

*Fairmont*  
QUASAR ISTANBUL

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# FAIRMONT QUASAR ISTANBUL

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## HEALTH AND SAFETY MEASURES



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## 1. YOUR HEALTH AND SAFETY ARE OUR ABSOLUTE PRIORITY

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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

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- ✓ 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

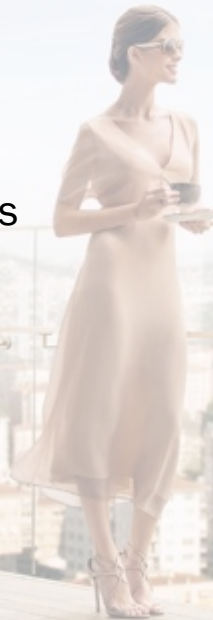
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Within the scope of our strategic partnership with **AXA**, a global leader in insurance and assistance, we provide medical support and the highest level of care to the guests of Fairmont Quasar Istanbul.

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 have collaborated with Acibadem Mobile Health Services at a local level.

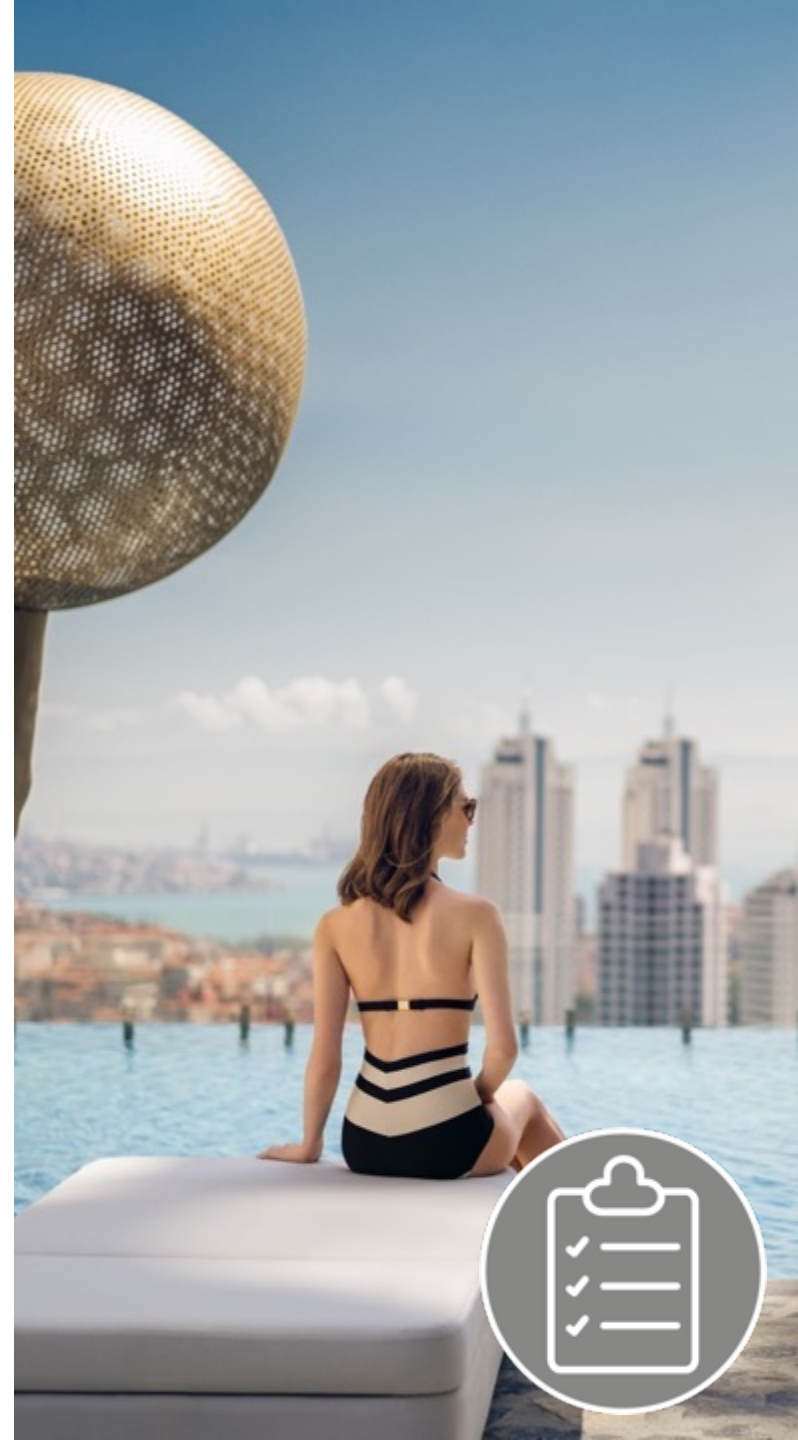




#### 4. KEY INITIATIVES AT A GLANCE

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- 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
- Employees given comprehensive safety and hygiene training
- Guest access to medical professionals and tele-medical support, with our AXA partnership





## 5. ENHANCED CLEANING PROTOCOLS

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**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

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**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

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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
- Further hygiene ensured with the use of contactless payment solutions and fast check out
- We sanitize hand-touch items such as pens and room keycards





## 8. ENHANCED FOOD SAFETY STANDARDS

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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

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### 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

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- Guest luggage is disinfected immediately at the hotel entrance with the ULV fogger before entry.
- 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.





## 11. GUEST ROOMS

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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.
- 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.
- 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.

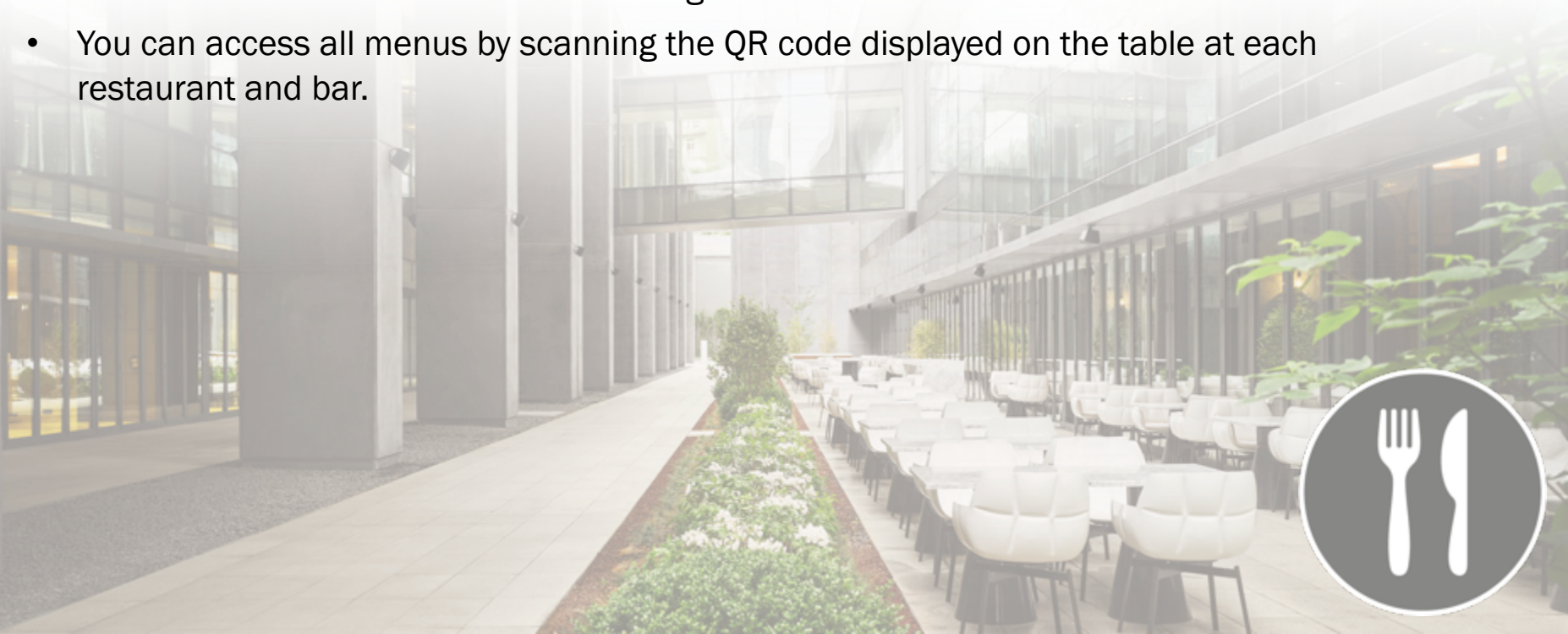




## 12. RESTAURANTS & BARS

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- We comply with strict hygiene and cleaning protocols at our restaurants and bars.
- For your health and safety, all tables are disinfected.
- 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 all menus by scanning the QR code displayed on the table at each restaurant and bar.





## 13. SPA & FITNESS

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- Deep cleaning and sanitation of Willow Stream Spa takes place regularly.
- Please make your reservation in advance at Willow Stream Spa.
- 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.
- For massage therapies, please make your reservation in advance. 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

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- 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

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- 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.
- All employees at Fairmont Quasar Istanbul wear a face mask, 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

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- 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

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- 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.

