



OUR COVID-19 POLICY

We are closely monitoring the World Health Organization's and Republic Of Turkey Ministry Of Health's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The wellbeing of our guests and associates is of paramount importance.

Our Cancellation Policy

In response to changing marketplace conditions, Villa Moon Flower Apartments & Suites is committed to ensuring our customers experience flexibility during these challenging times.

As Villa Moon Flower Apartments & Suites , we are implementing the following policies:

- For guests making **new individual reservations via www.villamoonflower.com or +90 242 255 53 76 for any future arrival date**, between 20 March 2020 and 30 April 2020, we will allow the reservation to be changed or cancelled at no charge up to 72 hours before your scheduled arrival date. Please note that changes to the reservation will be subject to availability and any rate differences.

Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

Our Commitment to Cleanliness

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests. On a daily basis, our hotel is working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotel's health and safety measures are re-designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Specific steps Villa Moon Flower Apartments & Suites is taking include:

Our Staff's Health, Safety and Knowledge

Hotel staff – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, our teams are also completing enhanced COVID-19 awareness training.
- **Real Time Information:** Villa Moon Flower Apartments & Suites teams are on standby 24/7 to coordinate with local and regional authorities.



Cleaning Products and Protocols

Our hotel use cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** Hotel use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** Hotel has increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where associates work “behind the scenes,” hotel is increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry rooms and staff offices.

Notification: If we are alerted to a case of COVID-19, we immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both guests and associates. We undertake an additional cleaning and disinfecting protocol of the common areas of the hotel as well as the areas we know the guest has been during their stay.

Okan BAYIR
General Manager

A handwritten signature in blue ink, appearing to read "Okan Bayir", with a checkmark at the end.