

Voyage Hotels Health and Safety Declaration

Dear Guests,

As Voyage Hotels, our priority has always been the safety of our guests and employees. As we transition to the normalization phase and resume tourism-related activities, we have implemented additional measures and protocols to prevent the spread of the Covid-19 virus. These measures reinforce our strict hygiene and health protection standards.

All the measures taken in our hotels have been prepared in accordance with the circular issued by the Ministry of Culture and Tourism of the Republic of Turkey. The certification requirements of the Ministry of Culture and Tourism are meticulously fulfilled.

In all our hotels, a Covid-19 Emergency Committee has been established under the Authority of our General Managers. The Committee is responsible for the establishment, implementation and monitoring of all Hygiene and Health processes throughout the Hotel. The Committee members follow current developments and new practices, as well as instructions and publications provided by the Ministry of Health, the Scientific Board and other relevant official institutions, and ensure that new applications are updated at the facility.

In our hotels, protocols covering COVID-19 and hygiene rules / practices have been prepared and are evaluated regularly. These protocols are updated in line with issues, solutions and measures taken by public institutions and organizations. Within the scope of the protocols, we have also defined processes for personnel who exhibit symptoms of the virus or other illnesses.

ARRIVAL AND WELCOMING

The temperature of our guests will be measured with thermal cameras and check-in procedures are carried out in compliance with the standards. An assigned member of our team will provide information to our guests regarding implemented precautions and measures. Hand sanitizers, hygiene mats, masks and specified waste bins in accordance with the Waste Management Directive are located at the Reception area.

Our guests' luggage and other belongings will be accepted by our trained team wearing protective clothing at the entrance of our hotel. These items will be labelled and safely delivered to guests' rooms after an application of disinfection chemicals. Guests will be required to inform the hotel, via the registration card, regarding their last 14 days of travel, chronic illnesses and whether or not they have contracted Covid-19.

Guests driving to the facility will have their vehicles taken by bellboys in protective clothing to the car park, where the keys will be disinfected and put in individual single-use bags.

GUEST ROOMS

The cleaning of guest rooms is performed by the housekeeping team, who have received special training on the issue, using single-use gloves and masks and cleaning and disinfection chemicals approved by the Turkish Ministry of Health. All rooms are cleaned with colour-coded disposable cloths. Cleaning and disinfection will be continued to be carried out in high standards.

All surfaces contacted, including the telephone, remote control, kettle and items such as door/window handles, are disinfected with high-level disinfection during and after the accommodation of the guest.

There are single-use amenities in the rooms.

The air conditioners in the rooms are cleaned daily and recorded.

Rooms are ventilated at the end of the cleaning process. After the cleaning and minibar refill are complete, the rooms will carry a "Cleaned and Disinfected" label until the new guest checks in.

The ambient air of all rooms is disinfected with ozone devices after check-out.

In cases where a hotel guest or employee is ill, isolation chambers have been designated in which we can safely isolate them until the required doctor's examination and verification are provided. At this stage, authorized institutions will be notified by taking necessary emergency actions under the guidance of our hotel medical teams and with the coordination of the Covid-19 Management Team.

COMMON SPACES

For proper and regular cleaning of common spaces, a Mobile Cleaning Team for Covid-19 has been created to reinforce our existing cleaning staff. Surfaces that are frequently touched, such as door handles, handrails, elevator buttons, electric switches, and POS devices, are frequently cleaned with disinfectant and traceability records are kept.

In all common spaces, hand sanitisers are available for personal use. A sufficient number of hand sanitisers have been placed in areas where our guests and employees can easily access them. Cleaning products that have been approved by T.R. Ministry of Commerce and T. R. Ministry of Health and do not harm human health are used throughout the hotel.

KITCHEN, RESTAURANTS AND BARS

The cleaning and hygiene of the kitchen and related areas, all kinds of equipment and tools used in the kitchen, countertops and storages is regularly ensured.

Hygiene barriers, sterilization devices, and necessary tools and equipment for hand and body hygiene are available in the raw material and product transfers to the food

production sections and in the kitchen section. Only employees assigned to kitchen sections are permitted to enter those areas.

All food is stored covered or in closed cabinets. Food that have been prepared with raw materials are kept in separate locations to prevent cross-contamination.

Attention is paid to the use of uniforms, personal protective equipment and the personal hygiene of the kitchen staff during their work.

All our restaurants have been arranged in accordance with social distancing guidelines. Necessary measures have been taken regarding social distancing and the required markings have been set up. A limited number of guests are accepted in accordance with these guidelines to protect your health. Hand sanitizers are available at the entrances and inside all food units. Guests are informed of restaurant capacities at the entrances. At the entrance of the main restaurant, guests' temperatures are measured with a thermal camera.

Washable table mats are used on the tables instead of tablecloths. Serving tools are frequently disinfected and disposable sets are available upon guest request. General cleaning of our food and beverage units, and items such as tables, chairs, strollers, buffets, etc. are disinfected with ozone devices at the beginning and the end of each service.

As our guests can order food in our open buffet restaurants, they will be able to choose products from a designated point of the buffet. These products will be served by the kitchen staff in charge.

Sets that consist of a fork, knife, spoon and disposable salt, pepper and hygiene tissues are placed on the table after guests are seated.

Orders are taken from the menu in the children's buffet and requests such as preparing baby food are performed by the kitchen staff. Strollers are covered with a protective film after being disinfected.

All our bars are disinfected in certain periods. Beverage presentations on-demand are served in disposable cups.

All processes are controlled by our food engineers and dieticians.

TUGI KID'S CLUB, SPORTS CENTRES, ENTERTAINMENT AND ACTIVITY FIELDS

While necessary measures are taken for the use of mini clubs, game arcade, amusement parks and playgrounds, daily disinfection procedures are also carefully provided.

The seating layout has been rearranged for shows and programs in accordance with social distancing rules. Evaluations are ongoing related to performing two shows per night with smaller audiences. Live music performances take place in large outdoor venues in accordance with social distancing rules.

Social distancing rules are followed in the entertainment, activity and show fields within the determined criteria. Attention should be paid to carry out activities of low

participation or individual activities outdoor. Alternative games and activities have also been prepared to avoid putting the guests' and staff's health in jeopardy. Gyms have been arranged for limited capacity use within the determined criteria in accordance with social distancing rules; the number of users is recorded. Cleaning of usage areas and equipment is provided with hygienic materials after each use in accordance with standards.

BEACH, POOLS AND AQUAPARK

Disinfectant rates of pools are followed in accordance with criteria determined by the legislation. The pools are disinfected with chemicals distributed by automatic dosing pumps in accordance with legal parameters. The values are recorded daily by certified employees and displayed on the boards near the treated pool, visible to guests.

Social distancing rules and the number of users will be considered in the swimming pools and aquaparks throughout the hotel. The chlorine level is maintained between 1-3 ppm in outdoor pools.

The distances between sunbeds and seating groups on the beach and poolside have been rearranged in accordance with social distancing rules.

FACILITY EMPLOYEES

Our employees' legally required medical tests are followed periodically and regularly. Periodic information is received from the relevant employee for monitoring groups of co-habiting employees in terms of Covid-19. An employee with any health problems as diagnosed by the workplace doctor is not permitted to work unless an approval of no objection is granted. The temperatures of the employees, suppliers and service providers who arrive at our facility are measured with a thermal camera and this data is recorded. All our employees are specially trained in pandemic and hygiene measures.

Disinfectant and antiseptics are available at staff entrances. All our employees are provided with personal protective equipment (such as masks, surgical masks, gloves, face shields) suitable for their work environment and guest contact levels; environment and hand sanitisers are provided. The use of this equipment is monitored and daily cleaning and hygiene of uniforms is ensured.

Employee dressing rooms, showers, toilets, and common dining and resting areas have been arranged in accordance with social distancing guidelines and the necessary floor markings and social distance borders have been placed. All staff areas are cleaned and disinfected regularly in accordance with the rules. Social distancing guidelines are followed in the lodging rooms. Lodging rooms have been rearranged to ensure limited capacity. Common spaces within the lodging have been rearranged in accordance with social distancing rules.