

## REOPENING OF THE RESORT AND COVID-19 MEASURES

### WE ARE READY TO WELCOME YOU AND YOUR CLIENTS

While our three, four and five-bedroom residences continue to remain open for rental, we are pleased to announce the reopening of our Ridge Terrace, Family Ridge Terrace Rooms and resort's rooms from May 1, 2021.

As a community with wellness at our core, our highest priority is our duty of care to your health, safety and well-being.

We appreciate your interest to stay at Six Senses Kaplankaya and we assure you that we have taken all measures necessary, while being consistent with our already high standards around hygiene, sanitization and cleaning. We have been implementing rigorous routines to reflect the advice and guidance of the **World Health Organization** and **Republic of Turkey Ministry of Health** to ensure what we are doing is correct, comprehensive and effective.

This includes frequent sanitization of high touch surfaces and high traffic areas. Our food and beverage outlets will adhere to strict delivery measures, enhanced training protocols and food handling standards, more out-of-the-ordinary private dining and destination options, improved in-villa dining.

Masks are mandatory in all indoor areas i.e., our main building, retail store, restaurants and related venues; as well as transportation in the buggies, cars, boats and helicopters, as well as direct interaction with our hosts. We provide complimentary masks on request.

#### **Public Areas and Facilities:**

Frequent sanitization and disinfection with ULV machine of high touch surfaces, high traffic areas such as receptions, welcome lounges and waiting areas, restaurants and related facilities, washrooms, library, boutiques, and meetings rooms.

#### **Food and Beverage:**

Strict delivery measures, enhanced training protocols, food handling standards and sanitation guidelines, and a new service approach at restaurants and host cafes. Re-imagined minibars filled

with healthy snacks and drinks based on each guest's requirements prior to arrival, more out-of-the-ordinary private dining and destination options, improved in-room and in-villa dining and more live cooking stations at our restaurants - all appropriately spread out to avoid crowding. Hand sanitizers on the tables, single use serviettes, disposable products, and QR codes to access information. There will be appropriate distances between tables, and we will operate at a reduced capacity to comply with social distancing measures.

### **Guest Rooms & Residences:**

Additional cleaning processes for daily housekeeping service during the stay and after departure, and improved protocols around handling guest items and laundry. Before arrival and after departure, all the rooms and residences will be sanitized with ULV machines.

### **Spa and Fitness Center:**

In our spa and fitness center, wet facilities accessible via a prior appointment only, with reduction or removal of high-touch items and additional deep cleaning of all surfaces as well as enhanced protocols on cleaning and sanitization of treatment rooms, facilities and all equipment between each appointment.

### **Arrivals:**

As of May 1, 2021, an antigen test will be mandatory on arrival with the compliments of Six Senses Kaplankaya. The results will be available in 5 minutes. Temperature checks will be necessary on arrival, as well as reduced contact at check-in and optional cashless payments.

The health and well-being of our hosts remain our top priority, along with providing a safe environment for them to work in, while looking after our guests. To this extent, face masks will be used by our hosts and are available for guests too, with hand sanitizing dispensers placed strategically at all guest and host areas.

As we adjust to new travel standards and expectations, we remain committed to providing peace of mind when you are staying with us so you can relax and reconnect in a comfortable and safe environment.

More information on the COVID19 measure taking place at the resort can be found on our website; <https://www.sixsenses.com/en/covid-19-measures> Pre-Arrival Requirements to Turkey:

International Passengers arriving in Turkey from March 15, 2021 (not including transit passengers and passengers under the age of 6) are required to fill in the Turkey Entrance Form which can be obtained at the resort within 72 hours of their departure. Print out or take a mobile screenshot of the filled form as it will have to be submitted to airline crew before boarding.

Passengers aged 6 years and over, arriving in Turkey are required to submit a negative PCR test (nucleic acid). The sample for the test must have been taken within 72 hours prior to the passenger's scheduled departure from the country of origin. Please review the Country-Specific Entry Restrictions page for more details.

Turkey Entrance Form can be found on this link: <https://register.health.gov.tr/>

## **COVID RELATED Q&A ON DEPOSIT AND CANCELATION POLICY**

### **1- What is your cancellation and refund policy in case a client has a positive Covid-19 test within 72 hours of arrival?**

Free cancellation on presentation of the positive result. An official document from the respective health authorities/medial facility showcasing that the client has a positive result. This needs to be submitted no later than 72 hrs prior to their expected arrival into Turkey.

### **2- What is your cancellation policy in case the client's country or Turkey decides to close its borders and the client is unable to travel anymore?**

Reservation will be cancelled free of charge if guests provide a proof. Any official announcement from the government of the guests' country will be taken into consideration immediately and their reservation will be cancelled free of charge due to force majeure.

If Turkey decides on a lockdown, guests will be informed about the situation with an official announcement in English and their reservation will be cancelled free of charge due to force majeure.

### **3- What is your cancellation policy in case property decides to close and guests are unable to travel anymore?**

If the property decides to close, guests will be informed about the situation with an official announcement in English and their reservation will be cancelled free of charge due to force majeure.

### **4- What is your protocol if a guest tests positive during the stay and is forced to quarantine?**

Any guest with a positive antigen test result on arrival will need to remain in quarantine for an additional two days and have a second PCR test which is complimentary. Should

this second test also be positive, the guest will need to remain in quarantine a further 14 days before being allowed to move freely around the property. In the event of a positive test result on arrival and a negative second test result (after two days), the guest shall quarantine for a further two days and have a third and final test which is complimentary. Should the result be positive, the 14-day quarantine procedure will be applied. All costs related to quarantine, including medical expenses, are at the sole responsibility of the guest.

**5- Do you offer a special quarantine rate for the remainder of their stay?**

No, as the Turkish government requires all tourists coming to the country to present a negative PCR test and have a valid travel insurance that covers COVID-19. Clients are responsible for any costs incurred during a quarantine. If they cannot afford their accommodation expenses during their quarantine, they need to contact their Embassy. All government measures and updates can be followed on the website of **Republic of Turkey Ministry of Health**.

**6- Are COVID-19 tests required to travel to Turkey?**

All guests visiting Turkey must show a proof of a negative PCR test upon arrival. Test must be taken within 72 hours of the scheduled arrival time in Turkey.

**7- Do you provide PCR and Antigen tests on site?**

Yes, PCR and Antigen testing is available on site at the cost of EUR 120 per person. On site PCR testing on departure costs EUR 90 per person. First Antigen testing is complimentary upon arrival at the resort.

**8- Can I visit Bodrum or outside places while I am here on holiday?**

Yes, however when guests return back to the property, they need to perform a complimentary Antigen test.

**9- Should clients not be able to travel and would like to change their current booking to a different season, would this be accepted?**

Clients can postpone their stay with no additional charges if changes are done in the same season. Should they wish to change their stay to a different season rate changes/offers would be applicable. A credit would be given to clients to be used against F&B, Spa, Experiences (not applicable to outsourced experiences) should they move the booking to a season where a price difference is in their favour.