



CLUB MARCO POLO

OUR HYGIENE AND HEALTH IMPLEMENTATIONS

SAFE STAY



As Club Marco Polo we are in close contact with all national and international institutions to implement measures for the protection of the health and safety of our guests and our team members. Offering our guests a holiday where they can feel safe for themselves and their family members in a hygienic surrounding is our top priority.

We wish to share a short overview of the comprehensive hygiene precautions in the face of the prevailing COVID-19 pandemic and possible future other pandemic risks.

GENERAL INFORMATION

Our country has quickly initiated steps to normalization from the international COVID-19 pandemic, and has recovered with a lower number of cases than many other countries. The health system of our country is wholly prepared and capable of dealing with situations like the present.

Under the leadership of our top management, in charge of the implementation of activity plans generated as part of the respective protocols, an Occupational Health and Safety Committee has been created and its members are regularly trained.

Our holiday village is built on an area of 127.000 sqm at Çamyuva, in 7 km distance to Antalya's touristic center Kemer. Our rooms are located in 2 to 3 storey bungalow style buildings in a diagonal architecture. As general areas are spacious and situated in open air, we have the benefit of being able to serve with respect to physical distances.

Health services are provided 24/7 without interruption at our holiday village. We are moreover partnering with the private Kemer Life Hospital. Our activity plan for potential cases has been created as per the respective legislation of the Ministries for Health and for Tourism. All actions are taken under record in detail.

Should any of our guests show Covid-19 symptoms, this will be subject to the Law on the Protection of Personal Data (KVKK), only be shared with the concerned person and our action plans will apply.

All products and goods we are offering and creating are being purchased from secure suppliers and accepted to our facilities after having been tested and disinfected. Storage and custody of goods is made in highly hygienical surroundings at our premises.

At Club Marco Polo, we have been providing high quality service in accordance with rules and regulations as defined by the respective Turkish authorities for more than 30 years and will continue to do so.

Our health and hygiene procedures and principles in place at Club Marco Polo.

“Operational considerations for COVID-19 management in the accommodation sector” published by the World Health Organization (WHO),

announcements and recommendations by the scientific committee of the Turkish Health Ministry,

circulars and legislation by the Turkish Ministry for Culture and Tourism

and in accordance with the recommendations of local health institutions, new standards have been created.

Our Covid-19 action team created in the course of this pandemic, is regularly updating the action plan in view of current developments around the globe.

Internal and external communication processes have been defined and procedures are being regularly updated.



01

PRECAUTION MEASURES AND HYGIENE RULES FOR OUR STAFF

We are fully aware that maintaining the health of our team members who are in direct or indirect contact to you is a vital factor of efficient general hygiene procedures and we have updated our precaution measures and procedures accordingly.

All surfaces of the transfer vehicles used by our team during their arrival and departure from our facilities are being disinfected on a frequent basis. The capacity of the transfer vehicles has been adjusted to obey to social distancing guidelines. Our team members must wear masks at all times during the transfer.



Staff entry and exit from our facilities is effected by respecting the 1,5 m physical distance rule and their body temperature is being measured with a contactless fever meter. Should a staff member show an increased body temperature or any other symptoms or feel unwell, they will under no case be allowed to their shift but be transferred to a hospital.

Staff uniforms are changed and washed daily and our team undergoes disinfection procedures before beginning their shift.

Staff work units dispose of sufficient disinfection stations. All members of our staff, independently of their department is disinfecting their hands and ensures that their workplace is sufficiently vented.

All team members without exception at house keeping, cleaning services, food and beverage production units and stewarding wear masks and single use gloves.

Appropriate signage has been placed in shared communal staff spaces to inform about pandemic and hygiene rules. Staff bathrooms, showers and similar areas are subject to frequent hygiene controls.

Our team members have been informed about the safe physical distance between themselves and our guests. Staff members in direct contact with our guests wear masks and visors.

A certified workplace doctor is in charge for our team members and action plans will apply should an illness be detected.

Since the outbreak of the pandemic, our entire team has been trained by expert firms and health teams regarding the pandemic itself, protection measures and infection prevention.

Our team stays in rooms with a maximum of 4 persons and general health rules apply.

02

HYGIENE and DISINFECTION MEASURES

General areas, guest rooms, restaurants, bars, spa, meeting rooms and all other guest areas, kitchen areas, staff areas, offices, and storage spaces are being disinfected with efficient cleaning agents approved by the respective authorities.

All disinfection procedures are being completed periodically and being taken under record.

Our mobile disinfection team is equally completing the respective procedures.

Cleaning chemicals of renowned international companies are being used at our holiday village. Each area is cleaned with the appropriate cleaning agent and the respective equipment. Masks, hand sanitizers, general disinfectants and cleaning agents are TSE and CE certified.

All our general areas and defined spaces feature hand sanitizer units.

All shared spaces and general areas have been redecorated to ensure safe physical distances.



CLUB
MARCO POLO®

03 CHECK-IN and CHECK-OUT PROCEDURES

Additional precaution measures have been taken to allow our guests a safe and hygienic entry and exit from our facilities.

Our Reception and our lobby are located in a spacious area.

Furniture groups at the Reception have been rearranged according to social distancing guidelines.

Luggage and personal belongings of our guests are disinfected by trained team members and taken safely to the guest rooms if desired so by our guests.

According to the respective regulation issued by the Ministry for Culture and Tourism, our guests are required to fill in a form about their whereabouts during the last 14 days, any chronic diseases and if they had suffered from COVID-19.



Key cards have been disinfected and placed in protective cases prior to our guests arrival and are being safely presented to our guests.

Pencils required to fill in the forms have been disinfected and all check in procedures are being completed in accordance with social distance guidelines.

Our guests are being updated about all necessary information through mobile applications.



04 OUR GUEST ROOMS

Offering our guests an accommodation where they can enjoy their holidays in a safe and hygienic surrounding is our highest goal.

Our house keeping team prepares your room with single use masks and gloves. After cleaning each room and before cleaning the next room, masks and gloves, as well as cleaning utensils are changed and hands are washed.



Rooms are cleaned with efficient disinfectants, highly frequented surfaces (i.e. door handles, faucets, phone receivers, television remote control, air condition remote control, light switches, kettles, coffee machines, mini bar) are additionally disinfected.

All maintenance works are completed in the absence of our guests and the room is ventilated and disinfected afterwards.

Sheets and towels are changed daily and dirty laundry is collected in separate bags.

All sheets and towels are washed at the appropriate temperature and for the appropriate duration.

Bathroom amenities are for single use and placed in the rooms after being disinfected.

Room capacities are closely monitored and room assignments are effected at as rare intervals as possible. New guests are only accepted to a room after a waiting period as soon as all cleaning and disinfection processes have been completed.



05

OUR FOOD AND BEVERAGE OUTLETS

Safe physical distance is ensured at all our food and beverage outlets.

Our open buffet has been reduced to a certain extent and food is served at the buffets per piece or per portion. All products and utensils used are regularly disinfected as per safety protocols.

Service at the bars is effected in accordance with social distancing rules.

Hand sanitizers are placed at the entrances of all Food and Beverage units and staff is on duty to manage capacities.

Furniture at all Food and Beverage units has been rearranged in accordance with physical distancing rules.

Restaurants, bars and general areas are situated in the open air and offer plenty of space as required by the new regulations.



06

SPA - FITNESS and SPORTS FACILITIES

Hamam, sauna, massage and treatment spaces respond to the new hygiene standards. Single-use products and materials are used.

Our Spa staff entirelyly disinfect themselves prior to and after each treatment according to the respective rules and uses protective equipment in dry areas.

Appropriate air quality and ventilation is ensured at the Spa & Fitness center.

Use of the sauna, hamam and steam rooms is effected in a controlled manner.

The capacity of guests using the fitness center at the same time has been limited as has the time frame. Use of the fitness center therefore requires prior reservation. After each use, all used equipments and surfaces are cleaned with the appropriate cleaning agents.

Locker rooms, showers and lavatories as well as general areas, lockers, keys, towels, peshtemals and other materials are safely cleaned and disinfected.



07

POOLS, BEACH and ENTERTAINMENT ACTIVITIES

Sun chairs around our pools and at the beach have been rearranged to meet social distance guidelines. Beach and pool areas both offer sufficient space.

Pools are cleaned to meet the chemical value specifications of the Turkish Ministry for Culture and Tourism and the Turkish Health Ministry and the values are closely monitored.

Sun chairs and sunbeds are cleaned and disinfected after each use.

At our holiday village, sports, entertainment and outdoor activities are effected by respecting safe physical distances and our guests' requests.

All individual entertainment products and games, such as Backgammon, table tennis, darts and archery materials are disinfected after each use.





We welcome you again to memorable and enjoyable days. ☺

*Club Marco Polo reserves the right to change the concept in accordance with the Covid-19 pandemic action plan.

CONTACT AND DETAILED INFORMATION;

www.marcopolo.com.tr

info@marcopolo.com.tr

<https://www.instagram.com/clubmarcopolo/>

<https://www.facebook.com/ClubMarcoPoloTurkey/>

<https://vk.com/clubmarcopoloturkey>

CALL CENTER: 0242 824 6336

<https://twitter.com/clubmarcopolo>

