



Kempinski Hotel Barbaros Bay

BODRUM TURKEY

SUMMER 2021
GUEST INFORMATION BOOKLET

Dear Guest,

Welcome to the beautiful Kempinski Hotel Barbaros Bay.

As we continue to face the challenges of COVID-19, our way of life has also changed dramatically over the past few months.

After such an unexpected period, we are incredibly glad that you have chosen Kempinski Hotel Barbaros Bay to genuinely enjoy the European Luxury combined with the warmest and authentic Turkish Hospitality.

We would like to take this opportunity to inform you that here at Kempinski Hotel Barbaros Bay, the necessary hygiene protocols and measures have been defined with a new guide, the "Kempinski White Glove Services", in coordination with the additional measures put in place as per the guidelines of the Turkish Government and the WHO.

Please do not hesitate to contact our Guest Service Desk for any questions or assistance you may need during your stay.

We wish you an enjoyable stay with us.

Warm regards,

Your Kempinski Hotel Barbaros Bay Team.





**ENHANCED
PROTOCOLS**

KEMPINSKI WHITE GLOVE SERVICES

The welfare of our guests and team members is of the utmost importance, therefore Kempinski Hotels have implemented a detailed health & safety guide enhancing the protocols to be applicable in its properties worldwide.

In addition to the strict adherence to local government's and WHO's guidelines, The Kempinski White Glove Services feature heightened cleaning and hygiene measures in cooperation with renowned industry expert, Diversey.

The guide clearly defines the applicable procedures that will be in place from guest arrival to the room cleaning standards, and from the operational changes in food and beverage outlets to the Spa and Meeting facilities; and many more.

Within this context, we thank you in advance for complying with the guidelines provided throughout the hotel during your stay with us, for your own - our other guests' and team members' health & safety.



SAFE TOURISM CERTIFICATE

As Kempinski Hotel Barbaros Bay, we are now certified by the Turkish Ministry of Culture & Tourism as a SAFE TOURISM property, in return of our compliance with the necessary hygiene and safety measures and protocols in place.

All the measures and precautions will be regularly maintained and audited by KIWA, an independent audit company accredited by the Turkish Ministry of Culture & Tourism.

You may simply use your phone camera to scan the QR code and view our certificate.



DURING YOUR STAY

Check-in

We recommend that only one person per room performs the check-in procedure. All pens and key cards will be disinfected prior to your arrival and our Front Office team will provide you with the necessary information that you will need for a safe and enjoyable stay at the beautiful Barbaros Bay.

For each staying guest, body temperature will be measured and recorded upon check in. In case of temperatures above 37 degrees, guests will be guided to seek medical advice. HES code clearance will also be required from Turkish Nationals upon arrival to the hotel.

Guest luggage can be disinfected during arrival upon request.

You will find disinfectants conveniently located around the common guest areas and we advise the regular use of them.

On property

Guests are required to wear a mask in the property and all around guest areas, indoor and outdoor. You will be allowed to take your mask off when seated at the restaurants, or while lounging at the pool or beach. Team members will also be required to wear masks and other protective gear during their duty hours. Masks are available at the front desk upon request.

Social Distancing

Guests and our staff are advised to respect a minimum of 1.5 mt distance at all times and avoid shaking hands.

Lifts

The lifts can be used by a maximum of two guests at a time. Staircases can be used as an alternative.

Cleaning

Hygiene measures have been further refined to ensure that all hotel areas are frequently cleaned and sanitized to the highest standards. Particular emphasis is given to frequent touch points such as handles, handrails, lift buttons, door knobs, etc.

Feeling Unwell

Guests who feel unwell are kindly recommended to inform the Guest Service Desk and stay in their rooms. In such cases our team will provide the necessary recommendation for the nearest Health facility.

Outside of the Property

The usage of masks is mandatory on the streets. You will also be required to have a mask on when entering a restaurant or bar, but you will be allowed to take it off when seated.

Airport Transfers

Kindly note that Kempinski Hotel Barbaros Bay partners with a third party to provide the highest standards for your airport or city transportation needs. Measures include the usage of mask by the designated driver, respecting to the social distancing and ensuring cleanliness before and after each guest.



ROOMS AND AMENITIES

ROOMS AND AMENITIES

Rooms

Rooms will not be allocated back to back. All guest rooms will be thoroughly sanitized before each check-in and will remain vacant for at least 12 hrs. after each departure.

Amenities

A hand sanitizer will be available in guest rooms. Protective masks will be provided to you at the Front Desk, should you need one.

Minibar

Minibars will be filled before your arrival and checked during your stay as usual.

Cleaning

Procedures have been further enhanced to include a special cleaning and disinfection plan for guest rooms to ensure that all room features, furniture and surfaces are thoroughly disinfected in line with Turkish health and safety regulations.

Turndown Service

Will be available upon request only. You will be offered the option to request a turndown service during check-in process.



Privacy

During check-in you will also have the option to request a complete “privacy” – meaning that we will not enter your room to perform any services inside unless otherwise requested.

Laundry

All linen is thoroughly cleaned and disinfected at high temperature and using the optimum detergents in their correct dosage.

To support the sustainability of our planet's resources, we have introduced an artifact (Bodrum Water Cistern) as a part of our Green Linen policy, giving you the option to define your linen change frequency.

Reading materials

Magazines and brochures have been removed from the rooms and can be offered upon request.





RESTAURANTS AND BARS

HOURS OF OPERATION

Breakfast

07.00 - 11.00 Olives Restaurant

Lunch

12.00 - 18.00 À la carte at Barbarossa Restaurant, *last order at 17.30*

12.00 - 18.00 À la carte at Pool Restaurant, *last order at 17.30*

Dinner

19.00 - 23.00 À la carte at Olives Restaurant | Closed on Wednesdays

19.00 - 23.00 À la carte at La Luce, *Open June 1* | Closed on Mondays

19.00 - 23.00 À la carte at Villa Rossa | Subject to availability

Bar & Drinks

10.00 - 19.00 Drink service at Pool Bar

10.00 - 19.00 Drink service at Barbarossa Beach & Restaurant

17.00 - 02.00 Drink service at Bar Blue

Daytime lounging

10.00 - 19.00 Chill out

10.00 - 19.00 Pool Deck

10.00 - 19.00 Barbarossa Beach

10.00 - 19.00 Sundeck | *Food and Beverage service not offered*

▶ An additional 10% service charge will be applicable in all food and beverage venues.



RESERVATIONS and KIDS POLICY

Dinner reservations are required due to limited number of seating arrangements and social distancing measures at all available venues.

At dinner venues, families with kids under 12 years of age are accepted for the first seating between 19.00 - 20.30.

RESTAURANT ARRIVAL

Guests are requested to wait in the main entrance area of the restaurant to be seated by one of our team members and to use the hand sanitizer station before being assisted to their tables.

Tables

A limit of four guests per table has been introduced (exceptions can be made for families travelling together).

Spacing between tables has been rearranged in accordance with 1.5 mt social distancing rule; condiments, chinaware and silverware have been removed. Packaged single use salt and pepper sachets are introduced. Chinaware is served in special packaging, along with glassware after seating. Reading materials are removed.

Cleaning

Hygiene measures have been further enhanced. After each use, tables and chairs are disinfected, bill cover and point of sale terminals are regularly cleaned.

barbarossa 



Olives
RESTAURANT

LA LUCE



**IN ROOM
DINING**

HOURS OF OPERATION

In room dining is available 24/7.

Menus

Traditional menu has been replaced by a digital version using QR code.

Minibar

Minibars will be filled before your arrival and checked during your stay as usual.

Delivery

Order delivery procedures have been revised to respect privacy and health requirements.

Our team members will not enter your room to deliver your room service orders. Your orders will be served on a tray and placed outside your room door unless otherwise requested.

Cleaning

Service trolleys and hot boxes are disinfected after each delivery.

▶ An additional 10% service charge will be applicable on your in room dining orders.





**WELLNESS
AND FITNESS**

HOURS OF OPERATION

As part of COVID-19 measures, the availability of SPA facilities and the operational hours are subject to the directives of Turkish health authorities and may be altered.

Spa

10.00 - 19.00 Massage therapies at the Sanitas Spa

13.00 - 18.30 Wet areas | Hamam, Sauna, Steam Room

09.00 - 19.00 Indoor Swimming Pool

Reservations are mandatory for massage therapies or the usage of hamam, sauna or steam room.

Spa therapists will wear masks, as well as gloves if the guest requests them and will renew their protective gear in between each treatment.

Treatment rooms will have a minimum 30-minute turnover time to ensure proper cleaning and disinfection.

Treatment rooms and lockers will be thoroughly cleaned.

Gym

07:00 - 22:00 Fitness Center

Gym capacity is limited to 10 persons at a time as per the regulations set by Turkish health authorities.

Gym equipment, treatment rooms and lockers are thoroughly cleaned. A disinfectant spray is also available for your use if needed.



KIDS CLUB

As part of COVID-19 measures, the availability of Kids Club facilities and operational hours are subject to the directives of Turkish health authorities and may be altered.

1 MAY - 31 MAY

09.00 - 11.00 Indoor Kids Club Services

11.15 - 17.30 Outdoor Kids Club Services at the beach

1 JUNE - 15 SEPT

09.00 - 11.00 Indoor Kids Club Services

11.00 - 17.30 Outdoor Kids Club Services at the beach

18.00 - 20.30 Indoor Kids Club Services

16 SEPT - 15 OCT

09.00 - 11.00 Indoor Kids Club Services

11.15 - 17.30 Outdoor Kids Club Services at the beach

A maximum of 5 Kids will be allowed at the Kids Club at a given time. Kids will be required to wear their masks.

Most of the activities are designed to be held outdoor with social distancing measures limiting the sharing games.

Cleaning and hygiene measures will also be strictly applied at the Kids Club.



KIDS CLUB



Kempinski Hotel
Barbaros Bay

BODRUM TURKEY

Kempinski Hotel Barbaros Bay

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Kempinski

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