



Guest Conduct Policy

This Guest Conduct Policy is intended to help ensure that all guests are able to participate in a safe and enjoyable stay at IP HOTELS. The guests with their escorts are obliged to follow this Guest Conduct Policy, as well as general moral and ethical standards accepted in the Republic of Turkey. Any updates to this Guest Conduct Policy are available for review on the IP Hotels internet site, www.iphotels.com.tr



Safety and Security

Safety and security are everyone's responsibility. Our Hotel's floor construction and design is made from ceramic and marble tiles which can be slippery when wet. When it is wet, please do not run but walk slowly, carefully in outdoor and indoor areas. There are warnings relating to slippery floors in the outdoor and indoor areas, stairs, poolside and bathrooms for all guests to be careful in the Hotel. Should anyone become aware of someone being injured, or of unsafe or possibly illegal behavior during their Ideal vacation, they should immediately report this to the Guest Relations, Reception or other Hotel Management. Also, upon arrival to the room, the guest, in his own interest, should check the condition and the equipment and should report any faults immediately to Reception. Guests are not permitted to use sports equipment such as rollerskates, bikes, etc. in the Hotel for safety reasons. When using the Hotel elevator guests and their visitors are required to comply with the instructions for its operation located in the elevator car. Children are not allowed to operate the Hotel elevator. It is not possible to enter the Hotel with a pet and to accommodate the pet in the Hotel room. Items left in vehicles are at the owner's risk and the Hotel will not be held responsible.



Balcony Safety For You & Your Children

Never leave children unsupervised on balconies. Keep all balcony furniture away from balcony walls or railings so that children are not encouraged to climb up on them. Do not leave any potential hazardous items on balconies including toys, buckets and spades etc. Never lean over, sit or climb on balcony walls or railings. Do not try to pass items to someone on another balcony. Never stand on balcony furniture. Take extra care on balconies after drinking alcohol as your judgement may be affected.

Accommodation



For the purpose of guest accommodation, the guest must prove their identity at check-in to the Reception staff by submitting the Identity Card or Passport. The Hotel has the right not to accommodate a guest who does not provide the correct or required identification. The Hotel is required to keep a record of accommodation which contains personal data within the meaning of the relevant Legal Regulation. The Hotel may, in exceptional cases, offer other accommodation than agreed, if it does not substantially differ from the confirmed order. If the guest asks for an extension of stay, the hotel may offer a different room than the one originally booked.

Guests who do not wear their wrist bands will not be served in the Bars and Restaurants or will be charged. Hotel Security has right to refuse entry into the hotel if you do not wear wrist bands. You have to return the wrist bands to the reception at the end of your stay. Visitors are not allowed to use the hotel due to security reasons.

Our hotel is not responsible for the loss of personal property/ valuables. Please use safe provided in rooms.

Reception

The Reception is open 24 hours a day. You can reach the Reception from the room by dialling '9' on the telephone. There are taxi stations and cash machines (ATM) near of the Hotel.

Guest Conduct

Guest and Staff Interaction

Our staff members are friendly, outgoing and helpful, and they will do their very best to make your vacation as enjoyable as possible. Please do not misinterpret their friendliness. Staff members are prohibited from engaging in physical relationships with guests. Also, the guest acknowledges that the staff (maid, maintenance, etc.) is entitled to enter the room during the stay in order to perform their duties.

Hotel can not be held responsible for the behaviour of other people (other guests in resort). Sometimes; weather may not be as expected.

You can not fault the hotel for weather conditions.

Civil matters between individuals; Hotel can not be involved in any civil matters that you may have had with other people or individuals. We would advise you to report any matters to the local police and/or seek independent legal advice



Inappropriate or Abusive Behavior

Inappropriate or abusive behavior is not permitted. This includes: uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking (see alcohol section below), providing alcohol to those under the allowed age (see alcohol section below), possession of illegal substances/items, placing materials (including signs, banners, decorations, etc.) anywhere on the exterior of the hotel, placing materials anywhere on the interior of the hotel (including room doors, along corridors, etc.) which may be deemed by Hotel Management as inappropriate, or any other illegal or offensive conduct. The guest is requested to respect the quiet hours from 22:00 to 6:00 am for other guests' comfort.



Unsafe Behavior

Sitting, standing, laying or climbing on, over or across any exterior or interior railings or other protective barriers, or tampering with Hotel's equipment, facilities or systems designed for guest safety is not permitted. Guests may not enter or access any area that is restricted and for the use of staff members. Any other unsafe behavior, including failure to follow security instructions, is not permitted. The guests are not allowed to use their own electrical appliances in the hotel room. This regulation does not apply to electrical appliances used for personal purposes (a shaver, a hair dryer, etc.) and portable electronics (mobile phones, car navigation systems, music players, tablets, laptops, etc.) which meet the applicable standards; otherwise the guest is responsible for any damage caused. The Hotel is not liable for any damage to guest electrical appliances, which occurs as a result of fluctuations or power failure. Make sure that you use the required adaptor suitable for the local voltage. If you are travelling with children make sure that they are also using any electrical appliances correctly

About The Pool

Adult pools are not safe for non-swimmers depth may change from 150cm-110cm. Slides are not safe for non-swimmers and children under age 12. There are no lifeguard at the pools; please be aware that not lifeguard at the pools. Slides are not safe during non-operating times. Slides are not safe, although we have staff to control but sometimes guests may not obey the instructions. All poolside area is ceramic tiled; its slippery. It is not safe to run around the poolside because of ceramic tiles. Any incidents; for example broken glass, guests' vomiting or fecal contamination (to toilet in the pool) must be urgently brought to the attention of a member of Hotel personnel, (Reception, Guest Relations, Manager or other members of staff) as pool cleansing begins on pool closure and during the day we are not held responsible unless we are informed. When it is windy please close your sun umbrellas. It is advisable not to swim in the pool and at sea during rainy and cloudy days. Please do not move or reserve sunbeds.

Infants must always wear appropriate swim nappies; Adults also must wear proper swimwear to enter beach or pool. Never swim when you have been drinking alcohol. Never use slides if you have been drinking alcohol



There are emergency shut off buttons around the pools. Please press "emergency stop buttons" to shut off pool water system if you witness an emergency in the pool.

Use the pool at your own risk.



Fire Safety

Familiarise yourself with escape routes, locate the nearest fire exit to your room and identify the method of raising the alarm. You should either read the fire instruction notice displayed in your room (backside of the room door). It is advisable to walk to the nearest fire exit to your room so that you are aware of the easiest way to get there and where it leads to.

To prevent a fire, make sure that all smoking materials such as cigarettes are fully extinguished and that any electrical appliances are being correctly turned off when not in use.

If a fire does occur, make sure to evacuate the room immediately. Close the door behind you. Raise the alarm and make your way to an assembly point clear of the building.

If you are unable to leave your room, close all doors, cover the door seals with wet towels or clothes and shout help from a window or call reception via the telephone.



Fire Alarms

Hotel rooms are equipped with fire alarms that are connected to a central Fire Alarm System (FAS). Fire detectors react to heat and smoke, and their activation triggers a fire alarm. Handling a fire sensor can trigger a fire alarm. The Hotel corridors are equipped with fire alarms identified with red labels. Breaking the protective glass triggers the immediate evacuation fire alarm. Handling a fire alarm negligently can trigger the immediate evacuation fire alarm. The landlord is entitled to enforce a charge against the guest who causes damage of a detector. If they are damaged negligently or intentionally by the guest or by his escort, the Hotel may charge the guest for damages incurred on these devices, including damage caused by other means with wrongful intentional use of these devices.



Parental and Guardian Responsibility

For purposes of this Guest Conduct Policy, a minor is defined as anyone under the age of 18. A young adult is defined as anyone ages 18, 19 or 20. Parents and guardians are responsible for the behavior and appropriate supervision of their accompanying minor(s) and young adult(s) throughout their vacation. The hotel's guests must provide escorts and adult supervision for minors in the Hotel room as well as in other areas of the Hotel for safety reasons.

Information On Kid's Club



All children must be attended by their parents. The parents of the children must be around while their children are at the kid's club. State your children's allergies, disease, behavioral difficulties and medical needs if there are any, while signing your children into the club. The Hotel or kid's club staffs are not allowed to give medication to the children. You should be aware that even if there is a Doctor's note for the medication, the Hotel or kid's club staff cannot give any medication to children. (For example, if your child is diabetic, you need to come to the kid's club and give the insulin shot/pill to your child yourself) There might be limitations of the group size to keep the group safe. In that case, there will be a reservation system. It is not our policy to give any food or beverage to children in the club. Make sure that your children are lightly fed and hydrated before the club hours. Since many activities are at the playground, make sure that your child\children has sun cream, hat and t-shirt to avoid direct sunlight. At the end of the club hour, parents must come to the kid's club and sign their children out.

Children have a tendency to be overexcited especially on holidays. Children who disturb others will be returned to his/her parents.

Smoking



For the comfort and enjoyment of our guests, our hotels are designated as non-smoking; Cigarette, cigar, e-cigarette and pipe smoking is not permitted in closed areas of the Hotel due to Turkish Law. Outdoor areas near restricted areas, food venues, and kids play areas will not allow smoking. All interior public spaces are smoke free. Smoking is not permitted in any dining venue, disco, lounge, hallway or elevator. IP Hotels kindly asks all guests to please observe the smoking policy. These requests are made to provide a comfortable vacation for everyone.

Alcohol



Consuming alcohol to excess impairs one's judgment and reduces one's ability to recognize and avoid potentially dangerous situations. Guests who choose to consume alcohol must do so responsibly. The Hotel will only serve alcoholic beverages to persons 18 years and above due to Turkish Law. The Hotel's staff may refuse to serve alcoholic beverages to any guest who does not consume alcohol responsibly including guests under 18 years of age, persons apparently affected by alcohol or other intoxicating substances. Hotel personnel may request proof of a guest's age to verify they are of age to consume alcohol pursuant to this policy.

Prohibited Items



Items with Heating Elements or Open Flames



Certain items that generate heat or produce an open flame are not permitted in the Hotel. This includes clothing irons, hotplates, candles, incense and any other item that may create a fire hazard.

Kettles should not be left in the socket without any water in it. Electric devices should not be left in the socket when you leave the room.

Weapons, Explosives or Other Dangerous Items



DANGER

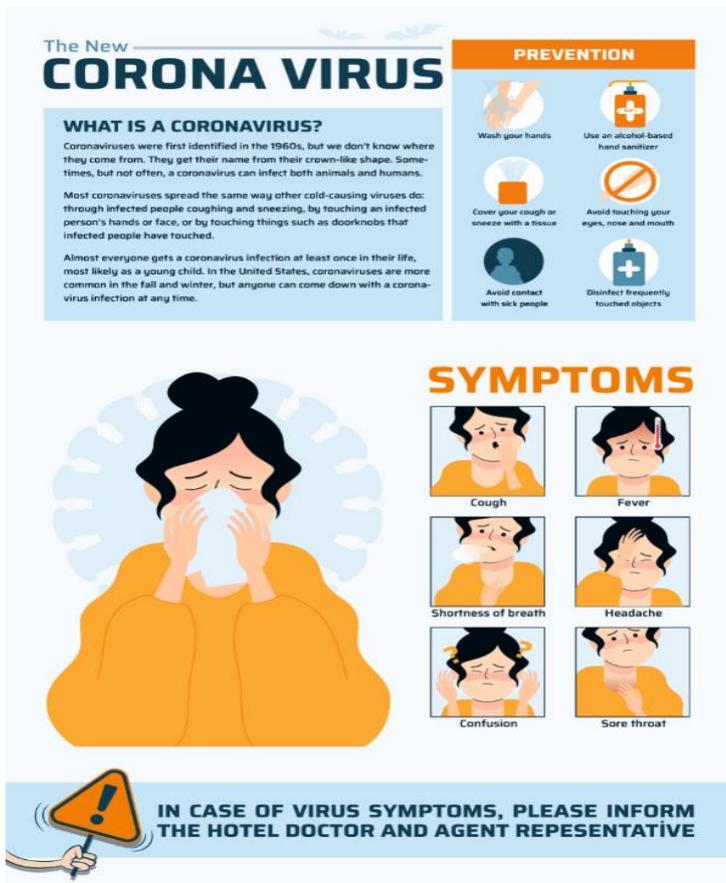
It is not permitted for any weapon, explosive, or other item that presents a risk of harm to persons or property in the hotel.

Hand Washing

Guests are strongly encouraged to wash their hands for at least 30 seconds with soap and warm water after using the restroom (WC) and before eating or handling food. Medical experts say this is one of the best ways to prevent illnesses from starting or spreading.

In order to prevent gastrointestinal illnesses -such as Norovirus, which can be transmitted through personal contact – simply wash your hands with soap and warm water for minimum 30 seconds before eating or handling food. Symptoms of Norovirus include an upset stomach, vomiting and diarrhoea. If you have any symptoms of gastrointestinal illness, you must visit to the Hotels' Doctor Office and inform the Reception.

CORONA VIRUS



The New **CORONA VIRUS**

WHAT IS A CORONAVIRUS?

Coronaviruses were first identified in the 1960s, but we don't know where they come from. They get their name from their crown-like shape. Sometimes, but not often, a coronavirus can infect both animals and humans.

Most coronaviruses spread the same way other cold-causing viruses do: through infected people coughing and sneezing, by touching an infected person's hands or face, or by touching things such as doorknobs that infected people have touched.

Almost everyone gets a coronavirus infection at least once in their life, most likely as a young child. In the United States, coronaviruses are more common in the fall and winter, but anyone can come down with a coronavirus infection at any time.

PREVENTION

- Wash your hands
- Use an alcohol-based hand sanitizer
- Cover your cough or sneeze with a tissue
- Avoid touching your eyes, nose and mouth
- Avoid contact with sick people
- Disinfect frequently touched objects

SYMPTOMS

- Cough
- Fever
- Shortness of breath
- Headache
- Confusion
- Sore throat

IN CASE OF VIRUS SYMPTOMS, PLEASE INFORM THE HOTEL DOCTOR AND AGENT REPRESENTATIVE

If your hands are dirty, do not touch your face, eyes, mouth. There are hand sanitizer units in many points of the hotel. Please wash your hands with soap for 30 seconds and disinfect them.

In case of virus symptoms, contact our hotel doctor and tour operator immediately.

A quarantine procedure can be performed as a result of the doctor's diagnosis. The Emergency Action Plan was created by the hotel management.

Fitness to Travel Safely

Guests with disabilities are not required to travel with another person as a condition of travel to our Hotels. However, all guests must consider that staff members are not required to assist guests with personal tasks or personal hygiene needs. (E.g. assisting with eating, dressing, toileting.) Therefore guests requiring assistance with these functions should consider these needs when planning an Ideal vacation.

Medication

Guests must ensure that they bring an adequate supply of any medication they require for the entire duration of the vacation. The Hotel's medical center may not have a supply of any needed medication. Pharmacies have no legal license to diagnose illness. We are not accepting any illness that is not diagnosed by resort Doctor or Hospital. Guest must obtain a diagnosis during

their stay at the resort. Any illness that is not diagnosed during their stay will not be accepted due to lack of evidence and possibility that they caught the illness elsewhere (there is also possibility that people bring the illness to the resort).



Doctor

A Nurse is available for basic First Aid in the Hotel. Monday-Sunday 09.00-19.00 if you require the Doctor please ask the Nurse or Reception. Doctor examination in person or by telephone carries an extra charge to the guest; please confirm the charge before the Doctor is called. Prescriptions written by the Doctor also carries an extra charge. Guests own medication is not recommended as it is at guests own risk; However if Guests refuse to see doctor or medication, they must sign Doctor Declaration form. Hotel will not be held responsible for any further complication that could arise if guests refuse medication.



Pharmacy

There are pharmacies around the Hotel. Please ask at Reception or Guest Relations for directions. Indicated by a green cross and called 'Eczane'. The local Pharmacy is open 09.00-20.00 Monday-Saturday. The Duty Pharmacy is open on a Sunday and is advertised on Pharmacy Windows. Please be aware that pharmacies do not have any authority to prescribe or to diagnose an illness due to Law. We recommend that you only purchase medicines prescribed by a Doctor.

Environment



Trash/Waste Disposal

As Ideal Hotels, we consider it important to recycle waste materials. There are wastebaskets around the pools and on the beach. The waste is separated by the house keeping staff and then carried to a recycling area.



Birds and Flying Insects

Due to the humidity and heat, Turkey's environment is full of birds, bees, and flying insects. We cannot kill birds. We cannot kill all the flying insects due to their natures. There is not 100% guaranteed pest control for flying insects. As Hotel guests must know and appreciate that they are coming to an environment like this, we cannot give a guarantee of no birds and no flying insects. There is signage regarding the no feeding of cats and birds.

Travelife



Travelife is a practice that minimizes the damage that Tourism can cause to the natural environment and the local people's culture in order to protect the future of the destination. We expect to be able to help our guests with minimising the damage we will give to the environment as IP Hotels within the scope of sustainable tourism. It is our policy to launder guest room linens every three days. If you would like your linens changed more frequently, please leave the information card visibly on your pillow in the morning. If you leave towels on the floor it means 'Please change' and if towels are on the rack this means 'I will use them again'. The showers and taps in the rooms have restricted flow so that our local water resources are not consumed. We have to consider the right of future generations to benefit from the same opportunities while meeting the needs of today's local people and tourists.



Prices

If the guest fails to check out before 12.00 p.m. they must pay the rate for the accommodation for the next day. Room card keys are the guests' responsibility, lost or damaged cards will be charged for. In the case of negligent activation of fire alarms the guest bears the cost for disturbing normal operation of the Hotel as non-pecuniary damage. Towel cards must be returned to reception at check out. A lost towel card carries extra charge. Damage / Loss to Hotel property will be automatically charged to your room, information letter regarding the charge will be sent to your room.



Police Procedure

In the Hotel, it has no legal responsibility with respect to any disputes that may arise between the guests. The guests may, if they desire, personally apply to the police stations or prosecutor's office and take legal action to complain about guest(s) because of a matter in dispute. And if the guest behaves in an intemperant way, acts violently and insults another guest in the hotel, etc., the hotel may notify the agency and call police and make a complaint. The hotel reserves its right to request the agency to pick the guest who cause nuisance up at the hotel. Events and accidents are recorded in the facility and information is given to the related agencies. CCTC images about the events and accidents are not given and shown to any 3rd Parties because of the Personal Data Protection Law and Hotel procedures.

Age Policies

Facility	Age Requirement
Sauna and Jacuzzis	Age 12 and over.No guests under 16 are allowed into the Sauna unless accompanied by a responsible adult over 18 years
Aqua Pool	Children under 12 years old must be accompanied by an adult
Disco/Night Club	Age 18 and over.
Indoor Pool	All guests under 16 must be accompanied and supervised by an adult over the age of 18 years
Fitness Center	Age 12 and over. Guests under 16 must be accompanied by a responsible adult aged 18 and above.
Day Spa	No guests under 16 are allowed into the Spa unless accompanied by a responsible adult over 18 years

Consequences

The guest concerns, complaints and suggestions to improve are accepted by authorized personel. In case of a guest complaint, the Hotel and the guest are required to follow the procedure located at the Hotel Reception.

Establishing and articulating a Guest Conduct Policy helps ensure that all guests are able to enjoy a fantastic, safe and secure Ideal vacation experience. IP Hotels appreciates your support of this policy and hopes this will be the best vacation you have ever had.

Stomach disorder is the most common disease on trips especially overseas. Many environmental and physical changes may cause this problem. The most important thing to do is to avoid direct sunlight and keep hydrated.

Avoid fried and spicy foods. Our food menu consists of International food varieties, as we have guests from many different nations. Traditional Turkish cuisine may be spicy, hot, and oily...

Avoid direct sun light.

Use sun cream and protective clothes under the sun.

Do not swim excessively or sunbathe after alcohol consumption.

Alcohol consumption may dehydrate the body in hot weather so drink plenty of water.

Our hotel does not serve special food for guests with allergies and cannot be held responsible for any complications that arise due to your allergy.

Pay attention to your allergies and eat at your own risk

Pay attention if you have allergy to insects or bee sting etc.

Our Hotel is in a natural environment so there may be pests around. We have a pest control system in the Hotel rooms and grounds, but please be aware that you are in a hot climate and there may be insects, bees, birds around due to natural surroundings eventhough pest control applications. Please keep your curtains closed and inform reception if you have seen any pest activity in or around your room, pesticide application will be done due to your request...

Pay attention to the floor in rainy weather. It may get slippery. Be careful while walking around the Hotel grounds and stairs.

Please wear proper shoes preventing falls, trips and slips. Please ensure your children is wearing proper shoes

Do not use the provided hotels single use slippers outside the room, Single use slippers are for room use only.

Pay attention to the floor while wearing sandals. It may be slippery.

Running on the Hotel stairs is not recommended.

Hotel elevators are for 4 people. Maximum weight capacity is 450 kilogram.

When it is wet, please do not run but walk slowly, carefully in the inside and outdoor areas.

Adult pools are not safe for non-swimmers depth may change from 150cm-110cm

Glassware is not safe around the pool area and the beach, Please do not bring them to the pool & beach

Please read the warning signs around the pool area and obey the rules

Children should not be left alone in the Hotel without their parents' presence.

It is not safe to use the childrens play ground during night-times.

Parents are responsible for their children. Unaccompanied children cannot use the playground; please do not use the playground after 19:00pm.

Please read the mini club hours, Do not leave your children at mini club unaccompanied, All children must be accompanied by their parents or responsible adults.

Please follow the Warning & Caution signs for your safety.

We are not responsible for treatments taken from spa, hairdresser and shops.

All guests are at their own risk while using facilities. Please request an allergy test and inform if you have skin sensitivity, allergy to cosmetics etc. we do not suggest these facilities if you have a rash on your skin or sensitive, irritated and damaged scalp, dermatitis.

Attention

We are not responsible for excursions you bought.

For security reasons, excursion sellers, outsource street agency employees will not be allowed to enter hotel.

Please aware of your meeting time for your excursions, and be at your meeting point at the right time.

As outside excursion staff & drivers can not enter to the hotel, be aware that reception will not make a reminder call.

The Hotel Management does not take any responsibility or liability for the activities or tours outside the Hotel.

The key-cards should not be left in the electric sockets when you leave the room.

Kettles should not be left in the socket without any water in it.

Electric devices should not be left in the socket when you leave the room.

Cats do not belong to the Hotel. The Hotel Management does not take responsibility or liability for the injuries that may occur while guests are feeding the cats.

Food and beverages should not be brought into the Hotel room from outside due to hygienic measures. Food should not be taken outside from the Hotel restaurants due to hygienic measures.

There is necessary information about the pool rules around the pool. The Hotel Management do not take responsibility or liability of the injuries that may occur when a guest does not follow the rules.

Due to law; usage of all tobacco and tobacco products in closed areas is prohibited.

Due to law; serving alcohol to minors under the age of 18 is prohibited.

Information on Kid's Club

We ask for few minutes of your time to read the instructions about kid's club before you sign your children into the club.

1. All children must be attended by their parents.
2. The parents of the children must be around while their children are at the kid's club.
3. State your children's allergies, disease, behavioral difficulties and medical needs if there are any, while signing your children into the club.
4. The Hotel or Kid's club staffs are not allowed to give medication to the children. You should be aware that even if there is a Doctor's note for the medication, the Hotel or kid's club staff cannot give any medication to children. (For example, If your child is diabetic, you need to come to the kid's club and give the insulin shot/pill to your child by yourself)
5. There might be limitations of the group size to keep the group safe. In that case, there will be a reservation system.
6. It is not our policy do give any food or beverage to children in the club. Make sure that your children are lightly fed and hydrated before the club hours.
7. Since many activities are at the playground, make sure that your child\children have sun cream, hat an t-shirt to avoid direct sunlight.

8. At the end of the club hour, parents must come to the kid's club and sign their children out.

Children have a tendency to be overexcited especially on holidays. Children who disturb others will be returned to his/her parents.

Thank you for your understanding

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