



ELEXUS HOTEL HYGIENE AND HEALTH PRACTICES AFTER COVID-19


ELEXUS
HOTEL • RESORT • SPA
CYPRUS

elexushotel.com.tr

OUR ESTEEMED GUESTS AND BUSINESS PARTNERS,

We attach importance to health of our guests and employees regarding the Covid-19 virus, which arises in the world and in our country.

Our priority in Post-Covid-19 process is; is to continue to offer you the privilege to spend your holiday safely and with the comfort of Elexus thanks to our hygiene measures taken in all units of our hotel and our trained personnel in this field.

Currently, our hotel is regularly inspected by international hygiene and food safety inspection firm ISIS (International Safety Inspection Services) experts.

As a result of the inspections performed, we have internationally recognized certificates and hygiene procedures in the classes of Food Safety, Water Safety, SPA and Bath Safety, Housekeeping Hygiene Practices.

All our procedures have been renewed since the first day when news about the Covid-19 virus was announced to the public.

We closely follow all developments through the World Health Organization, TRNC Ministry of Health and TR Ministry of Health.



elexushotel.com.tr

Considering the publications, explanations and circulars mentioned below, we have taken all necessary hygiene and sanitation measures.

- **World Health Organization's (WHO) publication titled “Operational Issues for Covid-19 Management” for the Hospitality Industry**
 - **Statements of the TRNC Ministry of Health and up-to-date precautionary practices**
 - **KITOB “Covid-19 Hygiene and Prevention Decisions”**
 - **TR Ministry of Health " Scientific Committee's explanations and recommendations "**
- **“Covid-19 Management Guide in Hospitality Facilities” and “Controlled Normalization Process Circular in Hospitality Facilities” of Republic of Turkey Ministry of Culture and Tourism.**
- **TÜROFED “Covid-19 Hygiene and Prevention Decisions”**

With reference to the resources mentioned above, we have meticulously implemented our precautions against Covid-19 virus in all general areas and children's areas of our esteemed guests, as well as in our working areas, and we continue to apply frequently. Moreover, we are in close contact with the “Pandemic Crisis Management Unit” that we have established at the beginning of the pandemic and all our management staff, and all national and international institutions and organizations, and we closely follow the agenda and developments.

The precautions we have taken according to new situations emerged;
we develop and update our action plans accordingly to ensure the safety and health of our guests and employees.



elexushotel.com.tr

In this process, we would like to express our sincere thanks to our employees,
who have made an extraordinary dedication to adapt our hotel as well as themselves to new conditions.

In order to make you live your dream holiday in a safe and hygienic environment,
we have reorganized our hotel in 100% compliance with hygiene and sanitation measures
within the framework of the “Covid-19 Certification Program” determined by the TRNC Ministry of Tourism and Environment.

We are happy to announce that our hotel is ready to welcome our esteemed guests and to come together again.
We have taken all the necessary health measures to make you live your dream vacation in the enchanting nature of Cyprus.

The way we provide services may have changed with the precautions we have taken,
but the satisfaction of serving you at Elexus and the beautiful holiday feelings you missed have never changed.

Today, we are waiting for you to experience and feel all its beauty again in your every moment.



elexushotel.com.tr

PHYSICAL COVID-19 MEASURES



PHYSICAL ADVANTAGES OF ELEXUS HOTEL TO PROVIDE HEALTHY HOLIDAY EXPERIENCE

In addition to all measures taken, such as regular disinfection of private and common areas, compliance with the social distance rule, services performed by health-trained personnel, we also go beyond the standard measures with the facilities provided by our physical conditions.

- With our 10 different room types and 822 bed capacity; we can disinfect our rooms in detail and leave them empty for a certain time before each new guest check-in.
In this way, we can host our guests in clean rooms that are completely free from viruses.
- In our own bay; with our 2 different beaches on our 1.3 km coastline and our 3250 m2 pier with 22 personal pavilions on it, we are able to offer our guests the social distance they need.





- Our guests who want to spend time in the pool instead of the beach can benefit from our 5 different pools, one of which is semi-Olympic size. The large number of pools and the width of the sunbathing terraces of approximately 7000 square meters prevent crowding.
- Our guests enjoy the special tastes of Elexus Hotel in our 7 different restaurants where the social distance rules are strictly observed.
- As Elexus Hotel, spread over a huge area of 277 thousand square meters, we serve in accordance with social distance and hygiene rules; we offer a healthy, safe and enjoyable holiday opportunity.
- In addition to meeting all the basic needs of our guests with comfort in our hotel; we offer a pleasant social life to our guests of all ages thanks to the entertainment, shopping, personal care facilities and many activities within the hotel.



1.

GENERAL INFORMATION



elexushotel.com.tr

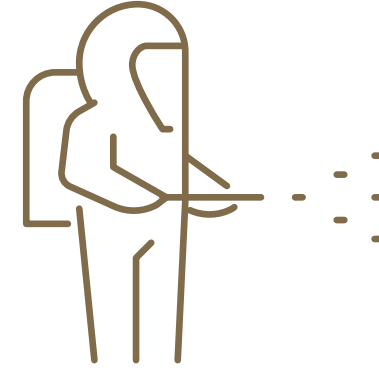


1.1

COVID-19 PANDEMIC CRISIS TEAM

A Covid-19 Pandemic Crisis Team has been established to manage the global epidemic period and post-process and to ensure the flow of information.

Aforementioned team of ours is responsible for following the developments closely through The World Health Organization, TRNC Ministry of Health and TR Ministry of Health, and to develop an action plan according to changing situations and to implement the measures taken.



1.2

DISINFECTION AND SANITATION TEAM

Our trained disinfection team regularly disinfects with disinfectant chemicals and ULV devices according to the characteristics of the general areas and surfaces of our hotel.

In addition, the responsible persons determined within each department are responsible for the regular disinfection of their duty areas.



1.3

EMPLOYEE AWARENESS AND OHS TRAININGS

Trainings were organized regularly by the TRNC Ministry of Tourism and Environment and the TRNC Ministry of Health in order to inform the employees about Covid-19 and the measures taken.

Our trainings are regularly repeated by our inspection company ISIS (International Safety Inspection Services) and our expert management team.

Furthermore, handbooks with educational contents are prepared and provided to all staff. Posters, videos etc. that will raise awareness and information within the scope of Covid-19 are prepared and published on staff boards or information screens for our employees.



1.4

ISOLATION ROOMS

Isolation rooms have been determined in order to prevent the guests and employees showing symptoms of the disease from spreading the virus to the wider population.



1.5

MEDICAL WASTE REGULATION

In accordance with the "Medical Waste Control Regulation" of the Ministry of Environment and Urbanization; Waste areas were created in order to collect masks, gloves and other personal hygiene material waste separately.

1.6

IN-HOUSE DISINFECTION AND OBSERVATION EQUIPMENT

- **Thermal Camera**

State-of-the-art thermal cameras that can measure the body temperature by separating the air temperature are used at the entrance of the lobby and congress center, which are the main guest entrances.

- **ULV Device**

The device used for disinfection with the fogging method and disinfection with Nano Ag is effective against all viruses and bacteria.

- **Ozone Disinfection Device for the Environment**

It is used for continuous ambient air disinfection in closed areas such as a kids club and gym.

It is also used in all kitchen and warehouse areas for ambient disinfection and vegetable/fruit disinfection.

- **ATP Device (Rapid Hygiene Control Kit)**

It is used to verify the effectiveness of the cleaning and disinfection procedures performed and for control purposes.

- **UV-C Device**

The device to be used for room card disinfection provides the surface disinfection of the document/object placed with the sterilization effect of Ultraviolet light.

- **Hand Disinfectant Dispensers with Automatic Sensor**

These will be provided for all rooms as a boucle material.

- **Hand Sanitizers for Rooms**

These will be provided for all rooms as a boucle material.

- **Hygiene Mat**

These are used in the main building of the Hotel and convention center entrance / exit areas, at the reception, in front of the guest relations and SPA reception desk, at the entrance of the kitchen areas.

- **Thermometer**

A thermometer will be used for our guests, staff and suppliers to identify people with disease symptoms before entering the facility.

- **Gloves**

Our UV sterilizers will be used for sterilization of rooms and general areas after cleaning and disinfection.

- **Mask & Face Shield**

The use of masks is mandatory for all our employees, and mask and face shields will be used together when necessary.

- **Hygiene and Cleaning Agents**

It will be installed in general areas to detect people whose body temperature is above a certain degree.



2 .

MEASURES TAKEN FOR EMPLOYEES

To comply with the hygiene rules of our hotel employees, who communicate directly or indirectly with you, our esteemed guests, and who we know are also communicating with each other; to keep them healthy and to become aware about this is one of the most important factors for an effective general hygiene practice.

We would like to share our practices for this with you below.

- Since the beginning of the pandemic process, all our staff are given periodic repetitive trainings by our expert companies and management team on pandemic and protection methods, contamination conditions.

In accordance with the Certificate of Advanced Hygiene Standards and Precautions issued by the TRNC Ministry of Tourism and Environment, which was put into practice within the scope of Covid-19; the training program carried out by the TRNC Ministry of Health and the Ministry of Tourism has been completed.

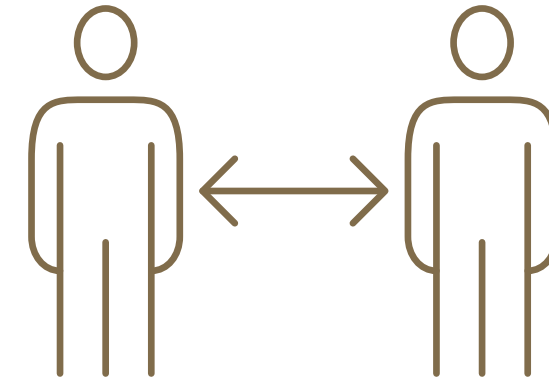
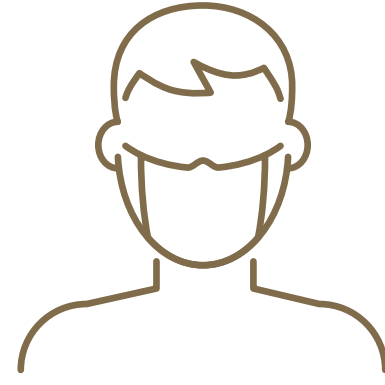
- In order to ensure clean air circulation, the shuttle vehicles used by our employees on their arrivals and departures are ventilated every 15 minutes.
- Our employees are allowed to enter and exit the facility by taking their body temperatures with digital thermometers that automatically measure and record with the biometric facial recognition at the beginning and the end of working hours.

Our personnel who have high body temperature and have symptoms related to the disease are not allowed start work.

- Staff uniforms are frequently changed and washed. Uniforms are disinfected before our staff starts work.



elexushotel.com.tr



- Disinfection units have been installed in personnel common areas and in the background work areas.

All our staff are frequently trained on the necessity of disinfecting their hands and washing them according to the rule.

- It is mandatory for our every single employee to follow the safe physical distance rule in their communication with our guests and among themselves.

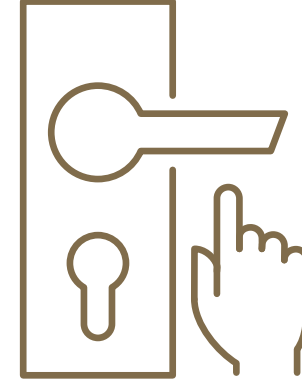
The use of masks is mandatory for our employees who have direct contact with the guest.

- Our staff working in housekeeping, food / beverage production areas and in the background, such as dishwashers, must wear masks and use disposable gloves.

- Banners and brochures will be kept on pandemic and hygiene issues in the personnel common areas and a safe physical distance rule will be applied in these areas.

3 .

MEASURES TAKEN



3.1

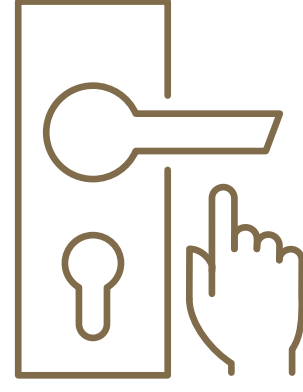
HYGIENE AND CLEANING RULES IN COMMON AREAS

All of our hotel, especially guest rooms, restaurants, bars, SPA, kids club, playgrounds, common venues, congress center, all other guest areas, kitchen areas; our personnel usage areas, offices and warehouses have been thoroughly disinfected by using hydrogen peroxide and colloidal silver products with proven effects and approved by the Ministry of Health. Disinfection processes carried out by our professional sanitation teams are maintained periodically.

- Sitting groups in public areas and in all common areas have been rearranged taking safe physical distances into account.

- Using disposable gloves and protective equipment (mask and transparent visor) by the disinfection team;

all common areas, frequently touched surfaces, door handles, handrails, elevators, elevator buttons, sinks, faucets, urinals and toilet bowls are frequently disinfected with ULV device and disposable hygienic cloths throughout the day.

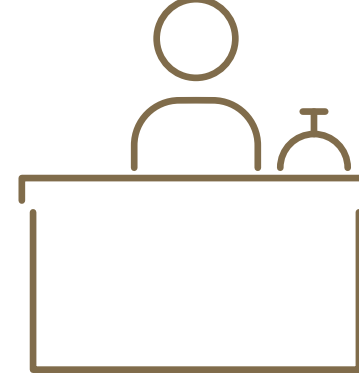


- Hand disinfection apparatus/units have been placed in all of our common places, toilets and every place where needed, and their follow-up is done meticulously.

- Cleaning and disinfection intervals are tightened and controlled through detailed checklists.

- In order to maintain social distance; capacity utilization of our elevators is limited so that only members of the same family, 4 people from the same group or 2 people who do not know each other can use the elevator at the same time. Elevator usage instructions will be placed in visible places.

- Usage waters are disinfected by passing through UV light according to the limits specified by international standards.



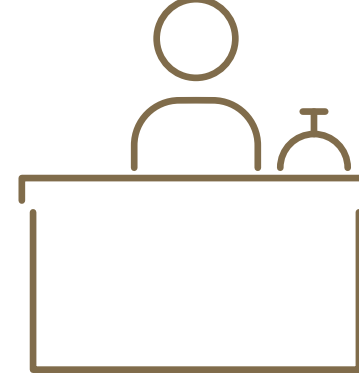
3.2

RECEPTION OPERATIONS

We would like to share with you the additional precautions we have taken so that you, our esteemed guests, can easily and hygienically safely enter and leave our hotel.

- Our guests will enter the hotel by passing the body temperature measurement through the thermal camera in the lobby.
- Transparent protective screens are placed in front of the reception so that you, our esteemed guests, can perform their transactions safely.
- In accordance with the physical distance rule; ground lines indicating social distance are placed in all departments where there is crowding and intensity such as reception, guest relations, SPA reception desk.





- Our staff in charge will explain the precautions we are implementing in general and provide you our brochures prepared in Turkish and English on the subject.

- In order to minimize the potential contamination risk, our guests will be provided masks during the check-in procedures.

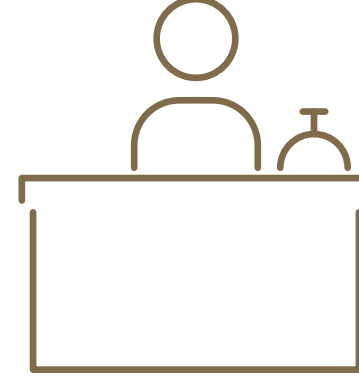
Their masks are renewed if needed during their stay.

- In accordance with the regulations of the Ministry of Tourism and Environment and the Ministry of Health, our guests are requested to indicate their possible chronic conditions during their entry procedures. In addition, our guests are kindly asked to share the address and phone number they can contact with in the country they have visited, the countries they have visited recently and in our country.

Our guests; in the process of Covid-19, are kindly requested to fill in the Guest Information Form and Declaration Form within the scope of “Law on Protection of Personal Data” stating that personal information will be shared with authorized institutions, if necessary.



elexushotel.com.tr



- Suitcases and other items are disinfected with ULV device by our personnel who have received the necessary training in this regard.

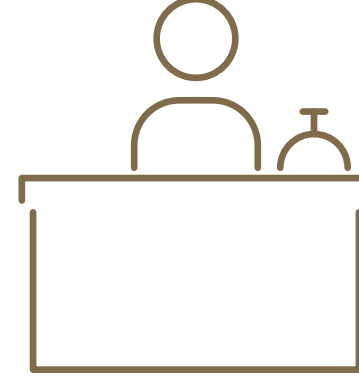
Then, the label “disinfected” is affixed on them and sent safely to our guests' rooms.

In addition, there are disinfectant apparatuses provided in luggage trolleys for use when needed.

- Luggages are left at the entrance of rooms in order not to deteriorate hygienic environment of rooms for which all the cleaning and disinfection processes are completed, and which are ready for the use of our guests.

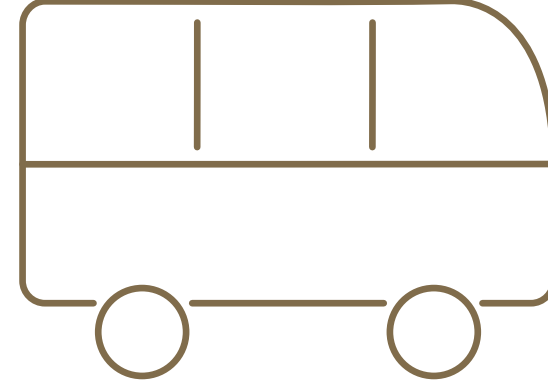
- General disinfection process is applied to the reception desk every half hour, disinfection and cleaning processes are repeated meticulously and frequently in every case of necessity.





- Our guests who wish will be able to log in through the online check-in application through the Elexus application, which they can download on their mobile devices before entering our hotel.
- Room door cards are prepared before our guest's check-in the hotel and disinfected with UV-C device and given to our guests safely in their protective cases.
- Equipment that our guests may need, such as strollers and wheelchairs, are disinfected with ULV device and provided to our guests.
- Our non-contact POS machines will be used within certain limits and these machines will be disinfected constantly.
- Use of masks and gloves is mandatory in valet service. Furthermore, disposable alcohol wipes are placed in guest vehicles.

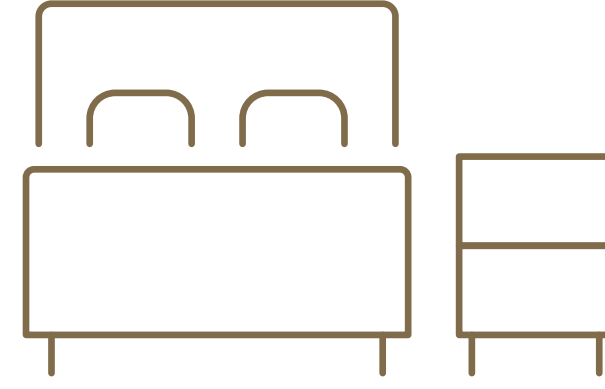




3.3

TRANSFER WITH HOTEL VEHICLES

- Before the guest gets on the transfer vehicle; seats, grips and other surfaces of the transfer vehicle will be disinfected with ozone or steam machine. Vehicles will be ventilated for a minimum of 20 minutes.
- Filter cleaning and disinfection are carried out while the vehicle ventilation is working.
- In-car vents are operated to supply fresh air and vehicle windows are opened every 15 minutes and the interior of the vehicle is ventilated.
- Hand sanitizer and cologne are available in all transfer vehicles.



3.4

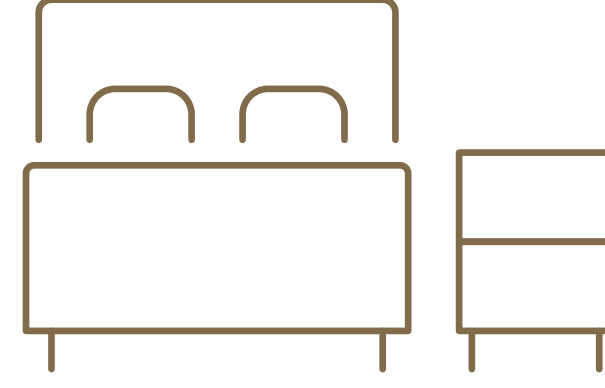
GUEST ROOMS

Our purpose for all our guest rooms; is to offer our guests an accommodation environment in a hygienic and clean place.

- Room capacity utilizations are carefully monitored, and room placements are made as less often as possible, and no new guests are accepted for a certain period of time after all cleaning and disinfection procedures in our check-out rooms.

- Our staff working in housekeeping operations wear masks and disposable gloves when working, and they wash their hands before starting the cleaning of the other room after cleaning each room, and changes their masks, gloves and cleaning cloths with new ones.

- Room air conditioner filters are changed, and the circumstance is recorded after each guest check-out.



- In room cleaning, surfaces that are touched frequently by hands, door handles, faucets, telephone handsets, TV remote controls, AC remote controls, lighting switches, minibars are meticulously disinfected.

In addition, TV remote controls are covered with a special cover and hygiene label after disinfection.

- All textile products used are washed between 75°C and 90°C.

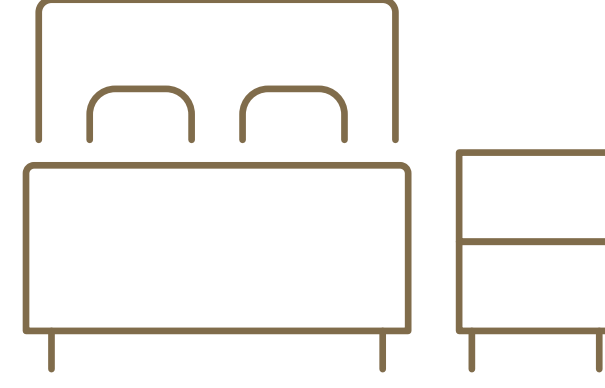
The "trolleys" used in the transportation of textiles are completely disinfected after each use.

- After the cleaning and disinfection processes of our rooms are finished, the hygiene label “Your room has been disinfected for you” is attached to the door in order to prevent entrance to the room until the use of our new guests.

- Boucle materials prepared for daily use of our guests are provided as disposable products in order to be personal.

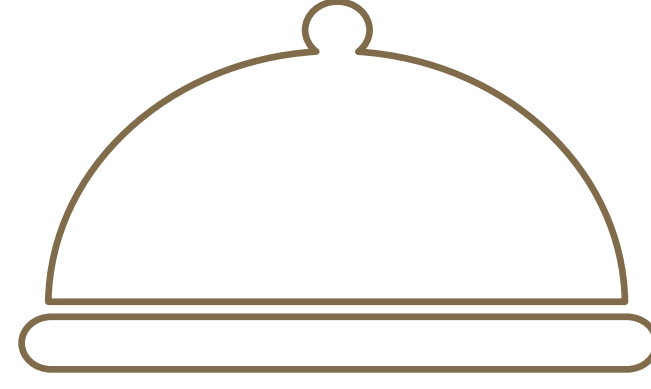
Our hand sanitizers are also provided to our guests in a boucle material set.





- Materials such as paper, pen, etc. in guest rooms have been removed and will be provided at the request of our guests.
- All textile materials such as bed linen, bed sheets, towels in the guest room where Covid-19 is suspected or diagnosed are put into a special section in the laundry by putting them in separate bags; these products are washed separately from other materials after standing for 72 hours.





3.5

FOOD & BEVERAGE

All productions are made by our trained, expert chefs in hygienic environments and with products that meet our quality standards.

Food safety requirements that are required to be implements in the food acceptance, preparation, processing and service/presentation processes are monitored by our food engineers.

All products are sent to accredited laboratories for routine analysis for control purposes.

The hygiene and cleaning rules required in all our food and beverage units in our hotel are applied with due care and are arranged to maintain a safe social distance.



elexushotel.com.tr

3.5.1

RESTAURANTS

- Tables, chairs, stools and seating intervals in our restaurants have been rearranged in accordance with the recommended safe distance rules.
- There are a hand sanitizer dispenser devices provided at all restaurant entrances. Necessary directions are made regarding the welcoming and capacity utilization at the entrances.
- In addition to the devices at the restaurant entrances, disposable disinfectant wipes are placed on the ends of buffets.
- Use of gloves, transparent visors and protective masks are mandatory during service.
- The products such as salt, pepper, mayonnaise, ketchup, napkin etc. are served personally in single-use closed packages when our guests are seated at the table.
In addition, disposable forks, knives and spoons are served upon request of our guests.
- General cleaning of all restaurants and cleaning of tables, chairs, benches, buffets and all other materials/ objects are made and disinfected with ULV devices at the beginning and end of the service.
- The tabletops are disinfected in accordance with the procedures after each use.

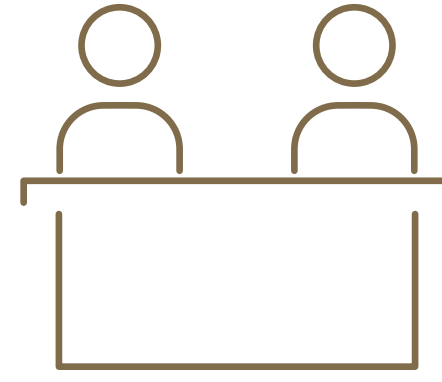
- Baby feeding chairs will be disinfected and covered with stretch film before service, and sign “Cleaned for You” will be placed on it.
- All used kitchenware is washed between 75°C and 80°C.
- Service trays are wiped with alcohol-based disinfectants by staff in charge between each service.
- In empty collection process, trolleys are used instead of trays, trolleys are disinfected after each service.
- Transparent protective screens have been installed for open buffet presentations in order to comply with the physical distance rule and to maintain hygiene.
- The products offered in the buffet are served by our kitchen team in order to maintain hygiene rules.
- Bread and its varieties are served in a personal package.
- Snack products provided in aquapark are served in closed packages.
- Ice cream varieties are served in closed packages and /or in bulk with disposable wipes.



3.5.2

BARS

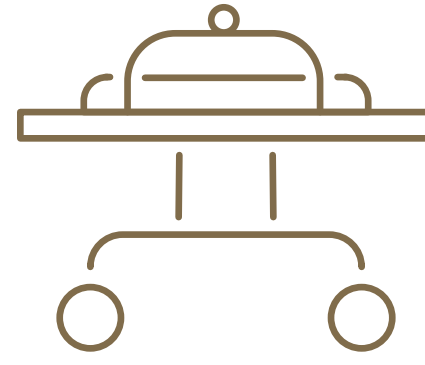
- The products (cookies, chips, Turkish delight, etc.) to be served alongside the drinks served in the lobby bar and its surroundings are served in packages.
- All space will be disinfected before and after each performance in The Code.



3.5.3

BANQUET

- The chair arrangement of the meeting halls will be arranged according to the regulations and will be adjusted in accordance with the social distance rules.
- Meeting rooms will be ventilated between each meeting and disinfection will be carried out by our sanitation team.
- The products given during the coffee breaks of the group meetings will be served by our service personnel in the form of lunch boxes or in closed packages for one person in the buffet.
- Packaged products will be used for coffee breaks.
- Disposable cups will be used in meeting rooms.



3.5.4

ROOM SERVICE

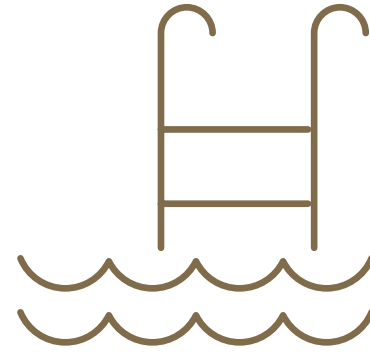
- All products requested from room service to guest rooms are served in a closed package.

- In room service, the requested products are not served to the rooms with a tray.

The products are served with service trolleys covered with disposable covers and covers, which are changed after each service.

- Service trolleys are disinfected after each service.

- The products in the room set-ups are covered with stretch film and served separately.



3.6

POOL, BEACH AND AQUAPARK

Our pool cleaning procedures are done in accordance with the chemical values that will not include any disease or epidemic as usual.

During Covid-19, all our procedures have been reorganized according to the recommendations of national and international authorities to completely eliminate possible risks.

- Distance between the lounge chairs in the surroundings of all our pools and beaches have been rearranged according to the safe physical distance rule.

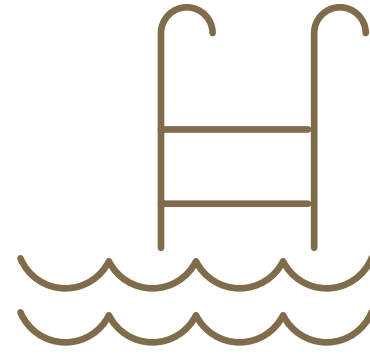
- In order to create a hygienic environment in pool uses, disinfection tunnels have been installed at all pool entrances.

- Foot washing and disinfection areas were installed at all pool entrances.

These areas are cleaned in accordance with the procedures and their water is frequently changed.

- Disinfection with chlorine is carried out every day after closing to aquapark slides.





- Slide sections in aquaparks are indicated by lines in order to provide social distance. Necessary directions will be given to those waiting in line to protect the social distance.

- All lounge chairs and general areas are regularly disinfected by our disinfection team during the day.

- In order to provide personal hygiene, disposable covers are used in all lounge chairs around the beach and pool.

- All beach towels are individually packaged and served.

- The chlorine level of our pools has been increased from 1 ppm to 1.5 ppm.





3.7

KIDS CLUB AND PLAY AREAS

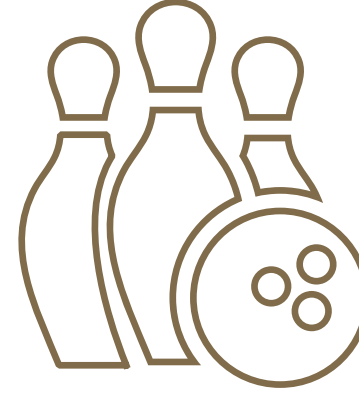
We give significant importance as much as you to make our most precious assets children to have a fun and safe holiday. Therefore; in our units such as play rooms, children's club, playground/area reserved for our children within the facility; we have taken the following measures in addition to the care we always take.

- Children will be admitted to the children's club through the reservation system, and fire body temperature measurements will be made upon entry and recorded.
- Since the use of shoes in the kids' club does not comply with the hygiene rules, all children will be given one-time booties at the entrance.
- The toys used will be disinfected every day after closing.
- Confined interior areas will not be used as much as possible. Instead, activities will be carried out in outdoor areas.



- Children will be taken to the trampoline in groups of four and due care will be taken to protect the social distance.
Trampoline will be disinfected at appropriate intervals.
- Activities that comply with the hygiene standards in the regulations will be organized while maintaining a safe physical distance.
- Textile products in children's sleeping room will be changed daily and washed at 75-90 degrees.
- Only packaged products will be served in the kids' club buffet.
- Toilets will be cleaned and diaper changing areas will be disinfected after each use.
- A disinfectant dispenser will be placed in the entrance and toilets of the kids' club.
- All children's pools will be shocked and recorded daily.
- Use of masks and gloves will be mandatory for adults in the kids club.



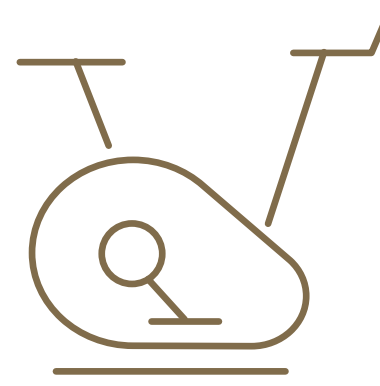


3.8

ANIMATION AND ACTIVITIES

- Sports and entertainment activities will continue in a way with low participation or individual activities in accordance with safe physical distance rules.
- Guests will be admitted to the closed movie theater with a reservation to protect the social distance rule.
- Open air cinema will be created based on social isolation.
- According to the regulations of the Ministry of Health on the grounds that it is not suitable for the hygiene procedure, games such as card games and rummikub used in the game hall have been removed from use for a certain period of time.
- Bowling balls, table tennis, billiard cue and tables are disinfected after each use.
- Bowling bands are used intermittently to provide social isolation.





3.9

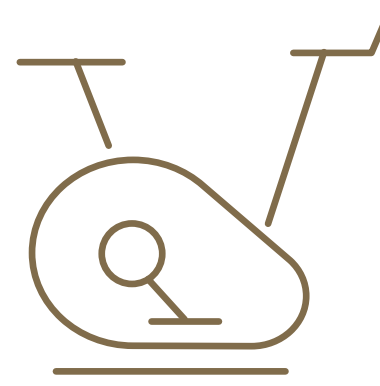
SPA AND FITNESS CENTER

Our priority in the treatments and services provided in our Zoya Spa and fitness center is to provide a safe service by protecting high level hygiene at all times.

Since the spa center and the fitness center are areas where personal contact occurs, all measures are applied in this process at the maximum level.

- In accordance with the physical distance rule; ground lines indicating social distance are installed and transparent protective screens are placed in front of the desk.
- Sensor disinfectant dispenser is placed in the spa center.
- After each massage, the massage room is ventilated for 1 hour and opened for use after disinfection.
- It is mandatory to use a protective mask and transparent visor in all personal care and massage services to be provided.





- In the fitness hall, all sports equipment and apparatus are subjected to detailed disinfection with ozone and ULV twice a day, in the morning and evening, and the application will be recorded. In addition, equipment and tools are disinfected again after each use.
- Before using the semi-open pool, a hygiene pool has been placed for foot disinfection.
- Fitness center usage capacity has been revised and reservation service is provided in accordance with hygiene rules.
- During the reservation phase, necessary information will be given to the guests about the use of the fitness center, and they will be obliged to come by taking a shower.
- All the sports equipment and apparatus in our fitness rooms are arranged in accordance with the safe social distance. Disinfection is performed after each use.



3.10

FOOD SAFETY & PRODUCT ACCEPTANCE

Practices in purchasing and product acceptance cover the processes from the supplier until the product is purchased and reaches the final guest.

In the Covid-19 process, our product acceptance procedures have been reorganized
in accordance with the ISO 22000 food safety procedures as well as the hygiene and sanitation standards.



elexushotel.com.tr

ELEXUS HOTEL HYGIENE AND HEALTH PRACTICES AFTER COVID-19



elexushotel.com.tr