



You are safe in the heart of the capital...

Hotel İçkale complies with standards published by International Standards Organization (ISO), which has guided the Quality Management System to increase guest satisfaction since our establishment. In 2020, we found it appropriate to temporarily suspend service due to the Covid 19 pandemic. In accordance with proper Turkish Republic Ministry of Culture and Tourism, our guests will be accommodated with disinfection materials and cleaning will be done due to attribution of surfaces. Our plans for general usage areas such as meeting rooms, Spa and multi-purpose halls have been prepared in accordance with the social distance order. In this period our priority is the health of our valued guests and employees, so we have received our Safe Tourism certificate. We will continue to offer you a peaceful and comfortable accommodation in the heart of the capital city as of July 1, 2020.

GENERAL AREAS

The number of employees and guests who can be in the facility at the same time is 150 people. Accordingly, more than capacity guests will not be accepted.

All general usage areas including lobby, reception area, sitting-waiting, eating-drinking areas, open areas are arranged in accordance with the social distance plan. Necessary measures have been taken regarding social distance, markings and directions have been made.

De Disinfectant mats are placed at the hotel guest and staff entrances.

Our employees and guests are not allowed to enter the hotel without a mask.

Ateş It is mandatory to have a fire measurement at the entrance to the hotel. At the entrance of the hotel for our fire measurement guests, our reception staff; It is made daily for our guests staying more than 1 (one) day and their records are kept.

There are hand disinfectant units and medical waste (mask, gloves) trash cans for our guests and employees at many points from the hotel entrance.

Written and visual posters showing how our guests and employees should act against Covid-19 in general areas are prepared in two languages (Turkish, English) and hung.

Areas such as elevator keys, door handles that our guests can contact frequently, and all general area WCs are cleaned, disinfected and kept at regular intervals (every half hour).

All areas are cleaned with disinfection materials suitable for the quality of the surface.

CHECK-IN & CHEK-OUT

All of our guests will be accepted to the hotel after a fever measurement is made by our reception staff. During the entrance of the hotel to the hotel, valet service will be carried out and vehicle keys will be kept in locked bags.

A table was placed in front of the desk and place markings were made in order for our guests to perform their entrance procedures in accordance with the social distance rule.

- Check-in registration procedures will be carried out in the fastest way possible, by making payments with contactless POS devices as much as possible.
- Guest suitcases will be left in the rooms after disinfection and the luggage vehicles will be disinfected after each use.
- Room cards of our guests will be delivered closed, and they will be offered for use after disinfection after being sent to the disinfection process, provided that they are separated into a specially prepared Key Box for the cards.

ABOUT GUEST ROOMS

- Our staff working in room cleaning cleans using masks and gloves and uses separate cleaning sets for each room.
- Cleaning materials and disinfectant products recommended in the TR Ministry of Health guide are used.
- The products in our minibars are stored in a safe environment and disinfected before being replaced.
- Each of our guests is given a tea and coffee set in a single, disposable bag.
- Disposable slippers, shampoo and shower gel are offered in our bathrooms.
- Our rooms are ventilated with at least 2 hours of natural ventilation method.
- Disinfection is done after cleaning the TV and climate control, table stand and other furniture surfaces, the general area of the handle and the room with water and cleaning products.
- After all cleaning and disinfection procedures are done, our rooms will be left empty for 24 hours and then will be opened to new guests.

FOOD-DRINKING & MEETING AREAS

The seating arrangement in the restaurants, bars and meeting rooms of our hotel can be rearranged according to the social distance rule (1.5 m between tables, 60 cm between chairs).
Service All our service workers are wearing masks, gloves and protective gloves.
Our Buffet Open Buffet service will not be applied for a while, our employees will serve it for our guests. Guest access will be served by our separate employee in front of each buffet without switching to the buffet application.

Our Fortune We have started to use disposable salt, sugar, spices and napkins at our tables, you can serve it with a disposable cup, rolled bread rolls for our guests.

I After the forks, knives and spoons to be used are cleaned under the necessary hygiene conditions, closed services will be provided to the guest untouched by the guard.

Equipment Service equipment is selected regularly before and after service, tables and chairs are discovered and disinfected after each guest use.

EMPLOYEES

All employees who will serve the guest will be required to wear a mask and a face shield during their duty.

All necessary health checks are carried out before our employees start work and approval is given by the Occupational Physician and work is provided. In addition, health checks will be

conducted regularly, and Covid-19 will be periodically informed about the people they live with in terms of monitoring.

Ateş At the entrance and exit of the hotel, fire measurements are made and recorded by our security staff.

Hands will be disinfected with the hand disinfectant nearby before and after finger swipe at the entrance and exit.

The dining areas of the employees are arranged according to the social distance rule, all common areas are cleaned and disinfected in accordance with the cleaning rules.

- There will not be more than the capacity suitable for the social distance rule in the employee locker rooms, resting and smoking areas.

- Daily cleaning and hygiene of the working clothes will be provided.

Care will be taken to employ the same person in the same shift as much as possible.

Informative posters were hung in the personnel areas for basic hand hygiene, correct hand washing, and correct mask use.

- Offices are arranged in accordance with the social distance rule and hand antiseptics are provided. Basic trainings on the use of emergency plan, hygienic cleaning materials and protective equipment to be applied to all our employees working within our hotel have been given and will continue to be given at least once a month. After the trainings given, employees will be checked according to the plan by the department managers and the facility manager. Follow-up and audit charts for employees are prepared for all departments within the facility and application status is checked daily by department managers and facility supervisors.

OTHER BUSINESSES IN THE HOTEL

Other businesses (Marin SPA, Coffee Stop, Coiffeur) affiliated with our hotel will prepare their plans for Covid-19 within their own organization. To inform the guests about the issue, To periodically give all employees training on the subject, They will be obliged to prepare follow-up and inspection charts for all departments in their facilities and ensure daily control of these areas.

Daily control of other businesses will be carried out by Hotel İçkale Covid-19 Facility Officer. Enterprises should report the situation in case of suspicious or positive cases in their field.

EMERGENCY

At the time of encountering suspicious and positive cases in our guests or employees;

- At least one of the Covid-19 Emergency Team Members will be notified.

- The guest or employee will be immediately separated from the other guests and employees, wearing a surgical mask, and the nearest health institution will be informed and the ALO 184 Coronavirus Hotline will be contacted.

- In case the guest stays in the same room; If the employee is working in close contact with the same shift and service, they will also be provided with medical masks, accompanying the healthcare provider or insulating the room.

- Provincial / District Health Directorate Contagious Diseases Unit will be informed immediately by the applied health unit, the situation will be managed by the unit according to the possible case management scheme, and the contact persons will be identified and the necessary monitoring procedures will be initiated according to the contact characteristics.

The patient, whose diagnosis of Covid-19 has been confirmed, of the guest;

- The room where it is accommodated will be cleaned and disinfected in detail by the employee in charge after all the protective equipment clothes are worn.

- The room will be ventilated for 48 hours and kept empty. After these procedures, new guests will be accepted to the room.

- Since the protective equipment used during room cleaning is of medical waste, it will not be used for a second time.

- An action plan for cleaning the Covid-19 patient guest room was prepared in the relevant department, employees were trained and continued to be given at periodic intervals.

In the case of an employee with a diagnosis of Covid-19;

- If the suspicious situation of the employees working in the same service and shift is determined, the other employees will be insulated at home for 14 days.

- After completing all treatment processes in the employee healthcare institution, it will continue to work at home after 14 days of employment. In case of Covid-19 incident in the guest or employee, cleaning and disinfection processes will be carried out throughout the hotel.