

**HYATT**  
REGENCY

# Hyatt Regency Istanbul

**Confidential & Proprietary**



# COVID-19 PRECAUTIONS





Warning signs and social distancing lanes have been placed in the reception area.

At reception during check-in guests are provided with masks, gloves and anti-disinfectant wipes.

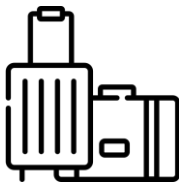


Guests are advised to pay using their credit card, the aim is to use as much contactless options as possible.



Room keys are sterilised before handing over to guests.

Room keys and pens whether used or not used are kept separately, once these have been returned they are each disinfected.

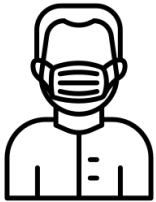


Guest luggages are disinfected before entering the hotel.



At the hotel entrance, temperatures are taken and recorded.

Disinfectant mats have been placed at the hotel entrance.



All general areas have been placed with disinfectant units.

The lobby and general areas have been arranged according to social distancing measures.



Guest greeting points like Front office and reception areas (Restaurant and Spa) have special plexi glass screens in place.





All areas of the hotel with seating facilities have been rearranged according to social distancing measures (1.5m between tables and 60cm between chairs)



Due to hygiene measures, salt and pepper, flowers etc have been removed from tables.

Events like weddings, meetings and cocktails that take place will be set up according to social distancing measures.



In order to reduce contact, menus can be viewed via a **QR** code system which has been put in place.



**Knock & Go** concept system has been put in place for room service.

Printed materials have been removed from all rooms and general areas within the hotel.

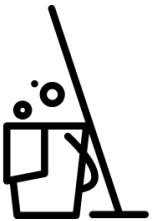


Housekeeping, laundrette, minibar, room service and technical department have been rearranged accordingly.

As it is mandatory within our brand to have a hygiene specialist, we have also recruited a senior internal auditor.



Daily room cleaning that use to take place will no longer be operating (apart from specific requests from guests)



Guests accommodating for longer than 3 days will have their room cleaned thoroughly and disinfected at high standard, a record will also be kept.



All cleaning and hygiene procedures have been renewed. A new "Clean Team" & "Dirty Team" has been introduced, these teams will be operating in areas where most contact has been made. Every hour lavatories and general areas will be disinfected.



Guest rooms will not be reused and accommodated with new guests for **12 hours** where then Housekeeping staff members will do a thorough clean.



Guest rooms will be provided with one time use cups, equipment etc.

In emergency situations, 2 guest rooms will be used as quarantine rooms.



Laundry operating hours have been revised as 08:00 till 16:30. Laundry washing will be done in the upmost hygienic standard way with minimum physical contact.



Levana Spa opening hours have changed to 08:00 - 21:00 and will operate using a reservation system. It will be closed on Mondays.



Gym/Fitness and rest areas have been rearranged according to social distancing rules.

A maximum 45 minute limit time usage of gym equipment has been put in place.



All guests must wear a mask when using the gym/fitness facilities.



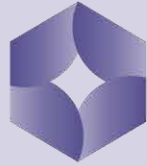
A maximum time usage of up to 30 minutes and up to 2 person rule has been put in place for the usage of the sauna, steam room and hamam. These rooms will be closed for 15 minutes after every 30 minute usage in order for disinfectant procedures to take place.



Chlorine levels within indoor pools will be kept between to 1-3PPM and 1-1.15PPM for outdoor pools.

# Denetimler sonrası aldığımız sertifikalar;





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Thank you

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**HYATT REGENCY ISTANBUL ATAKOY**

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