



GUEST INFORMATION

GUIDE

2020



Shaping a World of Trust



SAFE TOURISM CERTIFICATE

This certification recommended by Turkey Tourism Promotion and Development Agency is issued by BV İnceleme Uzmanları Gazetesi Servisi A.Ş.

(BV İnceleme Uzmanları Gazetesi Servisi A.Ş., is accredited by TÜRKAK and its accreditation coverage is published at www.turksek.org.tr)

PAPILLON BELVİL

has met the requirements of the "Assessment Criteria for COVID-19 and Hygiene Measures to be Implemented in the Hotels and their Food & Beverage Venues during the Pandemic" published within the framework of the "Safe Tourism Certification Program" and has become entitled to receive "Safe Tourism Certificate".

Certificate Number
BVL-TR-0081

Issued on 25 / 04 / 2020

Date of Expiry 25 / 07 / 2020

Facility Type
Accommodation Facility

Signature
İbrahim Taşay
Certification Manager



CERTIFICAZIONE
DI PRODOTTO
BUREAU VERITAS
Certification




PAPILLON
HOTELS · RESORT · SPA



T.C. Sağlık Bakanlığı



World Health
Organization



CERTIFICAZIONE
DI PRODOTTO
BUREAU VERITAS
Certification



Diversey[™]
for a cleaner, healthier future[™]

Papillon standards have been set using the methods and guidelines that are designated by the leading institutions of the world.





Erol AKIN / Vice-Chairman

As the Papillon family, we are very excited to welcome you, our valuable guests, back after a long break and we are looking forward to meeting you again soon!

Our wish to give you the comfort, quality and service standards of Papillon and provide you with new holiday experiences at our Papillon Belvil facility is what motivates us.

We have carried out very thorough work with our entire team to ensure your stay with us is a safe, healthy and comfortable one during this period. We have taken all the necessary measures by ensuring our usual cleaning and hygiene standards are even more enhanced at this time.

In the following guideline, you will note the considerable work that we have done regarding our hygiene standards. Also, please feel free to share any of your questions, suggestions and requests that could take us one step further.

Best regards



RAISING **PAPILLON'S** STANDARDS



GUEST ACCEPTANCE



You can check in online through the Papillon Hotels App and send your requests.



You can get support from our guest relations department to complete your check-in procedures rapidly.



Personal protective equipment, such as hand sanitizer, masks and gloves is available on request.



Your luggage is disinfected with ULV (ultra-low-volume technology) by our bellboys during your check-in procedures.



If you wish, you can request that no member of staff enters your room for cleaning and minibar replenishment during your holiday. You can notify us of your all requests by phone or through the WhatsApp Guest Relations line.



You can use our touch-free devices for your payments.



During this period, we have updated our visitor policy to protect the health of all of us. Unfortunately, this means we will not able to accept any visitors of guests and staff at the hotel.



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COMMON SPACES



All common spaces have been marked to help you to maintain social distance with other guests and our capacities have been determined and rearranged accordingly.



The number of hand sanitizer dispensers has been increased in all common areas. You can use them for personal hygiene.



Before opening our hotel, maintenance has been carried out on ventilation and air conditioning systems. Periodic routine checks continue in these areas and are recorded.



Our facility has 24/7 healthcare professionals: should you require medical help, contact reception or the guest relations department.



For our guests over 65 years old and who have high blood pressure, heart disease and diabetes, we kindly ask you to be careful while using the beach and swimming areas.



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FOOD AND BEVERAGE UNITS



There is a distance of at least 1.5 metres between tables and 60 cm between chairs in all food and beverage areas.



In this period, disposable items such as tablecloths, salt and pepper shakers and napkins are provided.



We have rearranged our service areas to provide you with a safe experience. To minimise contact in our open buffets, we have placed barriers and all meals are served by the kitchen staff.



Please ask the waiters to get your drinks from machines, tea/coffee makers, beverage dispensers, etc. in the common spaces.



In this period, open buffet meals for breakfast, lunch and dinner are served by our kitchen staff while beverages are served by waiters.



There are also snack and à la carte restaurants for alternative dining options.



We have increased the number of our à la carte restaurants and you can make your reservations via the Papillon App or by calling our guest relations department.



During this process, our kids restaurant is not open, and we ask you to forward your special requests to our team. They will be happy to assist you.



RAISING PAPILLON'S STANDARDS



REBORN SPA



Due to the fact that our facility has a Healthy Tourism Certificate, our SPA & Turkish Bath & Sauna units fully operational.



Use of the spa, Turkish bath and sauna is by reservation. We kindly ask you to make your reservation at the SPA reception.



The occupancy of the Turkish bath, sauna and steam bath is limited to a maximum of 30 minutes and these areas are disinfected and ventilated at least 15 minutes before each use.



The entry and exit times of the related areas and the maximum number of users are set out according to the social distancing rules. Information on capacity is available at all entry points.



Hand sanitizer/disinfectant is available in the Reborn Spa section. We ask you to use it for your personal hygiene.



Healthy air quality is provided in the Reborn Spa units and the humidity rate is constantly monitored.



Scrub mitts, soap, shower gel and shampoo are available for your personal use.



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FITNESS CENTRE



There is a hygiene mat and hand sanitizer ready for your use at the entrance of the gym.



There is a maximum number of users at any one time and use of the gym must be made by reservation through our guest relations department.



We kindly ask you to observe the designated occupancy times so that all our guests can benefit from our fitness centre. Thorough disinfection and ventilation are carried out after each use.



We kindly ask you to follow the terms of use for the fitness centre.



RAISING PAPILLON'S STANDARDS



ENTERTAINMENT AND ACTIVITIES



Alcohol-based hand sanitizers/disinfectants are available for your use at the entrance to the entertainment and activity areas.



Events and shows prepared by our Entertainment and Activities department for you will continue with our social distancing measures in place. Our activities staff are available to help you with programmes and information.



The Papy Kids areas have been arranged in accordance with the social distancing rules and the maximum number of users is set out. We kindly ask you to make your reservations beforehand.



Our Papy Kids activities have been planned so that children can spend more time in the fresh air.



Surfaces such as toys, door handles, cushions, etc. that children frequently touch are cleaned and disinfected by our staff after each activity and these areas are ventilated.



After all Papy Kids areas are thoroughly cleaned at the end of the day, surfaces and toilets are disinfected with ULV technology, recommended by the World Health Organization in fighting the pandemic.



In this period, all toys with multiple parts have been removed within the scope of our hygiene measures.



We have staff on duty in every area available to ensure your children's personal cleaning and that social distancing is maintained. There are hand sanitizers/disinfectants in this area for use by the children.



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OUR STAFF



All staff undergo periodic medical screenings in accordance with the guidelines of local authorities.



Transportation, accommodation and eating and drinking areas for staff have been arranged in accordance with social distancing rules.



Under the consultancy of our Occupational Safety Specialist, protective measures have been taken to ensure the health and hygiene conditions of our employees.



Our hygiene teams have been conducting their routine work for the disinfection of social living spaces of our staff and guests and keeping records.



Every employee has had online training in personal hygiene, information on the pandemic period, food safety, quality management systems, environmental management system, occupational safety and health management systems, environmental management system, etc. When necessary, our training continues in person observing the social distancing rules. All of our training is recorded and our staff will stay up to date with ongoing training.



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GENERAL CLEANING AND MAINTENANCE



We have removed notepads, pens, hotel directory, etc. from our rooms. If you have any requests for these items, you can always reach us.



Every room is thoroughly cleaned with all surfaces disinfected with ULV technology, recommended by the World Health Organization in fighting the pandemic. After this application, the rooms are sealed with hygiene bands placed on doors to prevent anyone from entering the room. This ensures that you will be the first to enter the room by removing the hygiene band on the doors.



All staff who enter your room for cleaning, minibar replenishment or technical issues during your stay are required to use personal protective equipment.



Rooms are allocated to guests at least 12 hours after cleaning, ventilation and disinfection processes.



Detailed hygiene plans have been prepared by our housekeeping and quality departments and there are frequent disinfection processes for toilets, elevators, lobby, restaurants, reception and desks, sunbeds, tables, chairs, door handles and light switches in these areas.



All areas are disinfected by our hygiene teams with ULV (ultra-low volume technology) at the end of the day.



We kindly ask you to use our grey waste bins in common spaces for your personal protective equipment waste (masks, gloves, etc.).



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FOOD AND WATER SAFETY



For year, we have followed the “ISO 22000: 2005 Food Safety Management System” standard for raw material, food production, and eating and drinking areas in our facility.



In this period, our presentation and production sections have been updated to provide you with safer environments with more frequent inspections in related areas.



Our general water system has been thoroughly checked before opening the facility and necessary disinfection processes have been carried out. In accordance with the relevant regulations and statutory requirements, our controls and disinfection processes are routinely recorded.



Food, water and swap analyses are periodically sent to the accredited laboratory and followed by our quality department.



All our pools are monitored and measurements recorded in the pool logbook.

You can download the Guest Information Guide on our website.



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