



The Guideline For The Precautions Against Covid-19



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Dear guests,

Welcome to our 5 star Club Kastalia Holiday Village.

We are delighted to welcome you to our Club Kastalia.

The health and safety of you and your loved ones are always our top priority. We have prepared conscientiously and very carefully so that you will feel comfortable staying with us despite the current circumstances.

With this guide, we would like to outline the hygiene and service measures that we conscientiously carry out within our club complex in accordance with the specifications of the Turkish Ministry of Health and Tourism.

We would also like to provide you additional precautionary information's that we have taken against Covid-19 pandemic, as well as some important rules. We ask for your important support.

For further information, our Club Kastalia Team is at your service. You can always contact with our Reception and Guest Relation.



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ARRIVAL AND RECEPTION IN CLUB KASTALIA



At the entrance to the reception, which you will enter first on your arrival, your body temperature is measured with contactless clinical thermometers and the data is recorded properly.



Your suitcases will be picked up by our team at the Reception, will be marked and disinfected in the suitcase disinfectant machine. You can decide for yourself whether our bellboys are allowed to bring your luggage to your room or whether you want to do this yourself.

CHECK-IN AND CHECK-OUT



At our Reception your check-in process will be done as quickly as possible and our reception team will be equipped with the necessary personal protective masks. By the check-in you will fill out a check-in card, a Covid-19 declaration with rules and questions about your health status over the past 14 days.



After completing the registration process, you will be given your specially disinfected room key and our bellboy will take you to your room if you wish.



For check-out, again if you want, your luggage will be taken by our bellboys and will be disinfected. For the check-out process you only need to go to the Reception to finish the process which will be done quickly by our receptionist. It is important for us you to follow the rules until the very end of your vacation in order to have a safe and nice holiday.



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ROOM



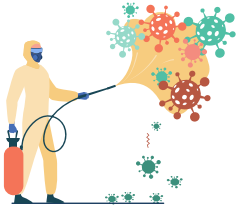
We have taken the following measures for you and your loved ones in the rooms:

We use an adequate amount of cleaning and disinfectants approved by the Turkish Ministry of Health for room cleaning.



Our housekeeping team has received special training on these measures. The housekeeping team uses masks and gloves to clean and disinfect your room.

Before check-in, the ambient air is disinfected with ULV technology and the filters of the ventilation system and air conditioning systems are cleaned especially for you. The rooms are thoroughly ventilated by our team after cleaning.



All information folders and brochures about our Club are removed as a measure against possible risks. You will receive information's about our Club from the TV in your room.

All textiles such as towels and bed linen in your room are washed at the necessary temperatures.



All drinks intended for the minibar are wiped and disinfected before the minibar is refilled.

The hotel cosmetics are completely changed before Check-in and prepared for your use.



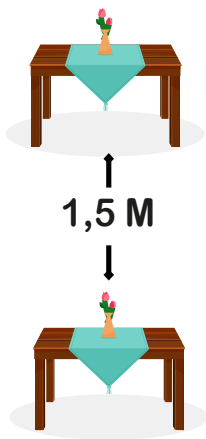
After each departure, the cleaning and disinfection processes are repeated for the next guests.

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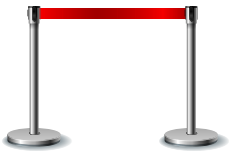
RESTAURANTS, SNACKBAR AND BARS

We also offer you all food and drinks in our Restaurant, Snack Bar and Bars in a healthy and hygienic way. The following measures are taken:



Hand disinfection dispensers are available at the entrances to the Restaurant, Snack Bar and Bars. The tables and chairs in the Restaurant, Snack Bar and Bars are arranged by us according to the social distance rules.

Our trained service team disinfects the tables and chairs after each use and wear appropriate protective masks during communicating with you.

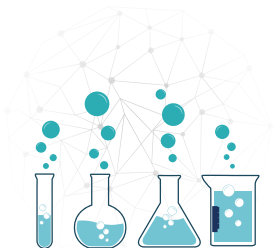


All the buffet areas are equipped with protective barriers to minimize any risk. The food presented at our buffets in our Restaurant are served by our professional kitchen team for you via the protective barriers.



All our storage, production and preparation areas of our Restaurant, the Snack Bar and Bars, are cleaned according to the cleaning and disinfection guidelines and disinfected using the safest and most hygienic methods.

All of our self-service areas have been removed. Our service team will help you with your orders.



Our water and food quality is continuously monitored using laboratory analyzes. Samples are taken from our daily production and kept under the specified conditions.

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GENERAL SPACES



We have taken the following measures and regulations for the common areas so that you can calm down and stay safe outside of your room:

All points in the common areas of our facility have been rearranged according to the rules of social distance. Disinfection stands are set up in all areas.



The cleaning and disinfection of all common areas is carried out by our trained team and with the use of necessary protective equipment.

All surfaces are disinfected and cleaned regularly.



In addition to surface disinfection, the common areas are regularly disinfected using ULV technology.

All toilets in the common areas are equipped with hand disinfectants. They are cleaned and disinfected with products specially selected for sanitary areas. You will find paper towel dispensers with sensors in all sanitary areas.



All areas and buildings are regularly ventilated and the cleaning and disinfection times per day have been increased.

The elevators are regularly cleaned and disinfected. The social distance rules are also applied in the elevators, which is why only families can use the elevator at the same time.

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ACTIVITIES AND ENTERTAINMENT AREAS

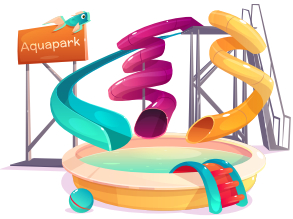


We want you to be able to continue enjoying our entertainment program in the Club and to spend a pleasant, happy time with us. During all the activities the social distance will be maintained and all the activity equipments will be disinfected before the activity. Our entertainment team will inform you about our daily program during your holiday.



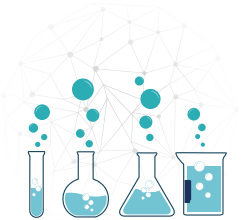
For the little guests our mini club offers a hygienic and clean environment and our trained team works according to the relevant guidelines of the Turkish Ministry of Health. Our experienced kids' club team, which undergoes regular health check-ups, offers our younger guests a choice of games, activities and entertainment.

BEACH, AQUAPARK AND POOLS

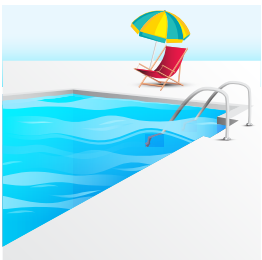


The health and hygiene measures on our beach and pools, where you will enjoy your well-deserved vacation, is a high priority for us. The measures for these areas are:

As every year, all of our pools and Aqua Park waters are regularly checked, measured and monitored by our specially trained team. The water samples are controlled regularly by the responsible authorities and a recognized laboratory approved by the Turkish Ministry of Health.



We ask you to take a shower before using the pools or the Aqua Park. Please do check the pool rules before using them which are displayed around the pool areas.



The distances between the sun loungers on the beach, at the pool and in the Aqua Park area are determined according to the social distance rules. Please keep your social distance in the areas around the pools, the Aqua Park and in the sea.

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SPA CENTER



Our SPA center is waiting for you with its educated team to relax and enjoy the calmness. It is prepared for you as always clean and sterilized. Moreover, as precaution for your health and well-being we have taken more strict rules to minimize any possible health problem.



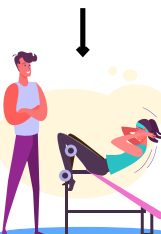
With the help of the competent SPA staff, you can reserve treatments and use the individual SPA areas and receive an individual service from the SPA staff. After every usage of each Spa room, the room and all the equipments will be sterilized.

In order for you to be able to use the areas safely, we ask you to make your reservation beforehand to be able to arrange for us the maximum number of people. Also we ask you to take the recommended protective measures and comply with them.

FITNESS CENTER



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In order to be able to use our fitness room safely and comfortably, we have also taken hygiene and safety measures and they are as follows:

All sport equipments in the fitness room has been rearranged for you at an appropriate distance, and disinfected before and after each use. The fitness room is regularly ventilated by our employees and the air conditioning in the room is cleaned.

After each use of the individual devices, we ask you to disinfect them using the disinfectants provided.

Please also note that the usage rules are displayed by us in the fitness room, which help to minimize possible risks. This also includes the use of a towel on the equipment and appropriate sport clothing.

The usage of the fitness room is only possible with a reservation.



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OUR EMPLOYEES



The health and safety of our employees are just as important to us as that of our guests. For these reasons, we have taken the following measures for our employees:

The current state of health of all of our employees is regularly checked, observed and documented. In the event of signs of the disease Covid-19, the necessary examinations will be carried out immediately by our doctor and necessary measures will be taken.

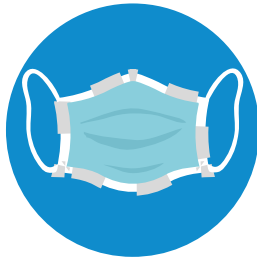


At the entrances and exits of the Club complex, the body temperature of all our employees, suppliers and service providers are measured using a contactless clinical thermometer and properly recorded.

The transport vehicles, the work areas, the communal areas and the offices are structured according to the rules of social distance. The cleaning and disinfection measures are increased and the necessary protective equipment has been made available.



All of our employees have received appropriate intensive training on Covid-19. They continue to receive these routinely.



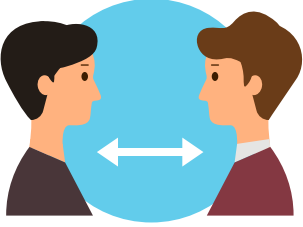
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GENERAL INFORMATION



In all areas of the Club complex you will find markings and / or signs with the requirement of social distance. We ask you to observe these markings and instructions.

Please take the necessary precautions when contacting other people who do not belong to your family / relatives and keep the necessary social distance.

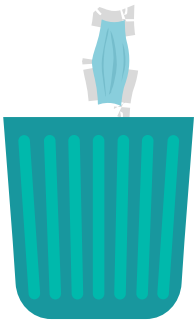


During this time, please avoid shaking hands and hugs and use your elbow or a cloth when sneezing or coughing.



If you have a chronic illness we ask you to protect yourself and take appropriate protective measures if necessary.

Please use the designated waste bins to dispose of the masks and gloves. In this current situation, we ask you to take special care of your children to avoid any health problems since the Covid-19 illness can be dangerous also for young people.



If you or your loved ones do not feel good, we ask you to stay in your room and to contact the receptionist by phone in the room. Our health care service is available at all times.
