



SHERWOOD
Resorts and Hotels

**SAFE HOLIDAY
GUIDELINE**

Dear Valued Guests,

As Sherwood Resorts & Hotels, we care about you and your family members.

We would like to inform you about the precautions we have taken regarding the unexpected Covid-19 virus pandemic that has affected the World.

Our first priority is the safety and health of both our guests and team members. Since the start of the pandemic, we have been following the suggestions and reports for COVID-19 by the World Health Organization, Turkish Republic Ministry of Health Science Board, local health authorities and tourism industry association. Accordingly, all possible scenarios have been considered and strict measures have been taken.

In all of our hotels, POSI (Prevention of spread of infection), food and water safety procedures, risk analyzes, and emergency procedures are applied. In addition, we practice all of the necessary enhanced measures for Covid -19 to ensure the highest possible comfortable

and safe stay.

In order to carry out this process together, we have itemized what we do / will do and what our guests do. We would like to convey these items by titles.



New Normal Standards

First of all, The New Normal Pandemic Action Plan has been prepared with the involvement of all our management team. With the consciousness of determining the risk and instant and effective precaution, we have made our team members aware of the importance of enhanced personal hygiene levels. We have applied detailed cleaning and disinfection measures, especially for the place and surface areas. We have taken these cleaning and disinfection processes into implementation plans in all of the areas of

our hotels and we continue to apply the necessary preventative processes at the highest level.

Within the scope of Covid-19, we have created our action plans and took necessary, practical and realistic preventative measures for the nominal risks. We specified these actions in order of priority and nominated the responsible staff and teams to carry out each task.

The processes are planned as per below from the first entry to our hotels.





Entrance To the Hotel

Your luggage will be picked up by our Concierge Team at the entrance of our hotel. The luggage will be disinfected and then be delivered to your rooms safely.

Our concierge team will direct you to our disinfectant stand. The stand is equipped with a hands-free disinfection unit and disposable masks and gloves if you may need.

The necessary directions are marked in the lobby and reception areas in order to provide social distance.



Reception – Registration

Your travel information for the last fourteen days will be recorded on the registration card under the Personal Data Protection Law and your body temperature will be controlled with an infrared thermometer with a result shared with you promptly.

In this leaflet given, you may find the precautions we have taken against the Covid-19 virus.

Our Guest Relations team has been trained to assist you in all matters.

Your room door cards are disinfected and will be given in protective cases.



Digital Solutions

We continue to work on digital precautions for you. In this context, it will be ensured that check-in process can be made on our website and mobile application. Also, a la carte restaurant reservations, room service orders, spa center and fitness center reservations can be made online. Snack restaurant, room service and a la carte restaurant menus and orders will be presented to you by mobile application.



Housekeeping and Common General Areas



“Housekeeping Cleaning and Disinfection Plan” is implemented for cleaning and hygiene for all rooms, general areas, hand-touched surfaces (door handles, controls, handles, elevator and elevator buttons, power buttons, curtains, glass, armchair, WCs, reception desk etc.). Your room will be prepared through disinfection and 20 minutes ozone application. Once these cleaning procedures are done meticulously, you will be informed via “cleaned for your health” label on your door handle. Cologne, disposable masks

and gloves will be placed in your rooms for your use. Cushions, bedspread and decorative pillows used for decoration purposes will not be available in your rooms during this process.



Food & Beverage Delivery and Service Areas

Our welcoming staff at the main entrance of the restaurants will direct you to disinfectant stand. The stand is equipped with a hands-free disinfection unit and disposable masks and gloves if you may need.

Completing your hand disinfection procedures at the main entrance, welcoming staff will direct you to the lounge manager, and you will be settled at your table arranged accordingly to social distancing.

Privileged areas have been designed to serve upon request for those in need such as pregnant guests or senior citizens.

Guidelines and markings are placed in the food and beverage serving areas to maintain the social distance required while waiting for your service.

Our staff will always be at the buffets and provide the necessary guidance and service.



Food & Beverage Delivery and Service Areas

For personal one-time use, custom packed cutlery, cups, tablecloths, paper napkins, disposable spoons will be served to your table.

After the use of the tables; tablecloth, runner and American service will be collected. Table and chair armrests will be disinfected, and the new tablecloth / runner / American service will be placed.

Cleaning and changing of all utensils of food and beverage service areas will be carried out at the start, during and at the end of the service in accordance with our hygiene and cleaning procedures.

The range of detox and immune-boosting food will be available. Designated corners will offer these specially prepared foods in some of our hotels.

In all of our restaurants, there are two separate teams for table preparation / service and the collection of used materials. These teams are separated by uniform color codes.

A children's menu has been rearranged with healthy and nutritious food groups.



Food & Beverage Delivery and Service Areas

In the restaurant, feeding chairs used by babies will be stored in a private area, and after each use the disinfection procedures will be done and new disposable American service / baby bib / wet wipes / paper napkins will be placed in the feeding chairs.

Cleaning and Disinfection Plans are applied in all areas used by children, and the ozonation process will continue to be carried out meticulously and frequently during closed periods of these areas.

All of our team members are trained, and they follow our Cleaning and Disinfection Plans for the safety of children.



SPA and Fitness Areas



The duration of use and the capacity of saunas, Turkish baths and steam rooms are planned to provide social distancing and safe usage of these areas. The reservation will be required.

Fitness rooms cleaning and disinfection plans have been established and the applications are recorded regularly. These cleaning plans include all surfaces of sports equipment, all contacted areas of control units and monitors, toilet, shower, and changing rooms.

Fitness rooms and equipment will be disinfected before opening, at noon when it is closed and after closing. It will be prepared to serve for the next day with air and surface disinfection performed. Usage of fitness areas will be by the reservation system. Self-serve disinfectants and disposable paper towels will be available in the fitness rooms to ensure disinfection before and after each use of the equipment.



Pool and Water Slides

The “Implementing Regulation on Health Principles of Swimming Pools” is applied and followed at all our pools.

The pool water chlorine level and Ph value comply with the regulations. The obtained data will be recorded.

Sunbeds are placed according to the social distancing rule on the beach and pool areas.

The water in the children’s pool and the children’s water slide pools will be drained and refilled more frequently.

The pool areas all have pool signage with information and rules. Frequently contacted areas around the pools are indicated in the graphic appendix with red and the frequent disinfection is applied for these areas.



Animation, Entertainment Areas

In our amphitheater and event areas, the seating arrangements are planned according to social distancing rules.

Sports and entertainment activities have been revised according to social distancing rules.

As Sherwood Resorts and Hotels, we closely follow the guidelines, suggestions and reports of all relevant national and international institutions and associations.



Your compliance with the rules will provide great support to the success of these intensive preventative measures we have taken.

Some of the rules and practices that we need your participations are listed below.



Please

Strictly comply the visual and written remarks in the hotel.

Follow the social distance rules.

Keep your personal belongings in your room as much as possible.

Wash your hands frequently and properly.

Use hand disinfectant units frequently.

Pay attention to staff in charge of social distance protection and capacity control in common general areas.

Celebrate your special days only with your family and the people you share the same room with.

When you need to go out of the hotel, use a disposable mask provided by the hotel.

When returning to the hotel from outside, use the hygiene mats for your shoes / slippers and wash your hands immediately.

In order to protect the health of you and our team members, be aware that visitors can not be accepted into the hotel.

During your stay, please contact us through our online surveys, our support line 5555 or a one on one meeting with our guest relations staff about your comments and requests.

Thank you for your great support and understanding.

Best Regards,

Sherwood Resorts & Hotels

Management Team



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www.sherwoodhotels.com.tr

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EXCLUSIVE KEMER**
KEMER / ANTALYA

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