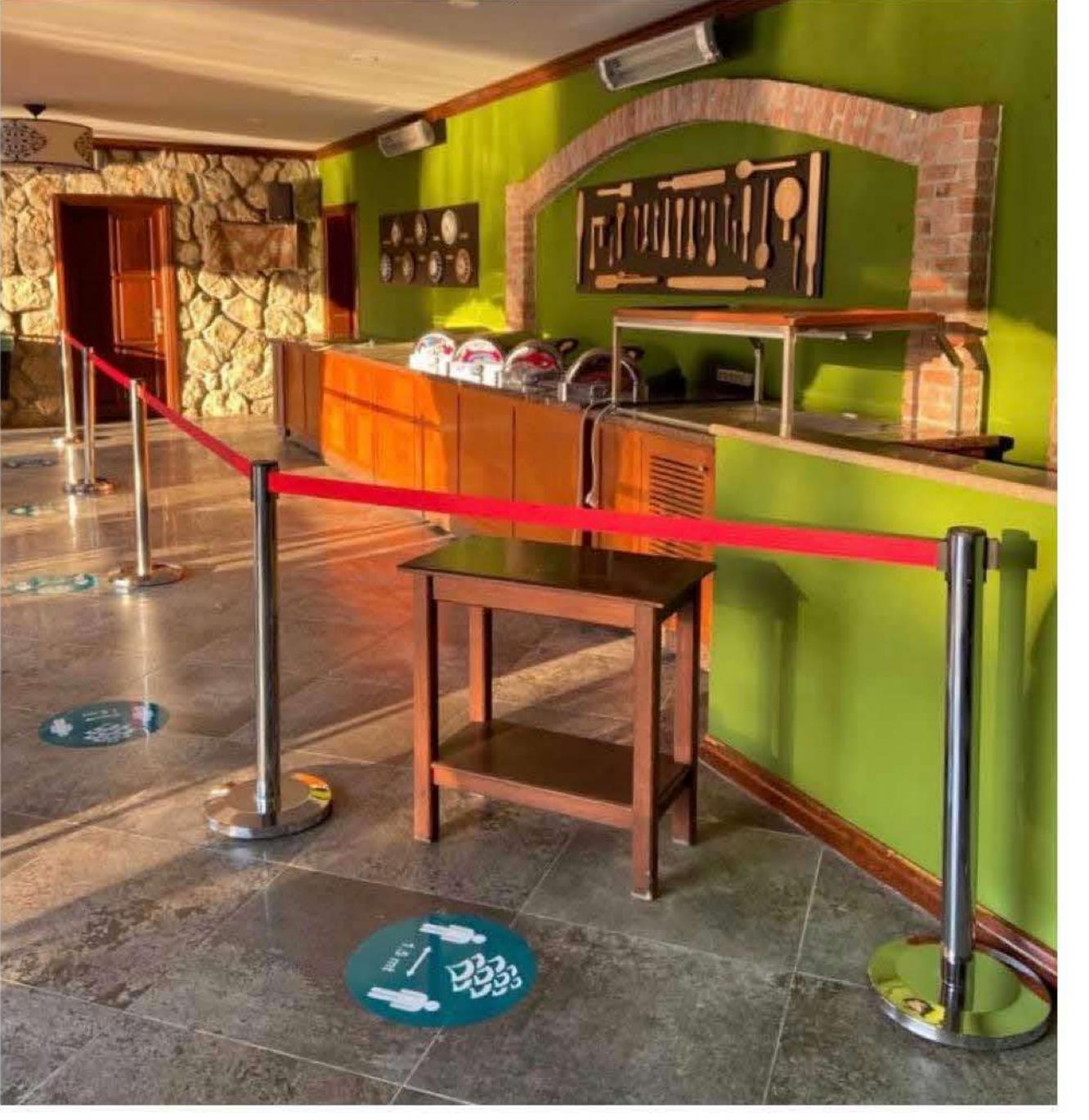
Our kitchen and food and beverage service personnel continue their duties with personal protective equipment such as masks, gloves, protective visors, bonnets, disposable aprons.

Inspections of our kitchen and food & beverages personnel are carried out meticulously at the entrances of our hotel and related work areas.

Their health conditions are checked regularly.









## POOLS

All our swimming pools are prepared according to increased hygiene measures and current protocols.

All necessary arrangements for your comfort and health are stated in writing around each pool.

Periodically disinfect your hands around the pool and do not enter the pool without taking a shower.

Sunbeds and umbrellas around our pools are arranged according to 1.5 meters of physical distance. Social distance is not required for families traveling together and our guests sharing the same room.

Periodic disinfection is applied to all sunbeds and umbrellas.

Chlorine and PH ratios of pools are carefully controlled.







## SPA-FITNESS

All regulations determined by the official circular have been applied for Crocus Spa & Wellness, which is owned by Montana Pine Resort Hotel & Spa. Hygiene and social distance rules to be followed are specified in writing and a hand sanitiser is presented at the entrance of the spa.

Our spa staff serve with protective masks, face shields and special clothing.

The use of Turkish bath, steam room and jacuzzi in the spa is limited to 30 minutes and requires pre-booking at the reception. Disinfection and cleaning processes are applied meticulously for at least 15 minutes after each guest visit.

Spa interiors, showers and changing rooms are periodically disinfected by trained personnel. High standards of hygiene are applied in massage rooms and wet surfaces.

The number of guests who can be in the spa at the same time is arranged in accordance with the social distance and hygiene rules.

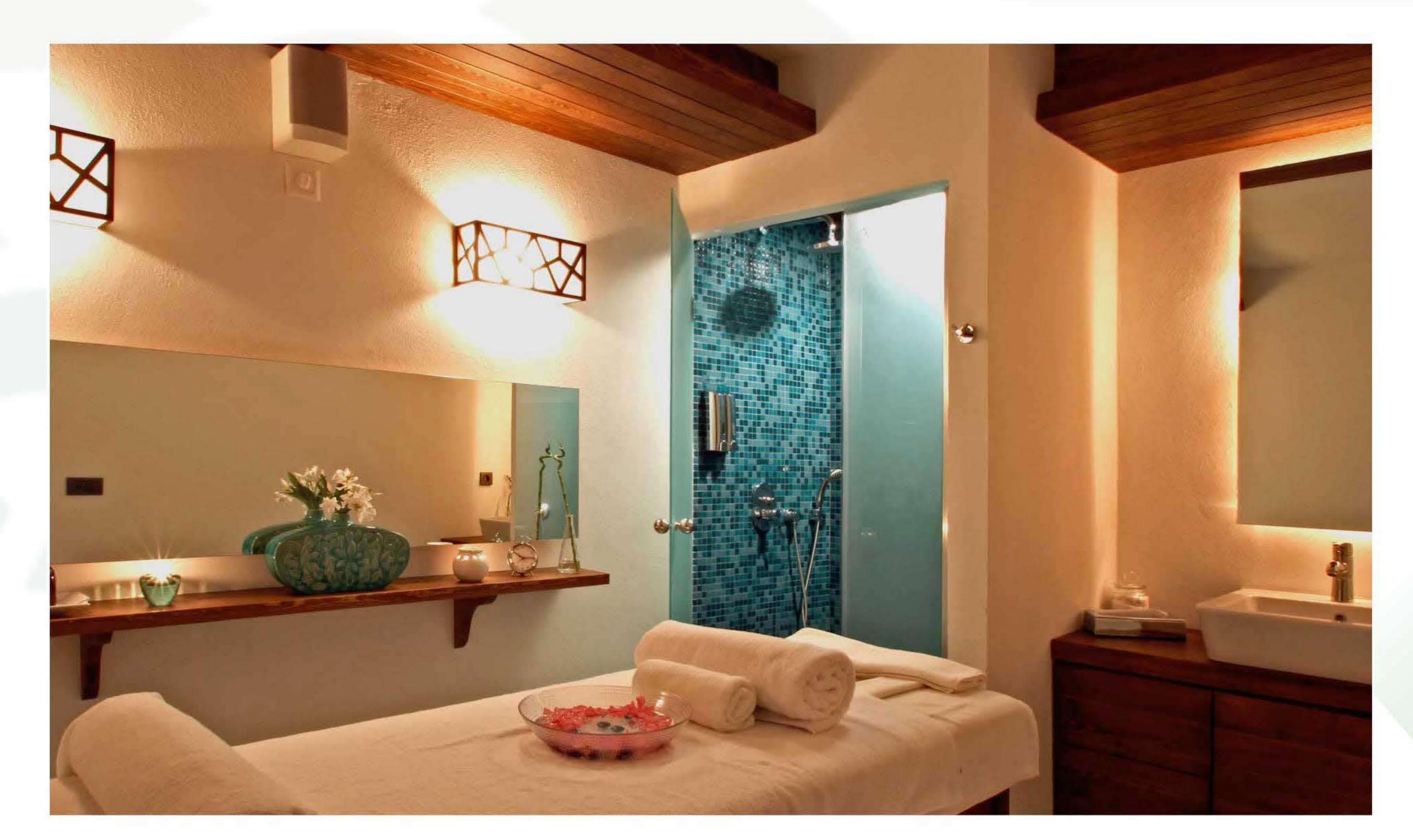
Conditions of use of the fitness center are specified in writing at the entrance of the hall according to the social distance and hygiene rules and a hand disinfectant is presented at the entrance.

The fitness room is constantly ventilated with natural air as required by regulation.

Use of fitness center is limited to 30 minutes and requires pre-booking.

Social distance rules are applied between cardio machines and other fitness equipment.

After each guest use, all equipment is disinfected in detail by the staff in charge.







# ANIMATION - ACTIVITIES

Animations, sports activities, live music and night shows, which are the main elements of entertainment on holiday, have been rearranged in accordance with the circulars and by taking necessary measures.

During the stage shows and live music evening events, a 1.5 meter physical distance is applied for the seating groups.

Seating groups are disinfected before each use.

Activities are offered by following the social distance and hygiene rules. Rules are specified in writing in the relevant areas.

The sports activity equipments offered to our guests are disinfected before each use.







## STAFF HEALTH

The necessary health checks for the personnel are regularly monitored by the department managers and the occupational safety experts we work with.

Up-to-date information and periodic trainings are given to employees by department officers and inspections are carried out.

Our employees serve in the same shift and in teams as much as possible, and each team is inspected to take the necessary hygiene measures before and after the start of work.

The use of masks, gloves, protective clothing, hand sanitiser and all other hygiene materials is provided for the employees.

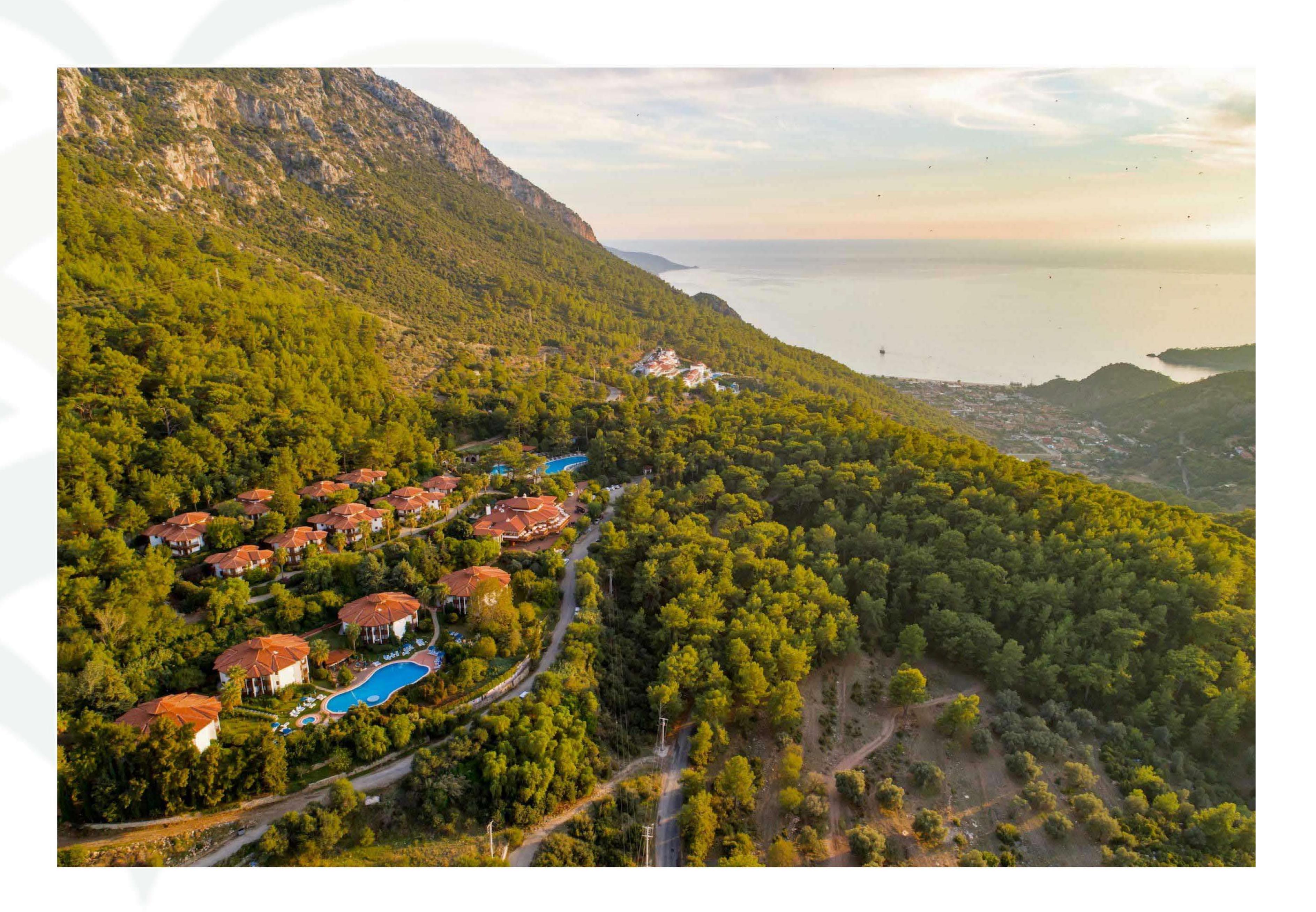
Daily body temperature measurements of our personnel are made, operational protocols that will take the necessary measures are kept ready to apply in case there are signs of cough, fever or health problems.

Personnel health checks are made during recruitment. Recruitment processes are carried out with the job compliance report.









The hygiene manifest of our hotel includes the measures we take against COVID-19 contamination, with enhanced related hygiene standards. The main principle is based on the protection of our hotel employees, guests and public health.

All the work we have done has been prepared with the confidence of our 27-year experience so that our guests can have a peaceful and safe holiday.

Hope to see you in our MONTANA PINE RESORT HOTEL & SPA to renew yourself and enjoy all the beauty of nature in a healthy environment.

HOTEL MANAGEMENT