

# swissôtel THE BOSPHORUS

ISTANBUL

## Update from Swissotel The Bosphorus Istanbul About Corona Virus (Covid-19)

Dear Valued Guests,

With regards of the globally developing Corona Virus (Covid-19), we would like to share some information about the situation in Istanbul and Turkey as well as pre-cautions that are taken by Swissotel The Bosphorus Istanbul.

Turkish Government has been taking below actions:

Turkish Ministry of Health is closely following the developments of the virus outbreak and taking steps to prevent virus impacting the country. At the moment, there are a few confirmed Covid-19 infected cases in Turkey. With the evolvement of epidemic in Iran, Iraq, Georgia, Italy and South Korea, Turkey had decided to close the air and land traffic to mentioned countries couple of weeks ago. Also schools are closed and public gatherings are cancelled or taking place with limited audience. Ministry of Health is keeping public alerted about the virus with continuous update via TV and social media channels.

Swissotel The Bosphorus Istanbul has been taking below actions:

- At Swissotel The Bosphorus Istanbul, we are working closely with our international partner - Diversey to sanitize of guest and staff areas to minimize spread of coronavirus and other potential viruses. Diversey also conducts regular inspections about food safety and hygiene of the work areas
- All colleagues are re-trained for personal hygiene, contagion conditions of coronavirus
- All public toilettes, all staff areas and offices are equipped with disinfection gels
- Colleagues that are working in the heart of the house (i.e. kitchen, housekeeping) wear proper face mask and gloves
- Colleagues who are serving our guests at restaurants are wearing gloves
- With set timers in kitchen areas, all colleagues are reminded to wash and sanitize their hands in every 30 minutes
- Health condition of colleagues is closely monitored by hotel doctor and department heads. Body temperature of colleagues are being checked while entering to the hotel in order to spot any suspicious health issue
- Service busses that are being used by our colleagues are sanitized regularly
- Hotel encourage colleagues not to come to work and rest at home if they feel unwell
- Hotel stopped all work related travels. Colleagues who traveled abroad are taken to quarantine for 14 days before coming back to work
- With the help of an accredited and professional third party, we sanitized all staff areas, guest public areas such as restaurants, bars and Pürovel SPA & Sport with **nano-silver technology** that prevents viruses sticking to surfaces
- Swissotel The Bosphorus Istanbul is certified at executive level by SafeHotels who is conducting global assessments about hotel security

For reservation updates and changes, you may kindly contact our colleagues at below departments:

Department	Telephone Number	E-Mail Address
Room Reservations	+90 212 326 81 81	Reservations.bosphorus@swissotel.com
Restaurant Reservations	+90 543 326 81 11	restaurantreservation.istanbul@swissotel.com
Spa Reservations	+90 553 295 26 11	Purovel.Istanbul@swissotel.com

Swissotel The Bosphorus Istanbul is closely monitoring all statements by Ministry of Health as well as news at media about Covid-19 and work with public officials in coordination.

Best regards,

Your Swissotel The Bosphorus, Istanbul Team