

OUR HYGIENE POLICY

Dear Guests,

As Çayır Çimen Vacation Homes, we take the epidemic process we are experiencing very seriously. In the new period when the negative effects of the epidemic decreased; we rearrange our cleaning and hygiene rules, as our primary goal of protecting the health of our employees and guests.

When Covid-19 over, we will continue to implement our precautions, keeping in mind that another outbreak could any minute knock on our door.

While longing for the days we can travel again soon, we are counting the days to welcome you in our cute hotel in green Sapanca, without any concern.

Nowadays, when we start a new period and get used to the new normal for our health, everyone will have different reservations and demands.

Therefore, before we state the precautions we take, we would like to explain our characteristics that make Çayır Çimen Vacation Homes special and that will allow you to have a pleasant holiday with peace of mind;

A Healthy and Enjoyable Holiday in Çayır Çimen Vacation Homes

If you fill in the registration form that we will send to you during the reservation process, you don't use any common indoor areas, including elevators, to enter your villa. **Since the entrance and verandas of our villas are independent from each other**, you don't need to think about the social distance while you are resting on your veranda. 😊

We serve your breakfast to your veranda free of charge in the specified time zone you choose. In addition, our villas have all the kitchen utensils, so **our guests can prepare their breakfast in their own kitchen** by giving their breakfast ingredients in advance.

Our large, green garden; offers you social distance. Due to quarantine days, we are deprived of sun and nature. Thus, our garden also helps you to eliminate longing.

There is no common / central ventilation system in our hotel and in our villas. Each villa has its own split air conditioner and is maintained periodically. In addition, filters are disinfected in the disinfection process after the check-out cleaning.

Our Hygiene Rules for a Safe and Clean Holiday

In addition to health of our guest and employees and general hygiene practices we have taken care of so far, we would like to share with you the precautions we have taken due to the outbreak:

- Our hotel entrance and exit times have been rearranged. **Our check-in time is 15:00 and check-out time is 11:00.**
- Specially prepared to protect the health safety of our guests and employees; **The reservation registration forms, which include registration information, Covid-19 history, location and commitment information within 14 days, are expected to be filled out by our guests prior to check-in.**
- The fever of each guest will be measured with a contactless thermometer before entering the hotel. **If your fever measurement result is above normal value, we're really sorry to inform you that we cannot host you in our hotel.**
- **It is mandatory to use a mask** for the health of you and our employee at the entrance and exit of the reception and common areas.
- **It is mandatory to comply with the social distance rule** for the health of all of us at the restaurant and pool.
- Our guests who prefer breakfast should inform the reception the day before in the specified time zone, **the option that suits them and how they want to take (breakfast) it. The mentioned time zones are determined as 08:00 - 09:00 // 09:00 - 10:00 // 10:00 - 11:00.**
- Your breakfast is served to your villa at the specified time. After breakfast, you must call the reception and deliver the service through the door.
- **Our guests, who want to prepare their own breakfast,** should inform the reception until 17:00 the day before.
- Due to the epidemic, **it has been decided to clean our villas according to the request of our guests** instead of daily cleaning once every two days. **Our guests who want their villa to be cleaned must hang the "cleaning" side of the room cards on the doors of their villas.** On the day of cleaning, special stuff and property should not be left open in the room in terms of hygiene.

Employee Health and Education

All of our employees';

- Fever is measured between entry and exit to work.
- Regular health checks are carried out.
- Our employees use masks and face shield during the working period.
- Within the framework of Eczacıbaşı Professional Distance Education Program, health and hygiene trainings are given online and new trainings will be organized according to the need situation.

Hotel Check-In and Check-Out

In this epidemic, we are requesting you to use our online check-in service and complete your payments before your entry in order to accommodate you in our villas quickly and safely by minimizing physical contact when entering in our resort.

Note: Detailed information about online check-in will be made at the time of booking and forms will be sent to you by e-mail.

Your villa keys will be disinfected before your entry and delivered to you at the reception when you arrive at the hotel.

Hygiene

- Alcohol-based liquid disinfectants are offered to our guests in all common areas of our hotel.

- There are disinfectant mats at both entrances of our reception and restaurant.
- Hygiene waste boxes are placed in certain common areas for you to dispose of the masks and gloves you use.
- Our Employee who will help you with your luggage will serve you with disposable gloves upon request.
- All cleaning and protective materials used within the scope of our facility are TSE certified hygienic and disinfectant products. The precautions taken were prepared taking into consideration the Ministry of Health Circular and our Hygiene Policy.

Restaurant and Kitchen Hygiene

- The tables in our restaurant are arranged according to the social distance rule.
- After each use, our tables and chairs are cleaned with disinfectant.
- Our restaurant and kitchen are regularly disinfected with ULV device.
- When our kitchen and service employees come to the facility, after disinfecting their shoes in the disinfectant mat and disinfecting their hands, they start working to serve you by wearing aprons, masks, gloves and face shields.

Villa Cleaning

- Our reliable and experienced cleaning employees use masks, disposable gloves and face shields.
- Our villas, our common area and kitchen hygiene are cleaned with Johnson & Diversey and TSE of Eczacıbaşı Professional, Ministry of Health and World Health Organization approved cleaning and disinfectant products.
- Our villas are ventilated and cleaned after each guest exit, and bacteria and viruses are cleaned with ULV technology disinfectants. This product is scientifically proven,

does not contain alcohol and heavy metals that are harmful to human health. It provides permanence for up to 3 months.

- The bedclothes and bed sheets; With the quality and assurance of Expert Laundry, it is dried, ironed under suitable conditions and temperatures, folded with automatic folding machines and packaged untouched by hand. During the washing phase, it is cleaned and disinfected with Johnson & Diversey products, which is the world's leading cleaning and chemical company in its field and with Clax Master, Clax 100 Ob, Personril Conc, Durasoft, Clax Neutropur products , which are accepted by worldwide and all infection control committee.

In addition to the precautions we have taken, we will continue to make the necessary updates by following the developments and official statements.

ÇAYIR ÇİMEN VACATION HOMES