



IN THESE DAYS OF FIGHT AGAINST THE GLOBAL PANDEMIC  
THE CRATON HOTEL ENSURES YOUR HYGIENE SAFETY.

We have adopted as a principle to give utmost importance to hygiene standards for both our guests and our staff since our starting date on July 1, 2019. We comply with the highest safety standards and we are well-prepared regarding hygiene and health of all our guests accommodating in our hotel and members of The Craton Spa & Fitness.

Led by Dr. Biologist Doctor; Yeşim NİZİPLİOĞLU, a member of the executive board of the hotel, daily inspections of all areas of our hotel is carried out and disinfection procedures are strictly applied everyday as well as routine checks.

Hygienic cleaning products at hospital standards are used in all rooms of The Craton Hotel Spa & Fitness and all our rooms and floorboards and floors in our common areas are covered with anti-bacterial materials.

ALL PRECAUTIONS IN LINE WITH THE CIRCULAR ISSUED BY THE MINISTRY OF HEALTH ARE TAKEN IN THE CRATON HOTEL SPA&FITNESS.

- A well-trained housekeeping team equipped with necessary clothes and equipment (medical overalls, visors, masks, gloves, etc.) cleans the rooms.
- All common areas and hotel equipments are disinfected.
- It is possible to apply disinfectant sprays harmless to clothes and human skin to all our employees and to all hotel guests if desired.
- Fresh air is intaken through our air conditioning systems and disinfectant bulbs are used in our air conditioners.
- Rooms are cleaned daily and disinfected using medical disinfectants.
- All the most touched equipment such as light switches, door handles, remote controls etc in the guest rooms are extra disinfected.

Cleaning period frequency of all common areas such as Lobby, Gym, Restaurant, Reception etc. has been increased and these are disinfected regularly.

- Disinfectant points are available in all areas accessible by the guests.
- Fever is measured with a thermometer at all guest entrance and exit points.

- Buffets, meeting rooms and room services are cleaned more frequently.
- Social distancing signs giving visual and physical information are available in all areas.
- Using tobacco and tobacco products in the rooms of our hotel is forbidden, however we have a designated smoking area in our bistro cafe.
- Our hotel shall be regularly inspected by a Global audit firm appointed by the Ministry.

We are very much proud of implementing current health and hygiene rules at The Craton Hotel Spa & Fitness. We consider cautious life standards against corona virus as important and have developed and continue to develop all our work in line with this mentality.

In this context;

- We have planned required briefings and training programs with our hotel team.
- We use hospital standard cleaning products in all common areas of the hotel.
- We are very much selective for providing safe products in our available food and beverage groups.
- We pay special importance to use hand sanitizer and masks.

WE HAVE DEVELOPED BOOKING FLEXIBILITY;

In these globally hard times we care about travel freedom of our guests.

It is now available to cancel and change all scheduled reservations for up to 24 hours.

- For new bookings, our esteemed guests now have the right to cancel and change their bookings including non-refundable reservations until June 30.

If any booking requiring advance or deposit payment is cancelled, we will do our best to process your refund as soon as possible. It may take some time up to 30 days to fulfill your request due to the intensity of the cancellations.

COVID 19 TEAM OF THE HOTEL

An internal audit team in our hotel has been established in the process of Covid 19 and all departments are being informed and trained as required. Each of our staff including the administrative team have received related training programs and dedicated to give service.

We are very much proud of giving service to you as The Craton Hotel Spa & Fitness team.

NİZİPLİOĞLU TURİZM YATIRIMLARI OTELCİLİK SAN. VE TİC. A.Ş.

Fulya Mah. Ortaklar Cad. Bahçeler Sok. No:16 34387 Şişli / İSTANBUL T (+90) 212 266 66 04

F (+90) 0 212 217 59 61

[www.thecraton.com.tr](http://www.thecraton.com.tr)



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