

*Your safety is our utmost  
priority at Raffles Istanbul*



## **Our commitment to our guests, associates and the community**

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 and associates have been and will continue to be our foremost priority. 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 services expected at Raffles Istanbul.

In addition to Government protocols, *Accor Hotels and Bureau Veritas* have developed a new set of standards together that has been labeled as **ALLSafe**, designed to certify that a set of appropriate safety standards and cleaning protocols are applied and met in all areas of the hotel. The dedicated **ALLSafe** officer on the property ensures constantly that all hygiene protocols are in place. Highest standard of hygiene is by definition part of our promise at Raffles Istanbul and we have further elevated additional safety and hygiene concepts that have been reflected throughout the entire hotel.

By continuously enhancing our stringent health and safety protocols, we would like to personally ensure that the well-being of every guest and visitor, from the moment a reservation is confirmed till the check-out, is under our close surveillance.

Please find below the precautionary measures with regards to the health and safety, as well as the comfort of our valuable guests.

### **Pre – Arrival**

- In order to provide a swift and smooth check-in experience, we ask our guests to kindly provide us with all necessary information in advance for us to prepare for a contactless arrival and check-in process.
- We fully customize any in-room amenity prior to arrival according to guest preferences. We therefore reach out to guests in order to understand any personal needs and requests the hotel can prepare in advance.
- The check-out can be completed in a contactless manner if preferred by the guest and the Reception Team is ready to navigate.

### **Arrival at Raffles Istanbul**

- Thermal cameras are installed at 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.

### **Enhanced Safety & Cleanliness with UV-C**

- *Ultraviolet – C* sanitation has been installed into the air conditioning system of the hotel in order to destroy the DNA of the bacteria and viruses. Any air that circulates in the entire hotel such as guest rooms, public areas including restaurants, bars, Spa, banquet spaces and back of the house are fed through this air conditioning system with 100% fresh and clean air.

### **Accor *ALLSAFE***

- Within the light of stringent cleaning standards & operational procedures, the ***ALLSafe*** officer at Raffles Istanbul ensures continues compliance with audits of the certification. For any information requested, guests can reach out to the ***ALLSafe*** officer through the Raffles Butler team who are available 24-hours.
- The ***ALLSafe*** label confirms that all requirements and standards are met at Raffles Istanbul.

## Guest Room Protocols

- We have elevated our rigorous cleaning procedures for all guest rooms in compliance with the new needs of these times and additional safety measures have been introduced such as avoiding back-to-back use of rooms to allow for deeper sanitation practices; changing of pillow protectors and mattress pads between each guest arrival.
- All rooms undergo a deep airborne disinfection upon departure of our valuable guests through a hospital grade device, *Aerosept Ultra 150*, which disinfects any surface in the guest room by using a newly patented disinfection process. Every departure room is cleaned with this new technology device in order to prevent any contamination.
- We pay utmost attention not to occupy rooms next to each other. All our rooms are kept vacant 72 hours before any arrival.
- We provide our valuable guests with a '*Care Kit*' containing: protection face-masks, a hand sanitizer, disinfectant wipes and gloves upon request. For any additional needs with regards to care and protection items, the hotel's Butler Team is happy to provide and assist.
- The Private Dining Menu and all other information with regards to the facilities of the hotel are available on the I-pad in the room. For any contactless order, the hotel provides access to the Private Dining Menu on guests' mobile device by presenting the QR code together with the room keys at arrival.
- For the purpose of avoiding contact with Raffles colleagues, the daily turndown and other services such as minibar replenishment are only provided when the guest leaves the room. The preferred time for this service will be obtained during arrival and will be registered in the guest's room profile.
- For extra precautions the washing temperature of linens and terry items in guest rooms have been increased to higher than 60°C.

## Restaurants & Bars

- For the restaurants & bars, we recommend prior reservations through our Butlers.
- To view the menus of our restaurants & bars on your own mobile device, QR codes on disposable menus are presented in each restaurant and bar.
- To meet the social distancing requirements of these new times, we have reduced the capacity of seating in all our venues.
- Complying with all Government and *ALLSafe* regulations, distance between tables have been arranged accordingly in order to provide necessary social distancing.
- All our glass, chinaware and service equipment are sanitized at temperatures above 80°C.

## **Spa & Fitness**

- For the use of Spa & Fitness, we recommend prior reservations as we apply a procedure of limited capacity. Direct dial-in option to the Spa is available on the telephone device in the room.
- The 3.000 sq. Raffles Spa provides services in spacious environments in common areas as well as treatment rooms - all with their own private green terrace and all required hygiene protocols in place.
- No back to back reservations are allowed for Spa treatment rooms and hammams and both areas undergo a deep cleaning procedure before any Spa guest arrival.
- In all wet areas such as sauna, steam room and other common areas, following strict cleaning procedures are applied within *ALLSafe*.
- The Fitness is providing services and facilities within the indoor and dedicated outdoor section of the Spa. Continuous sanitation is being applied to all work-out equipment in the gym section, indoor and outdoor.
- Indoor & Outdoor swimming pool chlorine levels are maintained at specified Government requirements and recorded periodically. Levels are tested every two hours.
- All sanitizing materials are offered in both Spa and Fitness Lockers.

## **Public Areas**

- The hotel has increased the frequency of cleaning and disinfection in public spaces including restaurants, public bathrooms, and reception area and back of the house with a particular focus on high touch areas such as elevator buttons, door handles, POS machines and payment devices more often.
- Deployment of antibacterial hand sanitizers and disinfection wipes have been increased and are available in the entire hotel.
- Floor markings and easels in public areas provide the necessary social distancing between guests.
- As Raffles Istanbul we recommend to use face-masks in public areas.

## **Exceptional Raffles Heartists Providing Emotional Luxury**

- All Heartists of Raffles Istanbul are receiving mandatory Training on the additional hygiene requirements and protocols; adhering to intense levels of health and safety procedures.
- All Raffles Heartists wear face masks as part of their uniform attire and gloves wherever it is required by health and safety rules and regulations.
- In collaboration with the laboratory DATALAB all Raffles colleagues are periodically screened for their health, as well as an in-house doctor continuously checking the health and safety of our team members who serve our guests.

## **Emergency Ambulance**

- Within the premises of the Zorlu Center an emergency ambulance is available 24/7 and can be requested through the Butler or Reception in times of need.

## **Our Partners**

- The hotel only chooses to work with partners and suppliers who are highly involved in health & safety and work with stringent standards and regulations.

## **Flexibility in Booking**

- For any booking, the option to cancel until 6pm on the day of arrival will be provided without any cancelation fee.

As Raffles Istanbul, the COVID – 19 topic has our full attention and dedication; we therefore closely monitor the local and global situation and to ensure your health and safety, we will continue to stay in touch with all authorities to provide you with updates as they become available.

At Raffles Istanbul, 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 and be there for you with the Raffles way of emotional hospitality to make you feel comfortable and at ease.

For further details and information regarding updates and policies or any questions you might have, please feel free to reach out to any Raffles Istanbul Team Member on: + 90 212 924 02 00.

Thank you for your continued support and loyalty and we wish to see you again.

Raffles Istanbul