



Dear Valued Guest,

Welcome to Raffles Istanbul.

In the recent months we have faced unprecedented changes and challenges as a result of the global COVID-19 situation. Through these times the well-being and health of our guests, employees and partners have been and will continue to be in the center of our priority with our full attention and dedication.

As we begin to adapt to the new normal, we are committed to provide the highest levels of health and safety vigilance, providing you with the safest, most comfortable and flexible experience while enjoying the emotional and refined service expected at Raffles Istanbul.

Being an **ALLSAFE** certified property by Accor & Bureau Veritas, as well as a **VERIFIED** Sharecare health security badged hotel by **Forbes Travel Guide**, all of our stringent cleanliness protocols and safety standards have been elevated and carefully applied to all areas of the hotel to give you the peace of mind you need to relax and enjoy your stay.

Within this respect, for the enhanced safety and cleanliness we have installed an *Ultraviolet-C* sanitation into the air condition of the hotel in order to destroy the DNA of the bacteria and viruses. This enables 100% fresh and clean air to circulate in the entire hotel such as guest rooms, all public areas including restaurants, bars, Spa, banquet spaces and back of the house which are all connected to this system.

In compliance with the new needs of these times we have elevated our rigorous cleaning procedures for our rooms and introduced additional safety measures such as avoiding back-to-back usage of rooms by keeping it 72 hours vacant to allow for deeper sanitation practices and changing of pillow protectors and mattress pads between each guest arrival. For extra precautions the washing temperature of linens and terry items in guest rooms have been increased to higher than 60°C. All of our rooms undergo a deep airborne disinfection on departure of our valuable guests through a hospital grade device, *Aerosept Ultra 150*, that disinfects any surface in the guest rooms by using a newly patented disinfection process. Every room is cleaned with this new technology device in order to prevent any contamination.

Please be informed that thermal cameras are installed to the various entrances of the hotel in order to control the temperature of each of our guest at arrival and frequently during their stay, as a mandatory measure.

While enjoying the room, the Private Dining Menu and information about all other facilities of the hotel are available on the in-room I-pad and are accessible with the help of a QR code from your mobile device as well that allows you to manage all your orders and needs in a contactless way. In case you wish to dine in one of our restaurants & bars we recommend to make a reservation prior to your visit through our Butlers. We have reduced the capacity of seating in all our venues in order to meet the necessary social distancing requirements and are also providing the availability to screen the menus of each of our restaurants and bars on your mobile device through QR codes presented in our venues. Please note that all our glass, chinaware, cutlery and service equipment are sanitized at temperatures above 80°C.

Taking advantage of the 3.000 m<sup>2</sup> spacious environment, the Spa & Fitness is offering services in line with the highest safety requirements needed. We suggest to make an appointment before using our facilities and would like to remind you that Spa treatment rooms and hammams are prevented from any back to back reservations and besides the common areas of the Spa, both areas undergo a deep cleaning procedure before any Spa guest arrival. All sanitizing materials are available in the lockers of the Spa as well.

Fitness services are provided within the indoor and dedicated outdoor sections of the Spa and continued sanitation is being applied to all work-out equipment in the indoor and outdoor sections of the gym. Chlorine levels of both our pools are maintained at specified Government requirements and recorded periodically. Levels are tested every two hours.

We have increased the frequency of cleaning and disinfection in public spaces including restaurants, public bathrooms and the reception area with a particular focus on high touch areas such as elevator buttons, door handles, POS machines and payment devices more often.

A 'care kit' containing protection face-masks, a hand sanitizer, disinfectant wipes are provided in your room for yourself and we are more than happy to provide anything additional including gloves upon request. Please note that we recommend to wear a face-mask in the hotel in public areas.

Rest assured that the exceptional Raffles Heartists are receiving constant mandatory Training on the additional hygiene requirements and protocols and are adhering to intense levels of health and safety procedures. All our team members are periodically screened for their health by a dedicated Laboratory. Moreover an in-house doctor is continuously following the health and safety of our Raffles members who serve our valuable guests.

As a result of stringent operational procedures Raffles Hotel proudly introduces a new guest safety initiative the *ALL Safe Officer* programme, who will not only ensure cleaning and hygiene protocols are implemented to the highest standards, but will be available to handle guests questions and concerns. You may contact our *ALLSafe Officer* from + 90 +90 (538) 270 60 86 at all times.

We believe that the essence of hospitality is most needed in challenging times and situations such as these. Our team members are ready to serve you with the Raffles way of emotional hospitality.

We closely monitor the local and global situation and we will continue to stay in touch with all authorities to provide you with updates as they become available to ensure your health and safety. For more detailed information regarding updates and policies, or any questions you might have please feel free to reach out to any of our Raffles Istanbul team members.

Thank you for your continued support and loyalty and we hope to create fond memories during your stay.

Kind regards,

A handwritten signature in blue ink, appearing to read 'C. Hirt', is positioned above the printed name and title.

Christian Hirt  
General Manager



## COVID-19 TEST GUEST INFORMATION FORM

Dear Valued Guest,

This notification is sent to you within the scope of the circular dated 02.08.2020 and numbered 2020/15 of the Ministry of Culture and Tourism of the Republic of Turkey affiliated with Corona Virus; as stated in the circular;

- You can get the Covid-19 test done at test centers, airports or accommodation facilities for a fee.
- A service contract has been signed between our hotel and Memorial Şişli Hospital in this regard, and the test service will be provided by the said hospital.
- The test fee is 378.-TL together with the price to be paid to the Ministry of Health if our guest goes to the Memorial Şişli Hospital, and 432.-TL together with the price to be paid to the Ministry of Health if the sample is taken in our hotel. Payments must be made directly to Memorial Şişli Hospital by our guest. It will be beneficial to confirm the service fees before testing in order to avoid any negativity due to the possibility of changing the test fees.
- According to the contract concluded between our hotel and the hospital, the test results will be taken from the test center of the Ministry of Health of the Republic of Turkey within 24 to 36 hours from the date of sampling and sent to your e-mail account in English and Turkish.
- However, we would like to state that you do not necessarily have to have a test at Memorial Şişli Hospital, in other words, you can choose different test centers.
- You should take the test 48 hours before your journey if there is a requirement for your country or another country from Turkey as you may delay or expose to density. If the test result is positive, you must immediately inform our hotel and the information units at the airports. While giving information to our hotel, you can use the mobile phone number **+90 538 270 60 86** or e-mail address **erdim.bulut@raffles.com**.
- If you return to Turkey again, you should take the test 48 hours before your journey as you may delay or expose to density. If the test result is positive, you need to inform our hotel if you will stay at our hotel again, or the relevant hotel management if you will stay in another hotel and the information units at the airports. You can use the above mentioned communication channels while giving information to our hotel.
- The names and addresses of the places where you can have a test according to the currently published list are listed in the table below. However, we would like to state that it would be beneficial to make the necessary checks on the website of the Ministry of Health of the Republic of Turkey before having a test in this regard.

TEST CENTER	ADDRESS	PHONE NO.
Ataşehir Florence Nightingale Hastanesi	Küçükbakkalköy, Işıklar Cd. No:35/A, 34750 Ataşehir/İstanbul	+90 444 0 436
Vehbi Koç Vakfı Amerikan Hastanesi	Teşvikiye, Güzelbahçe Sk. No:20, 34365 Şişli/İstanbul	444 3 777
Ahenk Laboratuvarı	Halaskargazi Cad. No: 209 Kıpman Apt.Kat:3 A-B 34381 Şişli / İSTANBUL	(0212) 230 08 38
Gelişim Tıp Laboratuvarı	Valikonağı Cad. No: 64/ 2 Nişantaşı	(0212) 231 49 67
Medicana Çamlıca Tıp Merkezi	Kısıklı, Alemdağ Cd No:103, 34696 Üsküdar/İstanbul	(0216) 522 61 00
Medical Park Göztepe	Merdivenköy, E5 Üzeri, 23 Nisan Sokagi No:17, 34732 Kadıköy/İstanbul	444 4 484
Sistem Tıp Laboratuvarı	Küçükbakkalköy, Işıklar Cad. No:5, 34750 Ataşehir/İstanbul	(0216) 566 62 15

Hipokrat Laboratuvarları	Feneryolu, Bağdat Caddesi & Hasan Amir Sokak No:2 D:2,3,4, 34725 Kadıköy/İstanbul	(0216) 347 74 73
Düzen Laboratuvarları	Gülbahar Mah. Avni Dilligil Sok. Çelik İş Merkezi A Blok No: 11 Şişli/İstanbul	(0212) 272 48 00
İstanbul İl Sağlık Müdürlüğü 1 Nolu Halk Sağlığı Laboratuvarı	Kazlıçeşme, 10.Yıl Cad., Cinoğlu Çıkmazı No:10, 34020 Zeytinburnu/İstanbul, 34020 zeytinburnu/İstanbul	(0212) 409 20 00
İstanbul Bakırköy Dr.Sadi Konuk Eğitim Araştırma Hastanesi Moleküler Mikrobiyoloji Laboratuvarı	Zuhuratbaba Mah, Dr. Tevfik Sağlam Cd No:11, 34147 Bakırköy/İstanbul	(0212) 414 71 71
Marmara Üniversitesi İstanbul Pendik Eğitim ve Araştırma Hastanesi Mikrobiyoloji Laboratuvarı	Fevzi Çakmak, Muhsin Yazıcıoğlu Cd No:10, 34899 Pendik/İstanbul	(0216) 625 45 45
İstanbul SBU Hamidiye Şişli Etfal Eğitim ve Araştırma Hastanesi	Etfal Hastanesi, Halaskargazi Cd., 34371 Şişli/İstanbul	(0212) 373 50 00
Sultangazi Haseki Eğitim ve Araştırma Hastanesi	Uğur Mumcu, Belediye Sokak No:7, 34265 Sultangazi/İstanbul	(0212) 453 20 00
İstanbul Üniversitesi İstanbul Tıp Fakültesi Viroloji ve Temel İmmunoloji Bilim Dalı	İstanbul Tıp Fakültesi Çapa - Fatih / İSTANBUL	(0212) 414 20 00
Medipol Üniversitesi Genetik Hastalıkları Tanı Merkezi	Kavacık, Ekinciler Cd. No:19, 34810 Beykoz/İstanbul	444 70 44
Acıbadem Labmed Laboratuvarı	İçerenköy, Kerem Aydınlar Kampüsü, Kayışdağı Cd. No:32, 34752 Ataşehir/İstanbul	(0216) 544 38 38
Bezmi Alem Vakıf Üniversitesi Tıp Fakültesi Tıbbi Mikrobiyoloji Laboratuvarı	Adnan Menderes Bulvarı (Vatan Cad.) P.K. 34093 Fatih / İstanbul	(0212) 453 19 19
Şişli Florance Nightingale Hastanesi Enfeksiyon Enfeksiyon Hastalıkları ve Klinik Mikrobiyoloji AD	İzzetpaşa Mah, Abide-i Hürriyet Cd No:166, 34381 Şişli/İstanbul	444 0 436
İstanbul Üniversitesi-Cerrahpaşa Tıp Fakültesi Tıbbi Mikrobiyoloji AD	İ.Ü.C Cerrahpaşa Tıp Fakültesi, Prefabrik Temel Bilimler Binası	(0212) 414 30 77
Biruni Üniversitesi Hastanesi Merkez Laboratuvarı	Beşyol, Eski Londra Asfaltı No:10, 34295 Küçükçekmece/İstanbul	444 8 276
S.B Kartal Dr.Lütfi Kırdar Şehir Hastanesi Moleküler Mikrobiyoloji tanı Merkezi	Cevizli Mevkii, Cevizli Mh Şemsi Denizler Cad, D100, 34890 Kartal	(0216) 458 30 00
Adli Tıp Kurumu Başkanlığı Morg İhtisas Dairesi Mikrobiyoloji Laboratuvarı	Fevzi Çakmak Mahallesi Sanayi Caddesi Kırmızı Sokak No:1 Bahçelievler/İSTANBUL 34196	(0212) 454 15 00
Yeditepe Üniversitesi Tıp Fakültesi Tıbbi Mikrobiyoloji Laboratuvarı	Yeditepe Üniversitesi - 26 Ağustos Yerleşimi, İnönü Mah. Kayışdağı Cad., 34755 Ataşehir / İSTANBUL	(0216) 578 05 05
İstinye Üniversitesi Genetik Hastalıklar Değerlendirme Merkezi	Maltepe, Çırpıcı Yolu B Çk. No.9 D:Kat.4, 34010 Zeytinburnu/İstanbul	0554 871 07 53
Özel Medicana International İstanbul Hastanesi Merkez Laboratuvarı	Büyükşehir, Beylikdüzü Cd. No:3, 34520 Beylikdüzü/İstanbul	0850 460 6334
İstanbul Medeniyet Üniversitesi Göztepe Eğitim ve Araştırma Hastanesi Mikrobiyoloji PCR Laboratuvarı	Merdivenköy, 34722 Kadıköy/İstanbul	(0216) 566 66 00
Üsküdar Üniversitesi Özel NP Beyin Hastanesi Mikrobiyoloji Laboratuvarı	Saray Mah. Ahmet Tevfik İleri Cad. No:18 - 34768 Ümraniye / İstanbul / Türkiye	(0216) 633 0 633

➤ We would like to state that the test fees are currently 30.-EURO at airports and accommodation facilities, and 250.-TL in test centers.

For your kind information. We wish you health and wellness.

Kind Regards,  
Zorlu Yapı Yatırım A.Ş Zorlu Center Otelcilik Şubesi