



TheLifeCo[®]
HOLISTIC WELLBEING



After COVID-19

**Stay Safe & Healthy
at TheLifeCo
Wellbeing**

www.thelifeco.com



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HOLISTIC WELLBEING

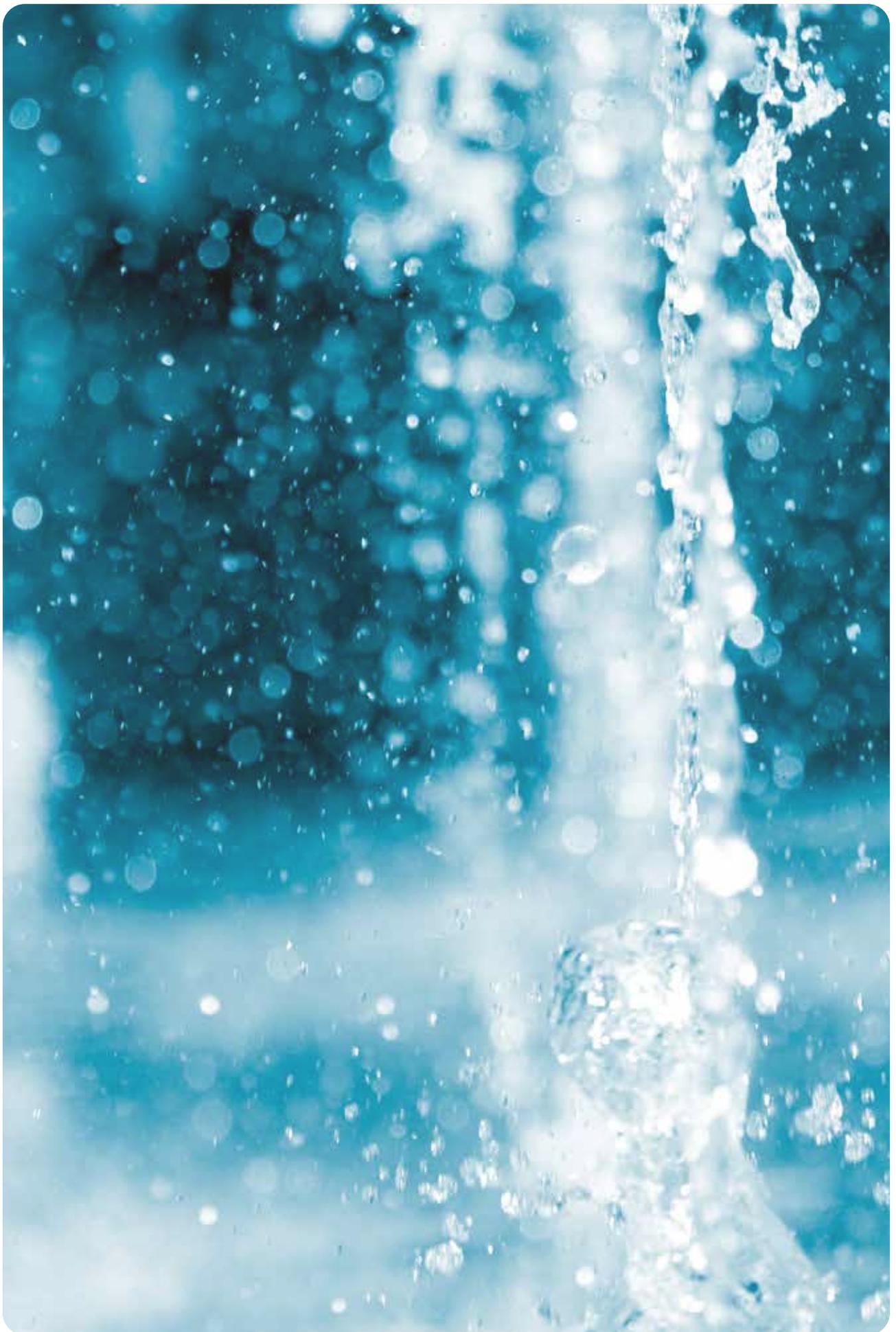




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Dear Guests

In these times of self-isolating to protect ourselves and our loved ones, being physically inactive, not getting enough sunlight and fresh air adversely affected our physical and mental health.

When you are ready to travel again, we are waiting for you in the new season with our cleansing and rejuvenating programs along with different activities that will help you to get rid of fat and toxins accumulated in your body during the quarantine, and strengthen your immune system against diseases. As TheLifeCo Wellbeing, we have taken all necessary hygiene and health regulations in our facilities, and our team has undergone the required training about the precautions.

We are ready for you after the pandemic

You can see below the cleaning and disinfection procedures we follow, regarding COVID-19 certificate of World Health Organization and the Ministry of Tourism Turkey in our centers. Due to the outbreak in the world, we have increased the frequency of our standard hygiene applications and started to apply UV sterilization that has been applied only in the rooms to the general areas of our facility.

- Frequent hand washing is vital to prevent the spread of viruses. We regularly remind our team that cleaning starts with this simple gesture.
- In addition to training on service and hygiene protocols, we regularly provide an advanced COVID-19 awareness training to our staff.
- TheLifeCo Wellbeing center team is available 24/7 to coordinate with local and regional authorities when needed.

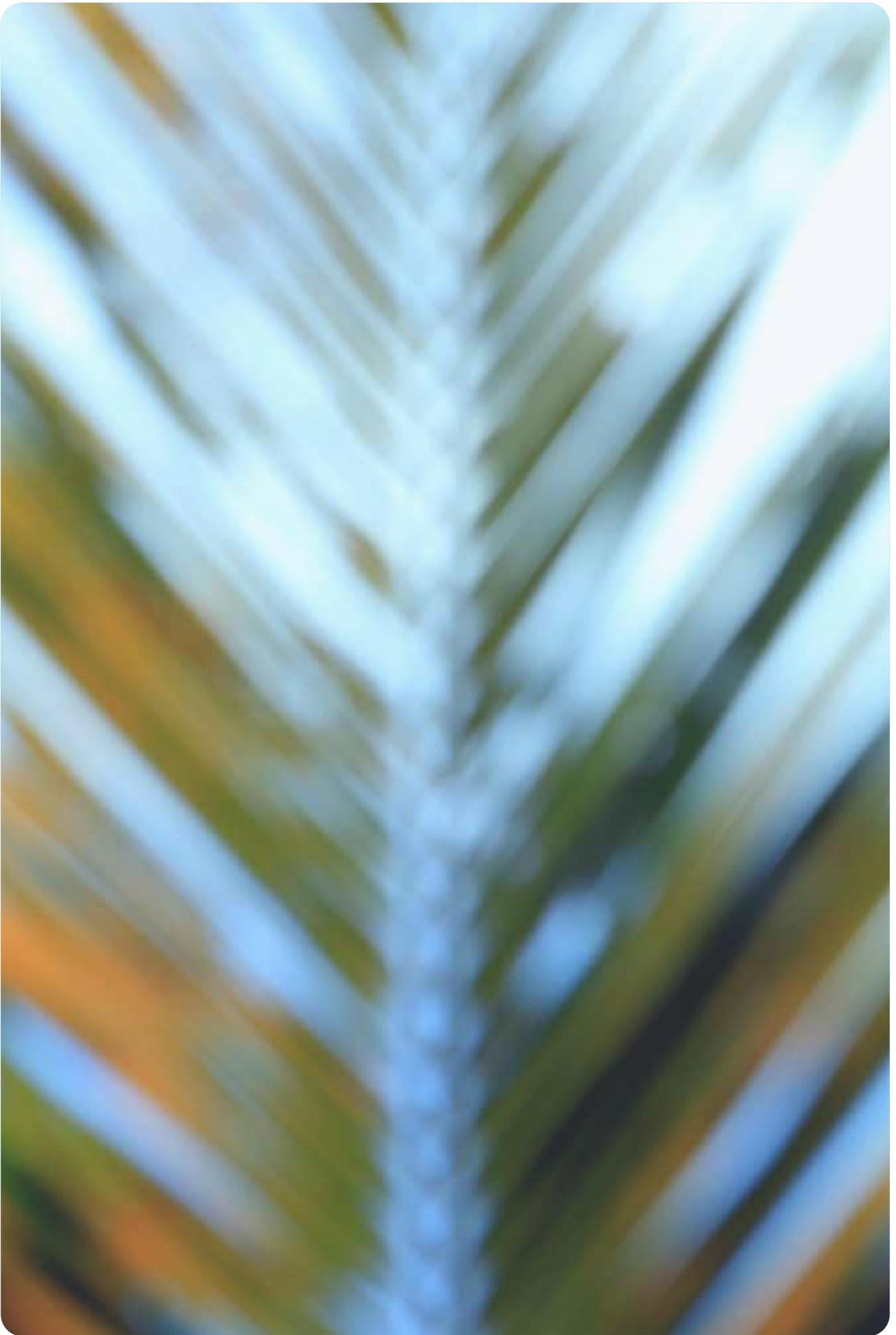
Following the procedures, our team has undergone the required training about the precautions. Common areas and rooms in our facilities are specially sterilized with nanotechnology-based disinfectants and ultraviolet ray sticks. Fruits and vegetables we use in our programs are washed by ozonated water. All areas in our facilities have been rearranged under social distancing rules.

If you or your companions have a high fever, cough, and respiratory problems, we request you to contact our facility doctor without delay. Thank you in advance for your attention to this matter, which is important for your health and others accommodating at the facility.

The health and safety of our guests and staff is our number one priority.

We wish you an experience that adds value to your health.

THELIFECO WELLBEING



...we are ready to

Welcome
you



1. GENERAL INFORMATION

WHAT IS AN EPIDEMIC?

An epidemic is the rapid spread of disease to a large number of people in a given population within a short period. A significant increase in cases can be observed according to generally observed values.

HOW DOES IT SPREAD?

When an epidemic occurs, the spread of the infection from one person to another can happen in many forms;

- By touching the same surfaces (lighting switches, sliding doors, etc.)
- By common materials (towels, buffet equipment, etc.)
- By breathing close to those who are sick
- It is transmitted by droplets spread through the air through coughing and sneezing by sick people (These droplets can fall on nearby surfaces, desks, door handles, computers, money, credit cards or phones.)
- The virus can be transmitted through touching the face, eyes, nose, or mouth with hands after touching the surfaces in common areas.

WHAT IS COVID-19?

COVID-19 is a new coronavirus subtype that has not previously been detected in humans and was first seen in China on January 07, 2020.

The spectrum of illness caused by COVID-19 in humans can range from simple colds to Severe Acute Respiratory Syndrome (SARS).

The “official” incubation period of COVID-19 is considered to be 14 days. However, the actual incubation period can be between 3 and 27 days. Based on the guidelines of the World Health Organization, health institutions worldwide accept the 14-day quarantine period.

2. PRECAUTIONS TO PREVENT THE DISEASE

For your hygiene inside and outside the facility;

- Wash your hands frequently, at least 20 seconds with soap and water. After drying your hands, apply disinfectant.

HOW TO WASH YOUR HANDS



1 First, wet your hands with water.



2 Take a dose of product to your hands using the dispenser with disinfectant liquid hand soap.



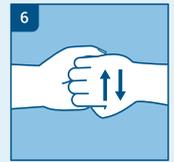
3 Rub your palms.



4 Rub the top of your left hand with your right hand and between your fingers. Repeat the same moves on the other hand.



5 Rub the top of your left hand with your right hand and between your fingers.



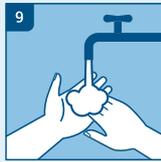
6 Rub your thumbs in the palms and then rub the palm on both sides.



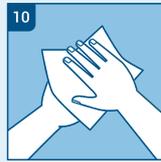
7 Rub the thumb of the right hand with the palm of the left hand.



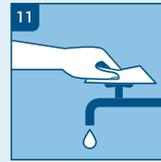
8 Hold up right-hand fingertips together and rub the palm of the left-hand palm.



9 Rinse your hands with water.



10 Dry your hands thoroughly with a paper towel.



11 Close the tap with a paper towel.



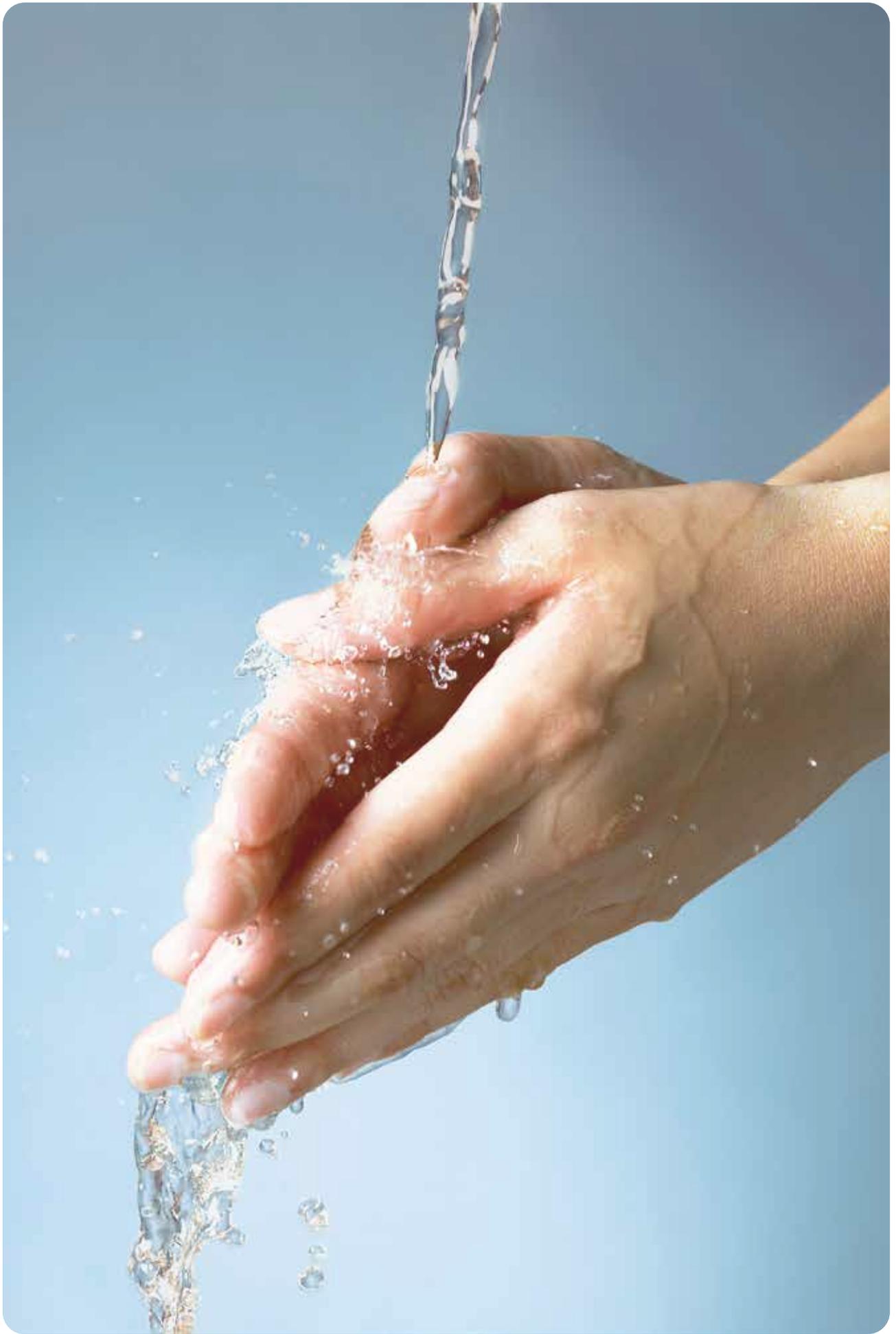
12 Your hands are now safe.

10

APPLICATION OF HAND DISINFECTANT



- Cover your coughs and sneezes by using a disposable tissue.
- Avoid touching your face, eyes, and nose.
- Avoid activities such as shaking hands, hugging, and kissing.
- Avoid crowds, big meetings, and events.
- Leave a distance of at least 1.5 meters between you and other people.
- Please use a mask within the facility.
- When you return home, take necessary measures to protect family members.





3. OUR PREVENTIVE MEASURES AND EXPECTATIONS FROM YOU

3.1. IN CASE OF HAVING A SUSPECTED CASE AT THE FACILITY

- If you or your companion show symptoms of the disease (cough, fever, pneumonia, shortness of breath, vomiting, diarrhea), do not leave your room, and please contact us. Do not forget that you may overcome diseases when intervened early.
- The person suspected of being sick and accompanying people must stay in their rooms. Please follow the warnings.
- If you suspect a guest or staff on-site of being sick, please inform us.

3.2. DISINFECTION AND SURVEY EQUIPMENT OF FACILITY

Here is the list of the disinfection and observation equipment we use at our facility:

1. Touchless Automatic Sensor Hand Disinfectant Dispensers: It is available in all common areas, restaurants, juice bars, general areas, and WC areas. Please disinfect your hands frequently at these points.

2. ULV Device: It is used for the disinfection process with the fogging method. Disinfection with Nano Ag is effective against all viruses and bacteria.

3. Ozone Device for Environmental Disinfection: It is used for continuous air disinfection in all closed areas and vegetable/fruit disinfection in all our kitchens and warehouses.

4. UV Lamp: We use UV lamps for sterilization in all warehouses (including cold rooms) and offices when they are closed and ensure that our cleaning equipment and textiles are sterilized with UV lights before they arrive in your room.

5. Hygienic Antibacterial Adhesive Mat: Located in guest areas, public areas, and toilet outlets. Please step on these mats, especially when leaving the toilets.

6. Hand Disinfectant for Rooms: Hands disinfectants are available in your room for use whenever needed. Please use them, especially after washing your hands.

7. Thermal Scanner: It is used to scan temperature at the entrance of the guests and staff. Thus, people with symptoms are prevented from entering our facility.

8. Gloves: Our staff within the determined rules uses our different color-coded gloves below.



Blue-Kitchen Staff



White-HK Staff



Transparent-F&B Staff

9. Mask and Face Shield: Our staff uses the mask and face shield when necessary.

10. UV Sterilizer: UV sterilizers are used for sterilization of rooms and general areas after cleaning and disinfection. Please do not look directly into the light when you see the sterilizer.

4. PREVENTIVE MEASURES TAKEN AFTER COVID-19 AT THE FACILITY

Following the pandemic, the preventive measures have been put into practice in our facility's internal operations for the health and safety of our guests and staff.

4.1. WELCOMING OUR GUESTS & RECEPTION

- We take into account the sufficient capacity while welcoming our guests so that the social distancing rules are applicable.
- Remote thermometers are placed in the entrance. The body temperature of the guest and staff is regularly measured and recorded. If any sign of sickness is detected, the person will be directed to the hospital.
- Social distancing floor signs are located in the reception area to create a safe place for C/in and C/out processes. It is important to pay attention to the directions showing the waiting points to maintain social distance.
- The entrance is made touchless, through using the verification code that our reception staff will send to your phone.
- If you have not completed your payment while making a reservation, you can still pay with mail order by the link that the reception team will provide.
- You can use a touchless POS terminal during payment.
- The room keys are sterilized through ULV before given to you.
- The reception area is cleaned within the scope of COVID-19 disinfection and sterilization measures, along with our general cleaning procedure.
- Your therapy appointments are sent to you by e-mail.
- Social distancing is not compulsory for the guests staying in the same room and/or of the same family in the common areas.
- Guests who do not feel well and have one or more symptoms related to COVID-19 should call the reception from their rooms and continue to stay in the room while waiting for the doctor.
- The front office department obtains information about the guests who go out of the facility with a rental or private vehicle.
- Please obey social distancing rules and warnings in all general areas for your health.



- Our reception staff wears masks. Please do not forget to use your masks.
- We request our guests to bring their masks and gloves with them. You can still obtain gloves and masks from our clinic If needed.
- Please put your masks and gloves you want to throw into the garbage bins with grey cover and designated for "special waste." These waste materials are collected, stored following the Ministry of Environment and Urban Planning directives, and delivered to the authorities for disposal.

We will welcome you with a warm smile instead of shaking hands for the health and safety of you and our staff.



4.2. COMMON AREAS

- All common areas are cleaned with proper disinfection products, and records of these applications are kept.
- Hand sanitizers are placed in all common areas (Reception, Lobby, Clinic, Juice Bar, Restaurant, Fitness, WCs, Corridors).
- Restaurant, Juice Bar, Lobby, and Clinic areas are rearranged following the social distancing rules by leaving 60 cm between the sitting areas and 1.5 meters between the tables.
- Common area seating groups are sterilized hourly with ULV.
- All common areas are sterilized daily with Colloidal Silver and Hydrogen peroxide.
- Areas such as common area WCs and door handles are sterilized three times an hour.
- Toilets, toilet area floors, sinks, tap heads, battery heads, door handles are frequently cleaned, disinfected, traceability records are kept.
- Housekeeping staff cleans the room with masks, gloves, and visors. They frequently change their gloves while changing sheets, cleaning the room and bathroom, etc.

- Herbal tea self-service stations in common areas have been removed. You can get these services from Juice Bar whenever you want or use the service areas in your rooms.
- Beach, Pool, Fitness Center will be booked for each guest at certain times by taking into consideration the number of our guests.
 - Towels to be used in these areas will be delivered in a specially packaged form.
 - The pool and the entire system is cleaned and disinfected regularly with 1-3 ppm chlorine and Ozone.



4.3. GUEST ROOMS

- All rooms are cleaned with proper disinfection products according to the quality of the surface, and records of these applications are kept.
- All air conditioners in the rooms are maintained as often as necessary, and the internal filters are cleaned before each new guest.
- TV - air conditioner controls, water heaters, and a minibar are frequently sterilized.
- Laundry services wash textile products in 80-degree and iron with a 130-degree steam heated system.
- The beds and pillows in the rooms are sterilized with ULV, and all textile materials were renewed.
- The sofa sets and cushions in the rooms are replaced with new covers.
- All rooms are cleaned with disposable cleaning materials, and we keep the traceability records.
- The rooms are sterilized with Colloidal Silver and Hydrogen Peroxide for the new guest.
- When the rooms' preparation is completed, each room is sealed with the "Specially sterilized for you" ribbon and left empty for the next guest for 12 hours.
- Disinfectants are available in every room for you to use after washing your hands.

TheLifeCo
HOLISTIC WELLBEING

Stay Safe &
Healthy

Cleaned
and sealed
for your
protection.





4.4. JUICE BAR and RESTAURANT

- The vegetables and fruits used for all detox drinks (freshly squeezed) are repeatedly washed with ozonated water.
- All drinks and shakes are prepared by our staff using protective masks and gloves and served in glasses with ceramic lids, served directly to guests after being prepared.
- Since the herbal tea self-service stations in the common areas have been removed, we request you to get this service from Juice Bar whenever you wish.
- Juice Bar desks are arranged to prevent guests from sitting. Our staff will take your orders and serve you following the social distancing rules.
- The areas you use before and after the service at Juice Bar and Restaurant are sterilized with ULV and disinfectants.
- Seating arrangement has been prepared according to the standards set by the Ministry in these areas (150 cm between tables, 60 cm between chairs).
- Sitting groups in these areas are sterilized periodically with ULV.
- We request you to follow the social distancing rules specified in the Juice Bar and Restaurant and to pay attention to all directions.
- Our staff use protective masks and gloves during preparations.
- We continue our routine cleaning at Juice Bar and Restaurant with additional disinfection and sterilization measures within the scope of COVID-19.

Room Service

- Disposable masks, gloves, and when necessary, face masks are used during the entire service.
- Room service is offered in front of the door, and empty dishes are retaken from the door.
- If you are having a healthy nutrition program and want your food to be served to your room, your meals will be served in packages and with single-use plates, cutlery, and straws.



4.5. CLINIC

- All clinical services (Body Composition Analysis, Inbody, Oxygen Therapy, Daily Measurements, and All IV Applications) are provided through appointments and by making a reservation in advance.
- Maximum up to four guests can receive service at the same time in the clinic.
- All nurses wear protective equipment.
- The body temperature of the guest is measured when necessary.
- You can get daily masks and gloves from the clinic.
- Quarantine room has been prepared for emergencies.
- In emergencies, the facility doctor and clinical nurse are at your service 24 hours day.

4.6. YOGA and MEDITATION

- Yoga classes are held in the garden and yoga area upstairs.
- The yoga area is arranged according to the social distancing rules.
- Each guest room has personalized and sterilized yoga mats.
- Guests can purchase a new yoga mat from the product section at the reception.
- Guests can hand over the yoga mat they use to the Reception during the check-out process.
- The yoga mats delivered by guests are sterilized before the next use.



4.7. SPA

- SPA applications continue with additional disinfection and sterilization measures within the scope of COVID-19.
- The SPA facilities are available for the guests by reservation. Cleaning and disinfection will be done half an hour between each reservation.
- Our SPA staff works using masks, and our guests need to wear masks during face-to-face applications.
- Our SPA staff carry out their disinfection procedures before each application. Please take a shower before the application.
- The maximum number of users in our Turkish Bath (Hamam) and sauna areas are determined according to social distancing rules.

4.8. OUR STAFF

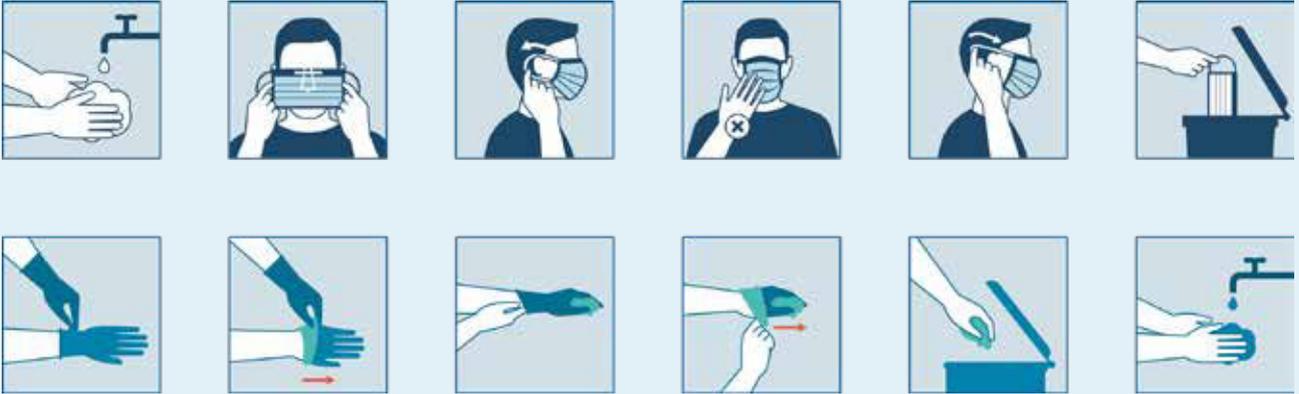
- The health and safety of our staff is our priority.
- Since the start of the COVID-19 outbreak, we have followed the guides of the World Health Organization at our facilities. The required training has been given to our staff and will continue to be provided.
- Our staff have received training on the application of the cleaning agents used within the scope of COVID-19 for cleaning of offices, common areas, and rooms.
- Based on the content approved by the World Health Organization, our staff were informed about how to protect themselves from COVID-19, personal hygiene methods, and the importance of nutrition during this period.
- Sufficient numbers of masks, gloves, face shields, and uniforms are provided to all our staff.
- Training sessions that cannot be implemented by distance learning are implemented with lesser people, within the scope of the social distancing and hygiene rules.
- All our staff have a personal hygiene certificate and receive “Coping with Stress” training as well as social distancing training.
- Cleaning and disinfection procedures are also applied in our staff areas, and our staff is checked for compliance with the social distancing rules.
- Our staff areas have personal hygiene, COVID-19, and social distancing posters.
- Human Resources occupational safety practices continue with additional measures under COVID-19.
- It is ensured that the staff showing any of the symptoms is sent to the health check by informing the department manager or chiefs.
- Department managers always check the health status of the staff and refer them to the HR or workplace doctor when necessary.
- The staff who were treated for COVID-19 can continue to work only by informing the employer with a report from the healthcare institution that proves it is safe for he/she goes back to work.

4.9. TRANSPORTATION

- All vehicles for airport and city transfers will be sterilized before serving.
- City transfer is provided for our guests who do not prefer to fly.

5. MANAGEMENT OF PERSONAL HYGIENE MATERIAL WASTES SUCH AS DISPOSABLE MASK AND GLOVES

Following the specified second and third articles (April 07, 2020, 2020/12) on the COVID-19 Measures on Personal Hygiene Material Waste Management (Such as Disposable Masks and Gloves) by Ministry of Environment and Urban Planning, waste materials are collected. The bags are tied tightly, stored in waste areas where people and animals will not be in contact, taken out at the trash pick-up time, and delivered to municipal authorities.





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