

# Novum Garden Side Hotel COVID-19 Precautions

**We continue to protect our health.**

We continue to protect our health.. Dear guests and business partners, As Novum Hotels, protecting the health of our guests who will stay in our hotels and the employees who serve them is our top priority. In this context, we raise our safety and hygiene standards with the recommendations and directives of the World Health Organization, T.R. Ministry of Health, T.R. Ministry of Tourism and other relevant international and national authorities. We would like to share our privileged services that we will offer in our hotels:

## General Areas Our food & Beverage Units

- Antiviral and antibacterial disinfection procedures approved by the Ministry of Health are carried out in all general areas of our hotels.



All common areas such as the lobby, restaurants, bars, pools, elevators, public toilets, fitness center and spa center cleaning and disinfection processes are started to be done more frequently.

- Air conditioning systems are frequently cleaned and disinfected in all indoor areas of our hotels.



- In order to maintain social distance, the seating groups and sun beds were rearranged in accordance with the isolation rules.

- Individual entertainment programs are organized for our children. All areas used by them will continue to be , ozonized, disinfected and cleaned meticulously and frequently.



- Open Buffet service, where we pay utmost attention to hygiene and health standards, will be presented to our guests by our chefs at the buffet. In this way, the contact of the guests to the service equipment will be minimized.

- The mini buffet which is prepared for children will be removed and its contents will be served from the main buffet.

- All our food and beverage services will be made by our masked and trench glasses personnel.



- Common tea and coffee machines will not be used in this process and will be served to your tables by our staff.

- Tablecloths and cloth napkins will not be used in our tables



- In the guest exchanges in all our restaurants and bars, table and chair armrests are cleaned and disinfected and then made ready for the use of the other guest.

## Rooms

- The room occupancy at our hotel will be limited in order to host our guests better and provide a safer environment.

- The housekeeping staff who perform the cleaning of the rooms carry out their procedures with a separate mask, gloves and single use disposable cloths in each room.

- All textile products will be washed daily at 60 ° C, and after all check outs our rooms will also be disinfected.

-Our rooms will be kept for a certain period of time and made available to our new guests.

- For detailed disinfection process , c-in time will be 15:00 and c-out time will be 11:00.

- In order to reduce the interaction, our mini-bar and kettle tea-coffee service in our rooms will be provided upon request.

- The guest amenities prepared for the daily use of our guests are disinfected before being placed.

-The door key card is specially disinfected in the room.



## General Precautions & Regulations



- Our guests can benefit from our SPA and Turkish bath services by appointment.

- The capacities in sauna and Turkish bath are limited according to hygienic conditions.

- For all areas and equipment used in our fitness room, air and surface disinfection is carried out every morning before opening and after closing.

An activity plan consisting of beautiful programs was prepared by our animation team so that you can have a pleasant holiday.



- Our pools are checked for chlorine, PH and temperature balances in accordance with the directives and regulations of the Ministry of Health of the Republic of Turkey, and hygienic conditions are followed frequently with analyzes.

- Beach and poolside sunbed capacity is adequate and suitable for social distance conditions. Sunbeds are regularly disinfected.

- Our infirmary will serve in case of unwanted situations, and our quarantine rooms will also be available.



- At the entrances, all of our guests' fever will be measured and in case of a negative situation, this situation will be shared with them according to Protecting Personal Data laws and what will be done as written in our action plans.



- It is possible to get comprehensive health services in the hospitals we have contracts in the cities and locations where our hotels are located.

- We look forward to the days when we will meet you again after this process, which we wish to be overcome as soon as possible,. We wish you a happy and healthy day with your family and all your loved ones.

**NOVUM  
GARDEN SIDE**

## Guide to a Safe & Healthy Holiday



## Our Teammates

- In the arrival and departure to the hotel, the capacity of personnel service was reduced and rearranged according to the social distance rules. The use of a mask is mandatory for the staff.

- All of our Staff have their temperatures taken when they arrive at work. Any member of staff with a high temperature is not admitted to work.

- All of our staff are subjected to health checks and are tracked by our workplace doctor.

-A working system suitable for social distance is implemented in the offices, production areas, staff dining halls and lodgings,

- Our staff is regularly given covid-19 and hygiene training.

- All personnel areas are regularly disinfected

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