

OUR STANDARDS AND COVID-19 MEASURES

Dear Guests,

As we all follow closely, the new Coronavirus (COVID-19) created unfortunately a major concern all over the world. In a very short time, we put our ordinary daily habits on the shelf. We had even to give up our most human behaviours, such as hugging and shaking hands with our loved ones. We believe that we have come to the end of this negative process with the precautions we have taken together. Of course, we will continue to take our measures. Bright and beautiful days are waiting for us.

We would like to share with you the measures we will take to offer you a unique holiday in the upcoming period, as we did in the past.

OUR QUALITY SYSTEMS

As it has always been, the health and safety of our valued guests and team members is our highest priority. The guidelines of the International Health Organization (WHO), Centers for Disease Control and Protection (CDC) and the Ministry of Health are implemented within our facility. Furthermore, we increase our measures in line with scientific information. For this reason, we fulfill all the sub-structural requirements to take steps to ensure the continuity of the service quality and to make a difference in the tourism sector. During this new period, we want to give you the best holiday experience by making all the relevant arrangements. In this regard, we are happy to be the first and only brand in Turkey to have accomplished 6 management systems.



- **ISO 9001 Quality Management System:** We ensure that all service applied in our facilities are documented and the operation is carried out according to these standards.



- **ISO 22000 Food Safety Management System:** Within the framework of food safety and hygiene application processes, we provide healthy and reliable products from the purchasing process of food products to storage, kitchen production, and service in the restaurant by preventing possible physical, chemical and biological hazards.



- **ISO 14001 Environmental Management System:** Environmental and local pollution factors are prevented by fulfilling our national and international environmental legislation obligations. "We support Sustainable Tourism" by monitoring natural resources (electricity, water, LNG) and chemical consumption.



- **OHSAS 18001 Occupational Health and Safety Management System:** Identifying hazards, assessing the risks those hazards present, and controlling the risks to prevent occupational accidents and occupational diseases.



- **ISO 10002 Guest Satisfaction Management System:** Guest expectations and needs are taken with web-based software to help us to improve customer service standards and deliver an effective complaint handling system for our guest's satisfaction.



- **ISO 50001 Energy Management System:** Helps us to improve and manage our energy performance most effectively and efficiently for the comfort of our guests.

OUR ADDITIONAL MEASURES



- In addition to all of the management systems that we currently carry out, we are also inspected monthly by ISIS (International Safety Inspection Service), a national company for Food Safety, Water Safety, Housekeeping, Hygiene Management, and Turkish Bath-SPA Hygiene Management.



- In addition, as of this year, we are included in the "Healthy Tourism Certification" program, which will be the first exemplary practice in the world within the scope of Covid-19 measures under the leadership of the Ministry of Culture and Tourism. In this way, in addition to all the management systems we currently carry out, to minimize the risks, our facilities will be inspected at international standards within the framework of the criteria mentioned below. Companies that are authorized to give the Healthy Tourism Certificate will periodically inspect whether or not our services are provided in accordance with the criteria by preparing reports on hygiene and health inspections. The Healthy Tourism Certificate logo will be visible for you at various places within the facility, thanks to the QR code; all inspection information about our facility will be accessible to you. In this way, we will share the audit processes with you in transparency.

SOCIAL DISTANCE AND HYGIENE ARRANGEMENTS

GENERAL AREAS

In our facilities, cleaning and disinfection in general areas are made by using proper sterilization products and different equipment in each area in compliance with the standards. We have also increased the frequency of cleaning and disinfection according to the standards.

Surfaces such as door handles, handrails, elevator buttons, electrical buttons, post devices, television remote control, telephone, computer keyboard, menu, and tablespots are cleaned frequently with water and detergent and disinfected with 1/100 diluted bleach. Surfaces such as pos device, telephone, computer keyboard...etc. which are damaged by chlorine compounds, will be disinfected with alcohol-based (70%) products.

Cleaning of our central ventilation system is done by following the rules published by the Ministry of Health, filters are replaced periodically. The ventilation system is operated by natural ventilation taking 100% fresh air from outdoor.

RECEPTION

All necessary precautions will be taken in accordance with the social distance protection and hygiene rules in our reception building and general areas. Disinfectant and protective equipment will be available for the use of our guests. In addition, during the check-in process of our guests, fever measurement with a thermal camera and informing about social distancing rules will be done by our trained personnel. Luggage will be disinfected before carrying it to the room.

ROOMS

Along with all the materials in our rooms, additional beds and baby cots will be disinfected with ULV devices by our trained personnel after every checkout, and disposable boucle materials will be used for every new check-in. All our textile materials used in the rooms will be washed at a minimum temperature of 60-90 C and offered in the hygiene package.

KITCHENS

In addition to the food management system we apply, arrangements will be made within the scope of Covid-19 measures. Food delivery acceptance, storage areas, preparation, processing, and service-delivery processes will be monitored meticulously to provide food safety at the highest level. Protective measures will be taken at the buffets and food will be served to the plate to prevent cross-contamination. Although our waste storage areas are far from general areas, disinfection procedures are frequently carried out by our staff.

FOOD & BEVERAGE UNITS

In all our Food & Beverage units, a distance of 1.5 m between tables and 60 cm between chairs will be arranged and disinfected before and after service. Single-use salt, pepper and napkins will be available at the tables. Dining tables, furniture and all equipment on the tables will be cleaned and disinfected after service.

POOL, BEACH, ENTERTAINMENT

Within the scope of national and international regulations and our current quality management, chlorine levels of all swimming pools in our facilities are checked and periodical laboratory analysis are carried out. New arrangements will be made, taking into account the social distance and hygiene requirements in our beach and entertainment areas.

FITNESS & SPA AREAS

In our SPA and Fitness areas, safe distance and hygiene requirements will be fulfilled and humidity rates will be controlled by ensuring proper air quality. In addition to our quality standards, our SPA and Fitness rooms are audited every month within the scope of Hygiene Risks Management by ISIS, an international company.

MEASURES AND APPLICATIONS TO BE TAKEN FOR THE STAFF

Periodic health checks of our co-workers are carried out. Doctor service for our employees and guests is available. Our Staff's temperature will be taken with a thermal camera before and after work shifts. Apart from training for processes such as the use of protective equipment, social distance protection, hygiene, also necessary motivation and psychological support will be given to our employees to deliver the best service possible to our guests. Staff Shuttles used by our employees for coming-leaving the workplace will be disinfected before and after each service, and social distancing rules will be applied.

EMERGENCY AND ISOLATION

To avoid any incidents in our facilities, all precautions will be taken and applied meticulously. Despite all the precautions taken, if any guest or employee shows symptoms, they will be taken to the isolation room within the emergency measures.

OUR HIGHLIGHTS

As the Gral Premier family, we managed to be one of the pioneers by adopting the traditional Turkish hospitality approach in the tourism industry for many years and implementing all the innovations in this way. As we have mentioned in detail above, we take all precautions for you to have a safe and peaceful holiday against COVID-19. Nonetheless, our facilities highlight our brand in terms of concept, structural advantages and social isolation advantages of our facilities.

We would like to remind you of these features.

1. Gral Premier Tekirova was established on 200.000 m2 and Gral Premier Belek 130.000 m2 wide land. Apart from having many advantages like large green areas, wide walking paths, it provides the opportunity to spend a safe, comfortable, and isolated holiday. Given the spaciousness of our territories, even when our hotels are full, there is 100 m2 of usable area per person.
2. When it comes to holidays, the indispensable passion of all of us is the beach and the sea. Our blue-flagged beaches with their bright turquoise waters are Gral Premier Tekirova 440 mt and Gral Premier Belek 355 mt long.
3. To increase our service quality, Gral Premier Tekirova offers 20 adult pools and 7 children pools; Gral Premier Belek offers 18 adult pools and 10 children's pools. Besides, there are 15 bars in each of our facilities, excluding food areas. The number of our pool and bars provides a great advantage in terms of the homogeneous distribution of our guests.
4. Based on the Turkish architectural style, our facilities consist of stylish structures with the highest level of comfort standards, with a maximum of 2-3 floored independent buildings and rooms with or without pools. All our mansions have been designed to create a natural climate effect; therefore the inner courtyards allow the sun and fresh air to enter the rooms. In addition, all our rooms have wood flooring to maintain the highest hygiene standards.
5. The indispensable place for families is the Aquapark. Gral Premier Tekirova with 22.000 m2 and Gral Premier Belek with 15.000m2 area of Aquapark, offers dozens of slides, Restaurant, Bar, Swimming pools, baby sand pool and the pirate ship makes a difference as a unique entertainment place.
6. As a family hotel, we attach great importance to children. In both of our hotels, our huge Happyland Kids Club features indoor/outdoor playgrounds and activity areas in a large garden. Children's areas are also available in our main pool, aquapark and beach. In this period, we can promise that your children will have fun and enjoy every second as before, accompanied by our trained and experienced staff.
7. Gral Premier Tekirova with a two-floored Main restaurant, 4 A la Carte restaurants, Aquapark restaurant, Turquoise restaurant and Gral Premier Belek with one Main restaurant, 3 A la Carte restaurants, Aquapark restaurant and Beach Restaurant featuring large indoor dining halls and massive outdoor seating areas, will make you comfortable and create a peaceful dining environment without feeling the intensity. In addition, we will continue to serve in our A la Carte restaurants to guests who want to be in a more isolated environment.
8. In both of our hotels, our laundry is equipped with state of the art equipment and followed by hygiene inspections precisely to provide a better and safer service.

9. In addition to all the precautions we have taken, large and comfortable villas and rooms with a private pool and kitchenette are available for those guests who want to spend a more isolated holiday.
10. Our Quu Spa centers are built on a huge area of 3500 m2 and have been awarded for Luxury Fitness and Luxury Beauty SPA by the World Luxury Hotel Awards, one of the most prestigious hotel management awards in the world.
11. Vip beach pavilions with shower, toilet, kitchen, air conditioning and exclusive service are available in both of our hotels.
12. Designed for evening shows, the huge Amphitheatre with a seating area of 1500 people in Gral Premier Tekirova, and tables located according to social distance rules in Gral Premier Belek, a professional stage for shows are available in both hotels.
13. In both of our hotels, our fitness centers are established on an area of 500 m2 and equipped with the state of the art equipment. Open-air sports area with the size of 300 m2 in Gral Premier Belek and 600 m2 in Gral Premier Tekirova are available. Also, professional clay tennis courts are available in both hotels with 8 courts in Belek and 13 courts in Tekirova.
14. We know that the key to the best service that reaches you are our colleagues who have been partnering with us for many years and we greatly appreciate and value their hard work. Therefore, the priority for us is to provide the entire team not only with the safest and peaceful working environment but also with a safe and comfortable living environment. To make the social distance and isolation effective in the staff lodges and all personnel areas of both of our hotels, our entrance and exit processes are made with the face recognition system to minimize hand contact. In addition, all our staff rooms are designed to accommodate a maximum of 2 employees.

Wishing everyone who wants to feel the real holiday to meet Gral Premier.

Best Regards

GRAL PREMIER HOTELS & RESORTS
TOP MANAGEMENT