

FOREVER CLUB'S HANDBOOK FIGHTINING WITH COVID-19

WHAT IS COVID-19 AND HOW IS IT TRANSMITTED?

January December 13, 2020, new corona virus (COVID-19) is a virus first identified in China's Vuhan province as a result of research conducted in a group of patients who developed respiratory symptoms (fever, cough, shortness of breath) in late December.

The outbreak was initially identified in those found at the seafood and animal market in this region. It then spread to other cities in Hubei province, especially Vuhan, and other provinces of the people's Republic of China and other countries around the world.

Corona viruses are a large family of viruses that can cause disease in animals or humans. In humans, several Corona viruses are known to cause respiratory infections, ranging from colds to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The corona virus disease is caused by COVID-19.

It is transmitted by the inhalation of droplets scattered in the environment by coughing sneezes of sick individuals. The virus can also be transmitted by taking the hands to the face, eyes, nose or mouth without washing after the surfaces contaminated with respiratory particles have been touched. Contact with eyes, nose or mouth with dirty hands is risky.

This struggle booklet has been prepared for the protection of COVID-19 pandemic contamination measures and the sustainability of hygiene standards within the FOREVER CLUB, and for the protection of hotel employees, guests and public health, based on the principle of "zero tolerance" and without compromise.



PURPOSE

The purpose of this document is to determine the principles and procedures for preventing the transmission of Covid-19 virus, the concern of covid-19 transmission of guests, the work to be done to meet high hygiene and safety expectations, the planning of training programs for employees in workplaces, in preparation for the period when the negative effects of the Covid-19 pandemic will end.

CONTENT

This booklet contents the management of fighting with Covid-19 of FOREVER CLUB.













Upon entering the reception, guests will be directed to the hand disinfection unit after the temperature measurements are made, and the risk of contamination from outside, including suitcases and bags, will be minimized. .

The temperature measurement performed during the entrance of the guest can be written into the guest information form . Measuring staff will sign his / her signature

1 > You can make 2 copies of the guest information form , the guest will sign and 1 Copy will remain in his / her possession .
 Luggage will be disinfected, tagged and taken to the hotel and guests will be allowed to go to their room.

In case of high fever, the guest will be rested without entering the facility, 15 minutes later by the medical staff will be measured again if the fever is at normal level to be taken to his room and monitored. In the event of a high again, health units will be notified and the test will be provided.

All guests who do not have a mask will be given a mask.

During Check/ in/ out, the procedure is performed by following the social distance rule.

This distance is made by drawing a line on the ground.

- During the welcome, the guest will be offered cologne.
 A disinfectant will be available at the recention deck
- A disinfectant will be available at the reception desk.



The guest information form will be filled to the guests, they will be asked to share the address and phone number to be contacted with in the countries they visited in our last days and in our country. Guests will be warned that during the Covid-19 process, the accommodation business does not have a legal responsibility for any negative consequences, including obtaining their explicit consent as required by the KVKK(Personal Data Protection Board) that the personal information will be shared with the authorized institutions if necessary, and during the stay or after the stay.

Information regarding all the measures taken and the rules that the guest must follow will be given to the guest against the signature.

The social distance will be adjusted by drawing lines and marking places in the reception and sections where human movement and intensity are experienced. The social distance rule will be adhered and guests who do not comply will be warned.

A distance of at least 60 cm between seats of at least 1.5 m will be left between the seating sections in the reception area.

Guests entering the facility will be informed about the applications made in our facility on behalf of the corona virus as well as hotel information during the accompaniment to their rooms.

The guest is taken to a ventilated and sterilized room. The disinfected room key card is delivered to the guest.

Hygiene wipes and disinfectants will be available at the reception so that guests can disinfect their personal belongings (mobile phone, tablet, etc.).

Front-office staff and bellboys will wear masks and gloves unless the hotel management notices otherwise.

In order for infected waste to be collected in accordance with the regulations, 'infected waste bins ' will be kept in the reception area.

Reception staff should be able to offer basic hygiene recommendations when asked. The reception area will contain information brochures on Covid19 in at least 4 different languages.

Check - in hours will be changed to 16: 00 to allow more efficient cleaning and ventilation of rooms





The front desk desk will be disinfected every 15 minutes. All areas where our guests can come into contact are frequently disinfected for 24 hours.

The guest car park will be built at the places shown by the guest. As far as possible, the key will not be taken. If it has to be taken, it will be disinfected and kept in a sealed bag and delivered to the guest after it has been disinfected.

Reception desk, floor, table and chairs will be disinfected at regular intervals. Disinfectant liquid will be available at the desk.

The desk will have a specific computer for each staff member and maximum attention will be paid not to use any other computers.

Keyboard, mouse, phone, cash register Poss and printers will be disinfected every half hour.

Without getting passport or ID from the guests, but making sure that the information is correct, the information will be filled in.

Documents will be checked if they have health and travel details.

The central employees will be able to master the precautions applied at the hotel as much as the staff standing at the front and will be able to provide complete and accurate information on questions that can be received by phone.



The use of the computer and the phone at the central by other personnel will not be permitted.

The interior of the office will be ventilated frequently.

- Check / out operations will be done within the framework of social distance rules and guests will be sent off.
- \checkmark

The room and towel cards taken from the guests will be collected in a closed box and will be made available to the guests after being disinfected.



In the guest relations desk and seating arrangement, the guest relations staff will follow the social distance rule when talking to the guest.

Cologne, disinfectant will be kept at the Guest Relations table and the materials used will often be disinfected.

All guests in the hotel who are sick or looking sick will be notified to the doctor's office and management. In the same way the health status of the guests going to the hospital will be monitored

The guest relations staff who go to meet the guest will maintain the maximum level of social distance with the guest and, if necessary, the guest will be interviewed at the designated place and time.

Special guests who are welcomed during the day will be given the necessary information by keeping the social distance while accompanying them to the room.

 \checkmark

~

 \checkmark

Guest relations personnel are required to know, follow and respond to all measures taken for COVID-19 in the facility.







 \checkmark



All personnel in the guest contact will use masks and gloves. The person who will clean the room will wear gloves and do the cleaning with gloves. She/he will wear new gloves before the next housekeeping.

Medical waste from the rooms is taken into the red medical waste bag with gloves and replaced by gloves.

Hygiene measures taken in the rooms are reported in the info channel. No brochures should be kept in the rooms.

The bouclets in the guest rooms are presented to the guest in disposable bags.

Textiles, sheets and clothing should be placed in specially marked laundry bags and carried carefully to prevent the possibility of dust in the bag from infecting surrounding surfaces or people.







In the rooms, used towels, sheets, etc. textile products are changed according to guest demand. Room curtains and non-washing material (bed runner, puff , seat etc.) are disinfected with fogging device.All textile products are washed in programs of at least 65c.

The cloths used during cleaning are divided according to color codes for each location. Cleaning will continue, including standards. Cloths will be changed during room transitions.

After C / out The Rooms will be disinfected with fogging device after cleaning.



ROOMS

 \checkmark

 \checkmark

Bed Covers and The sheets will never be whipped.

During room cleaning, bed textiles will be removed and rooms will be ventilated during cleaning.

All tools and equipment used (car, bucket, dustpan, cloth, mob etc.) will be cleaned regularly and then disinfected with alcohol-based surface disinfectant.

INFORMATION will be hung on the door of the room ready for check-in.

It will be stated that no one entered the room after detailed cleaning.

All textile materials such as bed covers and towels in the room of the guest who is diagnosed with COVIT-19 are put into individual bags and laundry service outside the hotel is given to the company and these products should be washed separately from other materials after waiting 72 hours.

Each room has hand sanitized wet wipes or cologne with an alcohol rate of 70%.



* HOUSEKEEPING

GENERAL AREAS

A 'CONTROL TEAM' will be created in order to pay special attention to frequently touched objects such as door handles, elevator buttons, general area wcs, handrails, keys, door knockers.

In the pool and beach area, there will be a range of distance between sunbeds, coffee tables, chairs, etc. materials will be disinfected regularly with alcohol-based surface disinfectant.

Special waste bins will be placed in the general areas for disposal of {contaminated (used)} masks and gloves.

Beach towels will be offered to guests from the towel station by hotel staff.Staff distributing towels will wear masks and gloves.

Frequently exposed surfaces are sprayed with protective disinfectant.

 \checkmark

 \checkmark

 \checkmark

The elevators will be used up to the specified number of people will be considered and cautionary information will be hung.

Disinfectant units and warning signs will be positioned at the elevator cabin entrances.







Our Main, A la Carte and Snack restaurants are designed in accordance with the social distance rule and will serve the guests in this direction..

Products prepared under hygienic conditions will be presented at the open buffet.

The concept of the open buffet will be given by leaving a space between the guest and the buffet with a 1.5 m lane. Guests will see the entire buffet. Plates will be given by Cooks depending on their wishes. There will certainly be no use of tongs at the buffet.

All seating arrangements and capacity in our restaurant are arranged according to social distance. There will be a distance of at least 1.5 m between the tables. Walking areas and passages were expanded and made comfortable.



Restoran girişlerinde el dezenfekte istasyonları konumlandırılmıştır.

Restaurants will be disinfected at the end of working hours. (All surfaces, equipment, ambient air) ventilation of restaurants is frequently done and disinfected with fogging device every day.

During disinfection, the area is closed for use, only the sanitation unit will be inside.

All plates, forks, spoons and cups are disinfected at high temperatures (washing at 60C and rinsing at 82c). On the restaurant tables, knives, forks, spoons will be in disposable sacchettos. Products such as salt and pepper presented at the table are offered for single use.

Disposable disinfectant wet wipes will be kept on the tables.

After guest use, the table and chairs will be wiped with disinfectant and made ready for our next guest.

There will be no setup on the table. Table top service teams, set-ups will be thrown on the table after guests arrive.

Water service will be served 0.5 cl individually or 1 litre on the table on request.

Guests will be served with glasses or disposable cups upon request for drinks.

Beverage service will be served in glass cups or disposable cups depending on the nature of the drink.

Salt and pepper will be served as disposable in sealed packages.

 \checkmark



 \checkmark

 \checkmark

In the same way, the use of firecracker candy will continue and the common candy tables or desks will not be available. The guest will be asked how many sugars he wants and the requested pieces will be served by the staff.

In addition, this facility will be provided to our guests who want protective equipment such as masks and gloves.

In restaurants, the service kits that are disinfected and packaged are made by a designated person.

Single-use products will be preferred in the beach services as possible.

Service personnel use gloves and masks. He disinfects his hands in front of the guest before starting the service.



FOOD&BEVERAGE SERVICES

MONACHUS / POOL / BEACH BAR



- Bar desks and countertops will be permanently wiped off with surface disinfectant.
- In all units, disinfected cloths(or towel napkins) will be used.
- The water of the dishwashers will be changed every ten washes.
- All ice machines are disinfected by emptying at the end of the day.

Bar food will be prepared by a designated person, while other employees will definitely not be serving.

Bar Boucle materials (pipettes, matches, coaster etc.) will be kept in closed bags. Bar garnishes will not be kept in the station, they will be kept in refrigerated lockers in sterile boxes.



MONACHUS / POOL / BEACH BAR

Bar set-top equipment (shaker, gigger, bar spoon etc.) will be disinfected after each use and will be kept in disinfectant at the end of the day.

Personnel who are in charge of the station will be fixed and disinfection procedure will be applied in mandatory changes.

~

 \checkmark

When our guests request drinks from the bar section, they will still be given 2 options. Disposable cups or sterilized glass cups.

Tea and coffee stands will remain at their current locations, but the guests will be served by the staff.



FOOD&BEVERAGE SERVICES

OPEN BUFFET & A LA CARTE SERVICES



At the beginning of each work, all kitchen and steward staff will be held by the kitchen chefs and sous chefs. General information about Covid-19 will be given, how to work in the buffet and the kitchen, the rules and importance to be followed and the disposable protective materials (bones, masks, gloves) will be provided.

Our staff will wash and disinfect your hand every 15 minutes.

v

Our bread varieties made from the night are bagged for food by the chef who works at night. In accordance with the request of our guests, the bread is sliced and fried if necessary and served by the desired soup chef.

✓ Show dishes are made Ala minute in advance.

✓ Appetizers, olive oils and salads are minimally pre-prepared and served by the chef at the open buffet.

The guest will definitely be prevented from contacting the tongs.

V

Turkish dishes prepared in casseroles or porcelain pieces will be presented to our guests.

Our local Meals will be prepared in advance and presented to our guests by the chef at the open buffet.



FOOD&BEVERAGE SERVICES

OPEN BUFFET LUNCH AND DINNER

The pitas prepared by our Pita Masters will be served to the guests again by the chefs.

Our single-serving desserts and cakes will be prepared as a buffet and the products requested by our guest will be served by chef.

In the Fruit Corner, our disposable pre-prepared seasonal fruits will be served to our guests by our chefs.

BREAKFAST SERVICE

 \checkmark

 \checkmark

 \checkmark

Breakfast hot products will be served to guests by the kitchen staff.

All types of bread will be served by the staff on duty in a sliced manner.

Olive, cheese, delicatessen, cornflaxe and other breakfast products will be served by staff on duty.

All fruits and Greens will be served by the staff on duty.

Breakfast plate (continental) will be served to the guests who wish.



SNACK BAR AND BEACH PITA SERVICE

 \geq

In the Snack bar, the food prepared according to the request of the guest will be served by the chefs.

- Freshly prepared flatbread will be served by staff on duty to the guest.
- Beverage service at Snack bar and on the beach will be served in disposable cups by the staff.
- Freshly prepared salads will be served by the chefs upon request.
- The types of pita on the beach will be served on singleuse plates by the chefs, which will be prepared fresh according to the request of the guests.
- Cutlery, knives, salt, black pepper and napkins will be served as disposable on request.

PRODUCT TRANSFER

- In the transportation of products , routes will be determined and traffic will be kept to a minimum.
- Product deliveries to outlets will be made at designated personnel and hours and limited entry and exit will be provided to the places where production is done.
- The products will be taken disinfected from the warehouse.



ANIMATION-ENTERTAINMENT



Due to social isolation, guests will be allowed to have fun in order to make up for the difficult boring days they have spent on their holidays.

The most important rules to be paid attention during the activities are that all our guests attending our classes are allowed to perform the exercises comfortably with a distance of 1.5 meters from left to right, from front to back. All sports equipment and equipment used after the activity hygiene is done.

Participants are always asked to wear sneakers, otherwise they cannot be allowed to participate in the activity.

The activity area should definitely be in the open area.

A reservation system will be applied for table tennis and billiard games, and the table contacts will be disinfected along with the used racket, cue and balls and made ready for the next guest's use.

Equipment will be under control after closing time.





In all workshops , the contact between the participant and the participants themselves will be avoided and the choreographies containing the contact will be avoided from the exercise.

The measures to be taken for live music and Show groups coming from outside are as follows: :

After the fire measurement and disinfectant process by the security personnel at the door, the mask is distributed according to social distance and directed to the stage in a controlled manner. After leaving their belongings or after sound chek, they are allowed to wait again in a controlled manner.

Stage shows and live music are performed according to the rules of social distance and choreographies are arranged accordingly.

At the end of the Show, they are allowed to leave the facility in a controlled manner without making contact.

Guest contact should not be provided in activities with guests.

 \checkmark







Fitness & SPA units will be available in proportion to capacity and by reservation.

All fitness machines for our guests are disinfected by staff before and after use. All fitness entrances have hand sanitizers. All fitness WCS are disinfected with appropriate disinfection products and this process is recorded.

Fitness-spa areas are disinfected with fogging device and daily ventilation is provided. All cleaning and disinfection processes are done with high temperature disinfected cloth or disposable towels.

Layout planning should be made at least 1.5 meters between all individual exercise devices in fitness.

 \checkmark

 \checkmark

Fitness personnel must use personal protective equipment. (gloves, surgical mask))

The hall is regularly ventilated.





Guests are warned and encouraged to take a shower before entering the pool. By making warning boards, guests are guided.

Foot disinfection mats are kept at the pool entrances.

、/

There will be warning signs indicating how many people can use the pool at the same time. Failure to exceed capacity will be followed.

By the pool, lounge chairs, coffee table, chair etc. materials are disinfected after each use.

Deckchair placements are placed in two positions with a distance of 1.5 m between them. Social distance is maintained by constant checking during the day.

Chlorine level in the pool is kept between 1-3 ppm and is checked at least 4 times a day and records are written in the area to be seen by the guest

For the personal inflatable beds and other materials brought with them by the guests, disinfection should be done or use in the pool should be prevented.

Guests are also advised to follow the social distance rule when using the pool.







The sun loungers in the coastal section will be designed to be 1.5 m between them according to the safe distance rule.

 \checkmark

 \checkmark

Sun beds will be disinfected after each guest use and made ready for the next use.

✓ Ah

A hand sanitizer and cologne will be available at the stand at the coast.

- WCS around the coast will be disinfected at regular intervals and kept under record.
- ./

~

Separated color-coded trash bins for domestic and medical waste will be available.

 \checkmark

Warnings are made for guests to sleep in the sea as well as the social distance rule.





Hygiene unit will be placed at the warehouse entrance. All visitors from outside will proceed to the stage of acceptance of goods after taking the necessary precautions in accordance with the visitor instructions.

If the vehicle received during the acceptance of the goods is not given the vehicle disinfection certificate will be requested, the packaged materials will be disinfected by our team with fogging device.

All suppliers' fever will be measured at the entrance.

 \checkmark

In the field of goods acceptance, social distance space will be created.

The measures taken and the rules to be followed will be hung in the area where everyone can see them as great visual pressure.

All tools and equipment used will be disinfected with surface disinfectant before and after each use.

All products will be stored in a packaged form so that they do not come into contact with pallets and walls.

Daily, weekly and monthly cleaning and disinfecting plans will be fully realized and controls will be provided in coordination with the quality department.

All warehouses will be disinfected according to the disinfection plan.





Unpacked, bulk product will not be accepted.

The product will be accepted as required in the purchase specification.

Especially breads will be considered as bagged.

Fruit and vegetables will be requested in bags in the crates.

The packaging materials planned to be used during the season will be stored in a separate warehouse so that there is no risk of cross contamination.

Mask, gloves and other personal hygiene wastes will be collected in the designated waste bin at the MEDICAL WASTE station, which will be placed in the storage area. Medical waste collection certificate will be delivered to the company and disposal will be provided.

The products that come with the sack (flour, sugar) disinfectant cannot be tightened are kept in a separate warehouse where they will stay for at least 12 hours. This situation is recorded.

Waste of medical waste status will not be disposed of in the domestic waste zone.





Complete sterilization will be provided by placing UV device outside the plates, forks and cups washing units.

All check out rooms ' air conditioners will be disinfected.

All general area air conditioning filters will be disinfected once a week.

Pool daily minimum 4 times measurement is made, these measurements are written in the areas where the guests can see, routine measurements such as 2 ppm chlorine dosing is done. Reverse washings are performed daily.

The pools are chlorinated by shock once a week. In order to verify the adequacy of cleaning and disinfection, pool water analysis is carried out every 15 days in accredited laboratories and these values are posted on guest boards.

 \checkmark

 \checkmark

Our water tanks and boiler tanks will continue to be emptied and disinfected and use water will be kept in the range of 0.3-0.5 ppm with chlorine.

 \checkmark

Especially in guest room breakdowns, food and beverage storage, preparation and presentation areas for breakdowns and controls will be used mask and gloves.

 \checkmark

Technical warehouses will continue to be disinfected. Annual periodic maintenance of all equipment in the technical service will be done to the authorized companies in full.



ACCOUNTING / OFFICES / STAFF / EDUCATION



The visitors to accounting and all other offices are admitted to the facility by informing the relevant person by performing heat checks by the security.

All visitors must wear protective masks in public areas.

All materials such as cargo and documents coming from outside will be delivered after being disinfected.

Job interviews are conducted at the following hours.

Morning: 10.00 Afternoon 15.00

 \checkmark

 \checkmark

Door security makes fire measurements of all candidates coming to the job interview and directs them to the HR officer, giving masks to the appropriate candidates.

The HR officer meets the candidates with a mask and gloves, maintaining social distance, and ensures that the candidates are interviewed and tested in accordance with the recruitment procedure.

Trainings will be held in the training hall.

When social distance is taken into account, the number of people the halls will receive is max 10 people.

All employees participating in the training are required to wear masks. Some of the practical training will not be carried out due to the social distance. (ex: First Aid Education.) ✓ Every person who comes to human resources from outside will be required by security to wear a mask.



ACCOUNTING / OFFICES / STAFF / EDUCATION

All documents requested for the start of work will be sent to human resources via e-mail or WhatsApp.

In order to maintain social distance during the signing of documents during the entry process, all the signing procedures will be done in the training hall. Likewise, entry procedures will be performed in certain time zones.

Human resources will be striped in front of the office door and contact with desks will be restricted.

All documents coming to HR will be placed in a designated box and disinfected and will not be contacted by hand without wearing protective gloves.

All the rules that apply to human resources and all offices will be posted on the office door. Those who do not obey the rules will not be allowed to enter the office.

The materials used in HR will be removed with a disinfectant at least 2 times during working hours.

All requests of our employees will be received by mail or by WhatsApp. Problems will be solved before coming to the office as much as possible.

A whatsapp group will be set up, where all employees are included, where only managers can write messages for the announcement.

All personnel will be recorded at the entrance and exit through the face recognition system by measuring the temperature.

A commitment will be made from all personnel to strictly comply with the measures taken for the fight against the contamination of Covid 19.



ACCOUNTING / OFFICES / STAFF / EDUCATION

RULES OF PANDEMIC IMPLEMENTATION IN PERSONNEL LODGINGS

The staff will be accommodated in rooms for max 4 persons (number of persons can be determined by calculating square meters).

The personnel entering the lodging will be admitted to the lodging by disinfecting the luggage, bag and himself at the entrance of the lodging.

The lodging staff will not work without masks and gloves.

The room needs in the lodging office will be met by maintaining maximum social distance (duvet cover, blanket, pike etc.) one-to-one contact will be avoided. Washing machine, iron, etc. that are in common use of lodging. vehicles will be disinfected and wiped every day.

Accommodation rest areas will not be used as a collective, social distance will be maintained as a maximum.

The incidents encountered in the lodging area by the staff will be recorded.

In case of signs of illness, immediate crisis management and emergency call 184 will be notified. The following protocol shall be applied.







Hotel Department Manager Meetings will be conducted by teleconferencing method or according to social distance rule.

 \checkmark

 \checkmark

 \checkmark

 \checkmark

Trainings to be given to employees will be given by distance (e-training) or social distance rule.

There will be a mobile Covid-19 disinfection kit at the facility (every day door handles, wc etc ... will disinfect the most used places with a spray device)

ALL THESE PROCESSES WILL BE PROCESSED INTO THE REGISTRY ON A DAILY BASIS.