

GRAND YAZICI

HOTELS & RESORTS MARMARIS

COVID-19 PROTOCOL



Group Hotels



Grand Yazıcı Hotels, combining the blue and green of Marmaris, begin enchanting you from here:

It is a place where you will find the peace you seek for with its location revealing the deep blue waters of Marmaris, with its pine scent and singing birds integrates you with nature. Grand Yazıcı will offer you the first class holiday joy with its atmosphere where its experience and background is united with today's trends and delights.

If you dream both relaxing and having fun, Grand Yazıcı Club Turban is a heaven hidden especially for you.



What do you expect from a good holiday?

Let us guess: To balance your mind and body, both feeling and looking good. In Grand Yazıcı Club Marmaris Palace it is our primary mission to make these happen.

When you step into the untouched nature, spread all through with pine scent, of Marmaris İcmeler, you will realize that you are full of life energy.

We are waiting for you to relieve the tiredness you feel for a long time within a comfortable world.



Le Chalet that offer services to your in the Hotels Area is what comes first to mind when one talks about Uludağ. It has been serving you for about 40 years with its warm atmosphere and employees who make you feel as if you are in your mountain hut. Keeping its experience and quality in this sector and establishing family ties with its guests,

Delivering full board services and open buffet all meals, our hotel offers services such as warm wine, massage and skiing equipment rental with its 18 rooms so that you can truly enjoy skiing, entertain, relax and live romantic moments in a snow-white tale environment.

Health & Safety Procedures



All procedures in our Grand Yazıcı group hotels have been established with guest health and safety in mind.

For this purpose, we have been focusing on quality and Safety Systems since our establishment. Our current ISO 22000 applications, POSI procedures (prevention of the spread of Infectious Diseases), food & water safety procedures, Risk analyses, contingency plans are constantly being developed to provide you with the healthiest and most reliable service. In addition, due to COVID-19, which has affected the entire world;

- Explanations and recommendations of the Turkish T.C. Science Board of the Ministry of Health,*
- Evaluation form for accommodation and food and drink facilities published by the Turkish T.C. Ministry of culture and Tourism ,*
- Our entire system has been examined and updated, taking into account the opinions and recommendations of the Ahu Hospital medical staff and local health units and sector unions we are working with.*

In order to deliver reliable food to you, our food suppliers, storage, production and service processes are followed in full detail by our quality team.

We do all kinds of work to reduce contagion with our cleaning and disinfection processes in risk areas such as general areas of use, pool, spa, activity areas, guest rooms, toilets.

We will be happy to provide you with the satisfaction of our valued guests by applying all these procedures and would appreciate your cooperation with us in this process.



Emergency Crisis Team



An emergency crisis team has been established on site and an emergency plan has been prepared with the recommendations of the Ministry of Health and the guidance of the medical team in our hotel.

The pandemic process is constantly monitored by our team.

Isolation rooms have been identified for use in case of possible infections and the cleaning and disinfection of these rooms is carried out by an assigned sanitation team .

All of our staff are informed of their duties and responsibilities in case of a possible infection.

Contact information of the persons and institutions that can be reached in case of emergency is shared in main areas where you can see them.



- All areas that may be queued are arranged by having social distance markings and the measures taken in this process are presented to your information in the form of a brochure.*

Check-In Procedures



- *The temperature of our valued guests who enter our hotel is measured by the security and front desk personnel who use protective equipment at the entrance.*
- *In this process where the use of a mask is important, masks are given to our guests who want to use one and cologne & disinfectant is offered to all our guests and visitors.*
- *Your check-in is done by taking into account the social distance rules.*
- *Our valet service is conducted by our personnel using protective equipment. First, the inside of the vehicle is disinfected and contact with the use of a disposable cover is reduced, after parking the vehicle the inside and the key are disinfected again and delivered back to you.*
- *After your suitcases have been disinfected, they are carried by staff using protective equipment.*



Guest Rooms



- *All textile products in the rooms are changed daily. For your health, all textile products are washed at least at 75 °C.*
- *For cleaning our staff uses different protective equipment (mask, gloves) for each room.*
- *Extra attention is paid to cleaning and disinfection of frequently touched surfaces (door handles, batteries, handrails, buttons, telephone handset, television and air conditioning control) in rooms.*
- *After cleaning, disinfection of rooms is provided by using an ozone device.*

Food & Beverage Services



- *Our supply, production and service processes are followed by our quality team in order to provide you with reliable food.*
- *Our suppliers have been provided with appropriate vehicles to protect food safety and hygiene. Disinfection of incoming vehicles is provided (with vehicle mop and special disinfectant solution).*
- *Suppliers arriving for delivery are getting a temperature check at the hotel entrance.*
- *Our suppliers are provided to use protective equipment during delivery.*



Food & Beverage Services



- *Our food engineers who use protective equipment are responsible for the entry of the products, the incoming products are disinfected and delivered by personnel on duty in accordance with the rules of Hygiene and food safety.*
- *All our kitchen staff pay extra attention to hygiene rules in order to provide you with healthy and reliable food.*
- *During this period, extra precautions have been taken for your health in our food service, which continues in form of a buffet.*
- *Food services in the open buffet areas are carried out in accordance with social distance rules and in this context, necessary markups have been placed.*
- *Food services are provided by our kitchen and service personnel who use protective equipment.*

Food & Beverage Services



- *In all restaurants and bars, hand sanitizer stations are located and marked in visible areas within the reach of guests.*
- *Adequate supply of masks, gloves and protective equipment has been provided for all our personnel.*
- *Food, staff, equipment and guest routes have been reorganised to minimize cross contamination.*
- *Our equipment preferences were revised and easy to clean equipment started to be used.*
- *An Ozone device is used regularly in restaurants and bars to improve hygiene quality.*
- *In all our food and beverage units, our food engineers regularly carry out the necessary checks with fast hygiene kits.*
- *In restaurants and bars, the tables are cleaned and disinfected before the guests sit at the table and after they leave*
- *The tables are kept clean and empty in restaurants and bars, and the service is opened after our guests sit down.*



Food & Beverage Services



- *After each use, high chairs are disinfected and covered with plastic wrap and stored.*
- *The cutlery such as fork, spoon and knife used in the service are washed untouched and packaged by staff under the use of clean gloves.*
- *Salt, sugar, spices are not on the tables. These are offered in single-use packages as per your request*
- *Tables were arranged according to social distance rules and restaurants are only allowed to take a certain number of people according to social distance rules.*
- *Our restaurants are frequently ventilated, providing continuous fresh air in the environment.*
- *Arrangements have been made in the bars and entertainment areas in accordance with social distance rules. The necessary warnings are given to you textual, visual or verbal.*

Pool & Beach Services



- *Pool and sea-side loungers are placed according to the rules of social distance.*
- *Cleaning and disinfection of the pool area, changing cabins and sun loungers are performed regularly.*
- *The chlorine, pH and hydrogen peroxide levels of the pool water are monitored regularly by a professional team.*
- *Chlorine levels are kept between 1-3 ppm in outdoor pools and 1-1.5 ppm in indoor pools.*



Entertainment Activities



- *All animation activities are organized according to social distance rules.*
- *All activity equipment is cleaned and disinfected before and after the program.*
- *Units such as games rooms, children's club, playground-area reserved for children will be opened to operation within the scope of the following measures.*
 - * *The capacity of the Mini clubs has been determined in accordance with the social distance regulations and children of the designated capacity will be accepted by reservation.*
 - * *At the entrance to the Mini Club, children's fever is measured without contact and recorded.*
 - * *There are hand sanitizers available for children's hand hygiene at the entrances and exit.*
 - * *Cleaning and disinfection of Mini clubs are performed regularly.*
 - * *All activity equipment is cleaned and disinfected before and after the program.*

SPA & Fitness Facilities



- *The use of Sauna, Turkish bath and fitness room will be made by reservation system and the number of people has been limited.*
- *The usage time of these areas is determined as 30 minutes. Cleaning and disinfection procedures are performed for 15 minutes after each guest use.*
- *For your health, disposable materials in these areas (bath glove, soap, shower gel, shampoo etc.) is offered.*



General Area Cleaning



- *Cleaning and disinfection of all social areas are regularly carried out and controlled from the entry of the hotel.*
- *The number of people who will use the lifts has been determined and Cautionary Information has been hung up.*
- *The toilets are continuously inspected and disinfected by our staff.*
- *Detailed cleaning of all areas within the hotel is done by assigned staff at the end of working hours or during designated cleaning breaks.*
- *At a designated hour, first general cleaning procedure, then disinfection procedure is applied;*

General Area Cleaning



- *All surfaces and equipment (with surface disinfectants)*
- *Air in the environment (with ozone devices)*
- *During disinfection processes, the environment is closed and necessary information is given to our guests and staff.*
- *There are hand sanitizer units placed in general areas, Beach Gates, elevator cabin entrances, spa entrances, restaurant entrances and exits.*
- *With the update made by the ministry, mask and glove wastes must be collected separately. For this reason, mask and glove waste boxes are labeled and positioned in the areas within your reach.*



Meeting Rooms

- *The frequency of cleaning and disinfection of all meeting rooms has been increased and ventilation is provided periodically.*
- *Disinfectant units are available at meeting room entrances .*
- *All halls and meeting rooms are arranged according to social distance rules.*

Precautions For Our Employees



- *All staff undergo a health check on recruitment .*
- *All our staff gets a temperature check at hotel entrance.*
- *Arrangements in accordance with social distance rules are made for all staff vehicles, transportation buses , dining hall and lodgings .*
- *Regular cleaning and disinfection of these areas, which are constantly used by the staff, is provided.*
- *A staff isolation room has been designated for use in possible case of infections .*
- *Careful attention is paid to the use of protective equipment for the health of guests and our staff.*
- *Since the start of the pandemic process , all of our staff has been given trainings about the pandemic and its prevention methods by our food engineers and our workplace physicians.*
- *All our staff are informed about the importance of their duties and responsibilities during the pandemic process.*



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