

# Our Hygiene Policy

Dear Guests,

We and our team look forward to welcoming you again at TRENDY HOTELS. We know you are expecting our usual exemplary service, and we assure you that we will provide you with a pleasant, peaceful and calm stay. As a family business, we want you to know that your health and the safety of our staff are always our first priority and we will make every effort to achieve this.

Therefore, in order to protect you and our employees as much as possible in this exceptional situation, and to make your travel as safe as possible, we have revised our hygiene and safety standards in accordance with health experts. We have prepared these measures and rules by following the requirements of local and international health authorities – going beyond these requirements at many points – and always in accordance with current developments. In addition, we have created personal obligations, instructions, and guidelines for our staff.

Now, we want to explain these measures, from booking to check-out:

- When checking in at our reception, plexiglass screens and face masks will be ready for the safety of you and our staff. Room cards or keys and pens or similar items are disinfected for you and disposable gloves are worn.
- If there is a queue, please consider the social distance signs in the lobby and other common areas.
- Our elevators should be used by two people at most at the same time.
- **Continuous Cleaning and Disinfection:** We have increased the number of hourly cleaning and disinfection cycles of all surfaces with frequent contact in public areas, including handrails, light switches and elevator buttons in our buildings and in the public WCs.
- You will see a large number of disinfectant units for your use in the reception and public areas. Upon your request, our reception staff can provide you with a disposable mask at your arrival.
- We are no longer placing hotel brochures or flyers in our guest rooms due to hygiene protocols. You can access this type of information from the TV Info channel or by calling the reception staff. However, we will disinfect the documents that need to be in the room, such as room service menus, after every check-out.
- Of course, after every check-out, we will disinfect all the hand-contacting surfaces in the room such as TV controls, air conditioning controls, water heaters, blow dryers, lighting buttons and door handles, and we will ventilate the rooms.
- We will utilize single-use materials as much as possible in the guest rooms.
- Wearing a face mask is mandatory for our staff. We recommend that you also wear a mask for your own safety.
- Our food and beverages are prepared and served in accordance with current HACCP and ISO 22000 Food Safety provisions and additional official recommendations.
- We will continue to offer snacks and drinks in the main restaurant in our hotels and we will continue to provide room service. Therefore, in order to provide maximum hygiene, our staff will assist you personally.
- As always, you can enjoy our meals at the usual high standard. As we will continue to provide open buffet and a la carte service, we will maintain the social distance between our guests and staff as much as possible. It is especially important to comply with the social distance markings and the directions of our staff in these areas.
- Because of the social distance rules, we hope for your understanding; there will be less space in our restaurants and, thus, arrangements must be made for a certain time. We have planned our food service hours accordingly.
- We also want you to know that, in general, we can no longer accept cash payments at TRENDY HOTELS during this period.
- Our fitness areas will work with a reservation system and specific capacity guidelines in accordance with social distance rules. These areas will be cleaned and disinfected after each use.
- We will serve in accordance with social distance rules for the health of you and our staff at our pools and beaches. We will clean and disinfect sunbeds after each use.
- Besides your safety, it is essential for us that you can have fun and enjoy your holiday during your stay. So, our day and evening activities are carried out in safe areas and in accordance with all social distance rules. Please follow the guidelines and directions of our staff.
- As soon as the use of children's playgrounds is permitted, we will put them into operation with appropriate and more stringent hygiene measures.

These measures will enable us to be prepared if necessary. If any of our staff shows symptoms of the virus, they will be taken under strict monitoring and required to stay at home. Our staff are trained to recognize the symptoms that may indicate a possible infection in our guests. Our staff will properly isolate guests who exhibit symptoms and contact local health officials. Therefore, if you notice that you have symptoms, please inform our staff as soon as possible.

If a disease is reported at the hotel, all measures to protect the health and safety of those individuals and the safety of all other people in the hotel are defined in our emergency guidelines, and staff are trained accordingly. Necessary equipment such as protective clothing and medical equipment is available at our hotel in sufficient quantities.

Of course, we will continue to monitor the ongoing situation and adapt our actions to the necessary measures. Safety instructions can also be used in our hotels.

We express our heartfelt sorrow to those who are affected by this catastrophic event. We would like to thank healthcare professionals, local officials, and governments all over the world in combating this epidemic.

We thank our guests for their trust on behalf of all our employees, and we promise that we will do our best to make sure that you enjoy a peaceful holiday.

If we act together, we can ensure that easy and carefree travel becomes possible again.

Kind regards,

TRENDY HOTELS FAMILY  
ALİ RIZA TÜMBÜL  
MEHMET TÜMBÜL  
MERT TÜMBÜL