

# COVID - 19 HEALTH AND SAFETY INFORMATION

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Updated on 01.09.2020



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With our mission of providing services that exceed expectations since the very first day, we place utmost importance on the health and safety of our guests and employees and utilize all our means in this regard. Since COVID-19 was announced a pandemic on a global level we have been following up, researching and keeping up to date with the world management criteria on the hospitality front to ensure that we can offer a the best service in a safe and comfortable environment for our guests.

Your health and contentment is of the utmost importance for us. Therefore we would like to share the list of preventions we as Korineum Golf & Beach Resort have undertaken in order to ensure this.

We look forward to seeing you on the skirts of the Five Finger Mountains, enjoying the fresh air and beautiful surroundings at your earliest convenience.

Wishing you great health and happiness until we meet.



## YOU ARE SAFE

Korineum Golf & Beach Resort implements **The Hygienic Room** Program by Diversey Consulting, one of the world's leading companies for hygiene solutions as well as with the certification.

In addition to the high standards that we apply to our procedures concerning the safety of our guests food and water safety, community health, hygiene, environmental safety, waste management and occupational health safety, preventive measures against the pandemic have been taken and immediately been implemented by our internal and external team of experts to provide safer accommodation.

We have successfully completed all required prerequisites dictated by our Ministry of Tourism and Environment and received our 'Advanced Level Hygiene Standards and Prevention Certificate' on 15th June 2020. We will of course remain as keen followers of any new suggestions or requirements for the future.

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## Common Areas

- Glass separators are placed at Reception & Bars & front of cashiers to safe guest & staff.
- Using areas are cleaned and disinfected periodically more than as usual.
- All common areas in our premise have been rearranged according to social distancing and hand stations have been installed in the required areas.
- Cleaning and disinfection of all common areas is carried out by our team of experts who have taken personal protective measures.
- The high-touch surfaces determined as critical points are cleaned with Diversey Oxivir Plus after the guests use.
- In addition to chemical disinfection processes, the steam method, ULV technique, ozone and UV technology are used to disinfect common areas and guest rooms.
- All common area toilets are equipped with antimicrobial liquid soap and hand sanitizers and are cleaned and disinfected with chemicals of medical category. The frequency of technical maintenance and disinfection of the hand dryers have been increased.
- The cleaning and disinfection processes of the ventiation ducts and filters have been increased. Ambient air in the Club House is regularly renewed with fresh air.
- The PH and chlorine levels in our pool are keptwith in the limits of the required standard, their values are checked, the frequency of reverse cleaning and rinisng is increased and filters are kept clean.



## Employees

- Our employees tempetatures are taken and recorded when they are enter and and exit premises. If they show any symptoms Of Covid-19 they immediately checked by the doctors and necessary action is taken under Covid-19 regulations if needed.
- Servis vehicles, work areas, common areas and offices used by employees are arranged according to social distancing, the intervals for cleaning and disinfection are increased and all necessary personal protective equipment is provided.
- Employees with the flu, cold or any illness are given sick leave and not allowed to return to work till they fully recover.
- The current status of all employees is closely monitored as per the "Covid-19 Health declaration and commitment".
- In addition th the standard food safety and general hygiene training given to our employees, awareness and hygiene trainings are provided regularly with in the scope of Covid-19.



## Hotel Rooms

- All chemicals and materials which are using for cleaning & disinfection approved by TRNC Ministry of Health. We work with reputed international chemistry company Diversey
- All our textiles are washed in our laundry at 90 degree and carried in packages until they put into use.
- All rooms are cleaned, disinfected after check-out of the guest.
- All rooms are ventilated longer than as usual.
- According to cleaning plan, the rooms are cleaned starting with balcony, bedroom, dressing room, bathroom and lastly the toilet using disposable cleaning clothsand mops in different colors.
- All hard touch surfaces are sanitized with antiviral disinfectant.
- After check-out, the minibar's coolers and drawers are disinfected and all products and service equipment and renewed and secured with clean ones.
- All hotel amenities used in the room and bathroom are presented in single-use packages.
- Materials such as spare pillow, blankets and spare clothes hangers in the rooms have been removed and will be provided upon request.
- Disinfectant wipes and transparent gloves are placed in the rooms.
- The room service menu and all printed materials have been removed, they will be accesible through the TV in the room and web site.
- Ventilation ducts and filters are clened and disinfected and the room is renewed with fresh air.
- Upon the completion of all cleaning, disinfection and preperaiton processes of the rooms, the doors are selaed until the entrance of the new guest.

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## Pool, Beach, SPA & Fitness

- The distance between the sunbeds in the pool and beach areas are arranged according to social distancing. Disinfection is provided for all sun beds.
- All towels are provided by the staff or in the bags.
- The cleaning and disinfection processes in the SPA and Fitness Room have been increased, and through the reservation process in certain areas the number of people is restricted.

## Food and Beverage Services



- We will continue half board system. But service is a la carte / set menu service now instead of open buffet. Service is done by service staff & waiters.
- Dining and beverage serving areas are arranged according to social distancing wide and adequate seating areas are provided in the restaurants, pool bar, beach bar and terraces.
- Each Table is cleaned after the guests leave from the table. Coasters prepared for tables to show the situation of the tables. (Red & Green)
- All employees are made sure that they take personal protective measures.
- After dining and beverage serving areas are closed, they are thoroughly cleaned and disinfected with ULV.
- Tables and chairs are disinfected after each use.
- All service equipment, including baby high chair trays are sterilized at high temperatures in dish washers.



## Laundry Services

- Professional laundry service is provided on site.
- All hotel textiles and laundry are washed by our expert team by taking cross contamination measures.
- Diversey Clax Personril, a chemo-thermal disinfection product recommended by international authorities for hygienic washing is used for laundry and cleaning for room textiles.



## Security and Health Services

- According to the guidelines of public authorities, in order to provide to isolation in case of possible of suspected cases, all necessary procedures and service standards have been defined and isolation areas have been identified.
- The temperature of all visitors, suppliers and outsourced service providers are upon entrance to our premises and preventive measures are taken.
- The infrastructure and standards ensuring the safety and of all products from product delivery to guest are applied in our facility.

For your questions and further information please contact us.  
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