

FAIRMONT QUASAR ISTANBUL

HEALTH AND SAFETY MEASURES

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1. YOUR HEALTH AND SAFETY ARE OUR ABSOLUTE PRIORITY

Dear Valuable Guest,

Welcoming, safeguarding and taking care of others are at the very heart of what we do and who we are. The health, safety and well-being of our staff, guests, owners, partners and suppliers remain **our top priority** as the world goes through this unprecedented time.

We are going above and beyond to keep our guests and staff safe and in addition to Government protocols, we are implementing our Accor unique cleanliness and prevention label **ALLSAFE.**

The new program, developed with **Bureau Veritas,** guarantees the most stringent cleaning standards and operational protocols in the world of hospitality.

To add to our commitment, we also partnered up with **AXA** to provide guests with medical support.

We look forward to welcoming you back soon even with greater care and passion, alongside us on our safe and exciting journey of “turning moments into memories”.

Fairmont Quasar Istanbul



2. ALLSAFE CLEANLINESS & PREVENTION LABEL

- ✓ Endorsed by **Bureau Veritas** and audited by experts to achieve the ALLSAFE label.

Accor has established some of the most stringent cleaning standards and operational measures to ensure the safety of our guests and staff.

These standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certifications services.

The ALLSAFE label certifies that Fairmont Quasar Istanbul complies with all the standards and procedures after regular audits done by Bureau Veritas.

Our ALLSAFE Officer, given comprehensive safety & health training, is available 24/7 for any requests.

3. GLOBAL MEDICAL SUPPORT FOR GUESTS

Within the scope of our strategic partnership with **AXA,** a global leader in insurance and assistance, we provide medical support and the highest level of care to the guests of Fairmont Quasar Istanbul.

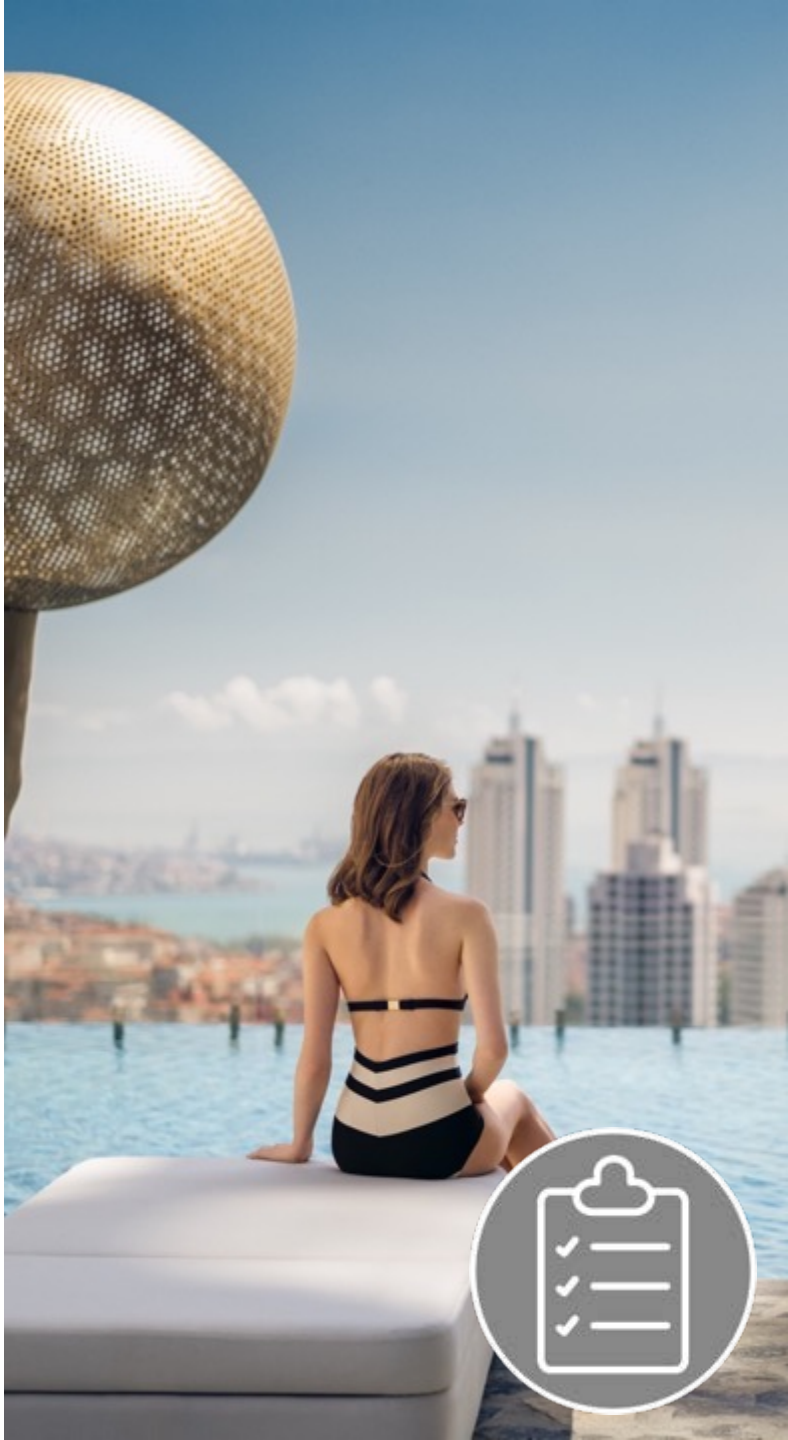
Guests will benefit from AXA's most recent advantages in telemedicine through free access to medical teleconsultations accessible 24/7 in the language of their choice.

In addition to teleconsultations, guests can opt for face-to-face medical examination or emergency services at their own expense.

As a secondary option, we at a local level have collaborated with Acıbadem Mobile Health Services.

4. KEY INITIATIVES AT A GLANCE

- Dedicated 24/7 guest hotline to answer questions and to best assist during their stay
- Physical distancing enforced in all common areas, at least 2 meters (6 feet)
- Contactless fast check out and payments carried out whenever possible
- Sanitizers provided in key public areas. (Front desk, elevators, restaurants etc.)
- Strengthened room-cleaning protocols including extra disinfection of all high touch room and bathroom areas
- Reinforced cleaning program in public areas with frequent disinfection of all high touch areas
- Reinforced food safety standards and new protocols
- Safe room service provided at no extra service charge
- Employees given comprehensive safety and hygiene training
- Guest access to medical professionals and tele-medical support, with our AXA partnership



5. ENHANCED CLEANING PROTOCOLS

New stringent cleanliness standards have been implemented, monitored and include a reinforced cleaning program with frequent disinfection of all high touch-areas like elevators and public restrooms.

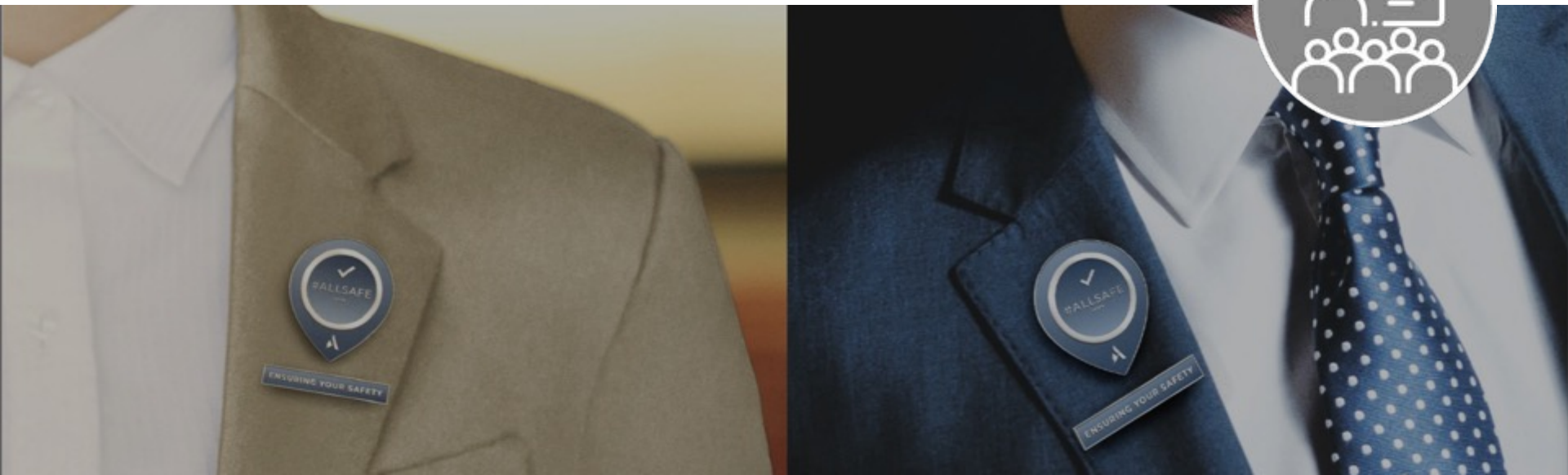
An enhanced “in room cleaning program”, using hospital grade cleaning materials and regular deep cleaning are carried out on upholstery and carpets and all bedding will be washed and treated at high temperatures.



6. ENHANCED STAFF TRAINING

Training and Education of our employees is a critical aspect of health and safety and is included in the ALLSAFE label.

A new comprehensive safety and hygiene program is carried out to ensure all employees have the skills and education necessary to protect themselves and our guests.



7. NEW GUEST CONTACT MEASURES

To ensure all guests remain safe during their stay we are implementing new standards to maintain physical distancing measures throughout the hotel and specifically in public areas.

- Ensure physical distances are maintained, at least 2 meters (6 feet)
- All restaurants and bars and seating in public areas comply with government specified distance measures
- Guests are provided with individual hand sanitizer, disinfection wipe and surgical mask
- Signages are utilized throughout the guest touch points and advise guests of necessary restrictions
- Guest temperature measurement practices have been implemented at the hotel entrance and throughout the hotel
- Further hygiene ensured with the use of contactless payment solutions and fast check out
- We provide luggage and in-room dining delivery with proper distancing and only up to the door of your room. We will not enter your room unless we have to
- We sanitize hand-touch items such as pens and room keycards



8. ENHANCED FOOD SAFETY STANDARDS

We care deeply about the safety, quality and environmental impact of our food. In addition to our record breaking HACCP score and ISO 22000 certificate; ensuring the highest standards in food safety, we have established enriched protocols and standards as we re-open our restaurants and bars, which exceed corporate and local regulations.

This includes commitments such as maintaining 1.5 m distance across tables and 60 cm distance between chairs, all employees to wear masks and gloves in kitchens, sanitation gel products available in all venues, table service and assisted-serve instead of buffet service as well as enhanced employee training on awareness and cleanliness procedures.



9. GUEST JOURNEY AT FAIRMONT QUASAR ISTANBUL

Pre-Arrival

- In light of the new cleaning standards and operational protocols, we inform our guests about our safety regulations upon making reservation, providing a QR code with the confirmation letter so that they can be fully aware of the new procedures.
- In order to ensure you a smooth check-in, we request our guests to provide us with all the necessary information to be prepared in advance upon arrival.

Guest Transportation

- For a safe transportation within the city via safe tourism certified vehicles, please contact our concierge. We provide hygienic transportation options where the car is disinfected before and after each passenger and the driver wears a mask.



10. ARRIVAL

- Guest luggage is disinfected immediately at the hotel entrance with the ULV fogger before entry.
- A thermal camera is installed at the entrance of the hotel in order to check the temperature of all guests arriving to the hotel. We also control the temperature of our guests via infrared thermometers throughout the hotel.
- Your check-in will be done at a proper physical distancing and the guests have to complete a “Health Declaration Form” within the registration card.
- We will provide you a protection kit featuring individual hand sanitizer, disinfection wipe and surgical mask
- You may ask for additional personal protective equipment through Royal Service line in case of need. Please kindly wear your facemask at all times in public spaces; will protect you and others.
- We use ultraviolet light technology for sanitizing guest keys, pens and cash.
- We provide luggage and package delivery with proper distancing and only up to the door of your room. We will not enter your room unless we have to.
- Cleaning preferences of the guest are being confirmed upon check in.



11. GUEST ROOMS

We have introduced intensified hygiene & prevention measures to ensure your safety and our new elevated cleanliness protocols and standards are also complied in the guest rooms.

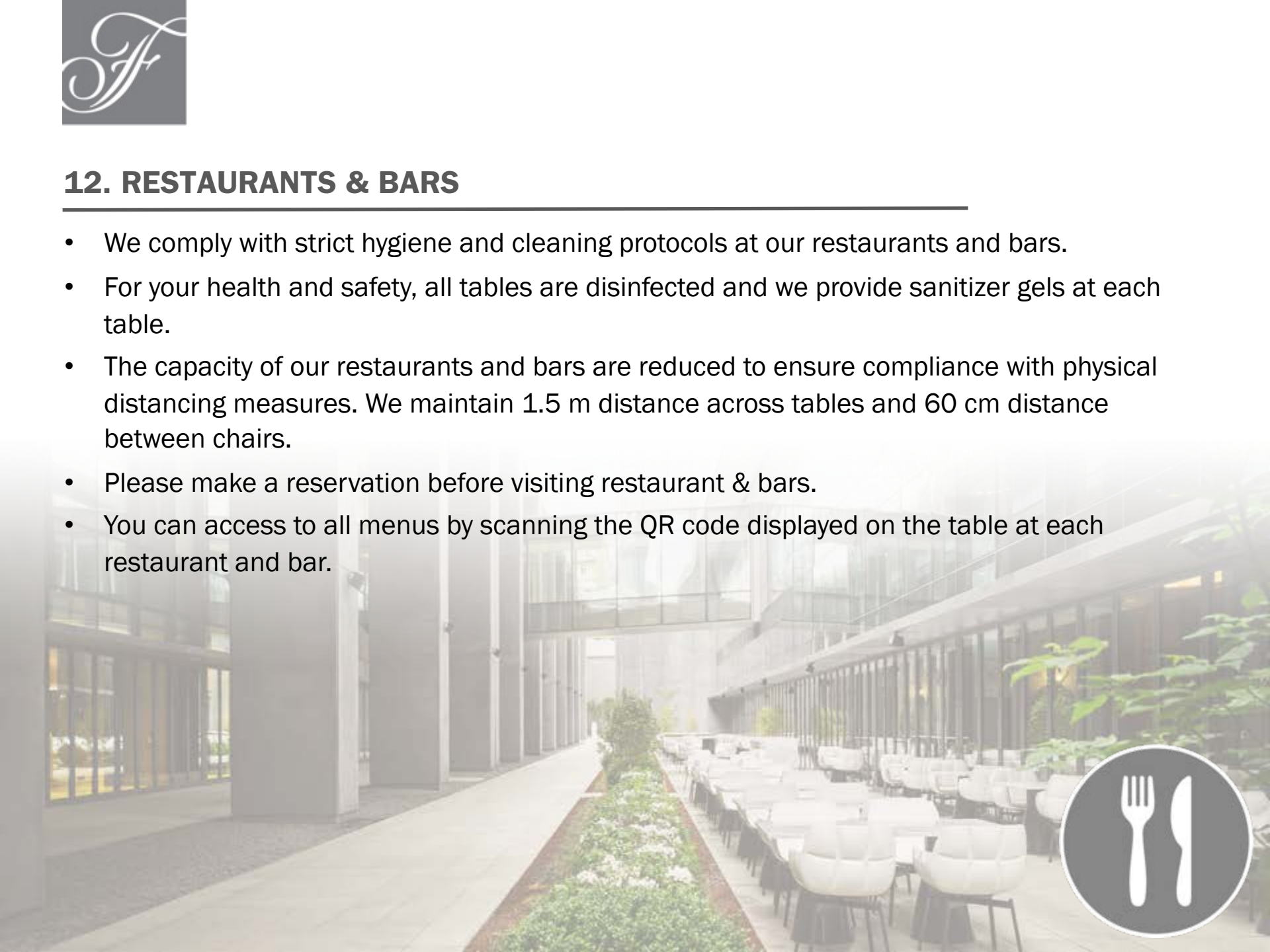
- For deeper sanitation practices, ULV fogger is applied to all surfaces between each guest arrival.
- Rooms are cleaned and disinfected by the use of hospital grade cleaning materials and Diversey Oxivir Plus disinfectant.
- Strengthened room cleaning protocols including extra disinfection of all high touch room and bathroom areas are utilized.
- Regular deep cleaning is carried out on upholstery and carpets.
- Unless there is a special request, we will clean rooms every second day of your accommodation. We kindly invite you to vacant the room while servicing and do not re-enter for 30 minutes.
- Linen and towel change will be done every 2nd day during stay.
- Turndown service in the evenings will not be provided in order to minimize contact.

11. GUEST ROOMS

- We have also removed all non-essential amenities to minimize risk but they are available upon request. Please call Royal Service if you require more supplies.
- Due to safety reasons, we will not provide printed newspapers and magazines to your accommodation. PressReader application is available to reach more than 7500 publications from 120 countries and in 60 different languages. Please contact Front Desk for assistance.
- Laundry service is available with additional precautions to reduce contact.
- You may use the iPad to place in-room dining orders and submit service requests. We encourage you to use our WhatsApp service line as well.
- You may enjoy buffet breakfast at Stations Restaurant on lobby floor. Our chefs will plate your selections from the buffet and present you the plate.
- We also offer take-away breakfast boxes at Stations restaurant for your comfort.
- We will place your in-room dining order in front of your room's door. We will not enter your room to serve or take table out. We kindly ask you to place your table out to the corridor and call Royal Service for collection.

12. RESTAURANTS & BARS

- We comply with strict hygiene and cleaning protocols at our restaurants and bars.
- For your health and safety, all tables are disinfected and we provide sanitizer gels at each table.
- The capacity of our restaurants and bars are reduced to ensure compliance with physical distancing measures. We maintain 1.5 m distance across tables and 60 cm distance between chairs.
- Please make a reservation before visiting restaurant & bars.
- You can access to all menus by scanning the QR code displayed on the table at each restaurant and bar.



13. SPA & FITNESS

- Deep cleaning and sanitation of Willow Stream Spa takes place regularly.
- Please make your reservation in advance as we allocate limited capacity at Willow Stream Spa. We cannot accept guests without reservation.
- Since the Fitness Center will be ventilated and disinfected, it will remain closed from 1.00 pm to 2.00 pm. Also the number of cardio and resistance tools are reduced.
- All guests are required to use a towel on any fitness equipment and we encourage you to wipe down the equipment both before and after use.
- At the outdoor swimming pool, open during summer and located on 5th floor, and indoor pool located on S floor, chlorine levels are maintained, monitored and verified in line with local regulations periodically.
- To use the sauna, Turkish Hammam and steam rooms, please make your reservation at least 1 hour in advance. Sauna, Turkish Hammam and steam room usage is limited to maximum of 30 minutes.
- For massage therapies, please make your reservation 1 day in advance, as we allocate limited capacity. Otherwise, there might be delay or limitation at the services provided. Massage rooms are disinfected thoroughly after every guest.
- Disinfectant gels are available at spa, fitness and locker rooms.

14. MEETINGS & EVENTS

- Revised meeting room capacity is applied to ensure compliance with local social distancing measures. We maintain 1.5 m distance across tables and 60 cm distance between chairs.
- High disinfection is done during each break focusing on high touch points
- Hygiene stations are available in meeting areas
- Enhanced food safety standards with specially prepared coffee breaks and mobile cooking stations



15. PUBLIC AREAS

- A reinforced cleaning program is implemented with frequent disinfection of all high touch-areas such as elevators and public restrooms.
- We have reorganized the hotel to keep proper physical distancing. Please follow floor markings and other visible distancing signage.
- The maximum capacity of our guest elevators is 4 people at a time. Please consider traveling with just your party.
- We provide sanitizers throughout the hotel.
- Wearing a face mask at all times in public spaces is mandatory. It will protect you and others.
- All employees at Fairmont Quasar Istanbul wear a face mask, a face shield and disposable gloves wherever required.

HVAC System

Any air circulating at the hotel such as guest rooms, public areas, venues, meetings rooms and spa are fed directly from the main air conditioning system providing fresh and clean air. The filters are changed frequently.



16. DEPARTURE

- Please inform reception desk of your planned departure time for a smoother check out service.
- Please drop your room key in the box at the front desk upon your departure.
- We recommend credit card payment instead of cash for account settlement.
- If you have opted for the fast check out, your payment details will be available at the reception and we will e-mail the invoice to you.



17. EMERGENCY

- We have dedicated guest hotline and 24/7 ALLSAFE Officer to answer your questions and assist you.
- If you are not feeling well, please call Royal Service line by dialing 0.

