You are valuable to us...
You are safe at Lionel Hotel...

As Lionel Hotel Istanbul, we would like to share with you, our valued partners and guests, that we are maintaining our services, which we have been carrying out with the understanding of guest-oriented service since 2016, again with the same understanding within the period called the “New Normal” during Covid-19 Pandemic.

As Lionel Hotel Istanbul family, the most important thing for us is the health of our guests and to create an accommodation and event environment where our guests can feel they are safe. In this context, we have increased the hygiene and disinfection measures to the highest levels in all areas in our hotel.

The decisions determined by all the authorities we are affiliated with, such as the Ministry of Health, Ministry of Culture and Tourism, are fully implemented. In addition to this, we would like to inform you that we will open our hotel not only by remaining within the frame of the determined legal decisions, but also by taking additional precautions, by obtaining the “Safe Tourism Certificate” issued by the authorized certification institution Bureau Veritas to ensure that you, our valued guests, are safe.

The principal method of providing you with the best service within the service sector will be, as always, the sensitivity and versed service understanding of the staff. In this context, all of our personnel have undergone very intensive training processes and have gained the necessary sensitivity and knowledge about the subject in order to provide you with a reliable service.

We have implemented all necessary precautions to keep you safe with personnel training, hygiene inspections, distance rules as well as the use of many technologies within the framework of contactless hotel management approach.

You can reach the measures we have taken in more detail from our “mini e-brochure” that we have specified.

We are happy to be able to carry out our accommodation and event organizations in a safe environment together with the sensitivity to be shown by our valued guests.

We wish you a healthy and beautiful day.
OUR PERSONNEL

Our teams received training online on fighting Covid-19 and chemical applications in the new period through our chemical company Diversey. In addition, all our personnel are retrained on food safety, water safety and hygiene according to Covid 19 through Rentokil, which we also worked with before the Covid 19 pandemic.

Health screenings and periodic examinations of all our employees are carried out and the results are checked regularly by the on-site physician. Our employees have been informed about providing information and not coming to work, in case of a suspicious situation with the people they are in close contact with.

Hygienic matting is installed in all entrance areas and transitional areas where food production is made.

Personnel uniforms are cleaned in accordance with the protocols and are changed daily.

Our employees work with personal protective equipment such as masks, gloves, overalls and visors, as appropriate.

Before starting to work, daily briefing, warnings and inspections are carried out by the relevant department manager.

Personnel dining halls have been provided with a suitable seating arrangement and eating at different times. All meals are served by the chefs. The materials on the tables are disinfected before each use and they are kept for single use like salt, pepper and sugar.

Permanent disinfection of all the areas used by the personnel is carried out and alcohol and chlorine-based products are used in their frequent daily cleaning.
GUEST WELCOME

Body temperature measurements of our guests entering the hotel are made and also a protocol has been established regarding the action to be taken in case of high fever.

There is a disinfectant unit at the security point at the entrance, masks are given to our guests who do not have a mask.

Our guests are informed that they should wear masks in common areas.

The suitcases and belongings of the guests are disinfected at the entrance.

Except for the guests staying, all suppliers, visitors and third parties, who we receive service from, enter the hotel after being subjected to the same protocol as the employees at the staff entrance.

CHECK IN & CHECK OUT OPERATIONS

There are warning boards in the common areas to inform the guests.

Warning markings reminding the physical distance are made in front of the reception.

Check in procedures are carried out digitally with the Lionel apps, requiring minimal contact.

All documents, pens and keys used at the reception were disinfected before handing them over to guests.

Necessary arrangements have been made to make payments with minimum contact (Contactless credit card transaction, virtual POS, etc.).

When contact is necessary, disinfection will be carried out before serving the next guest.

Reception staff provide service to guests with mask.
GUEST ROOMS

Our room cleaning employees work with personal protective clothing and equipment that have been applied antiviral disinfection, and they are changed in the area passages.

There are hand sanitizer dispensers in the floor corridors where guests can reach easily.

Apart from daily routine cleaning, permanent disinfection procedures are applied in all common areas and rooms by comprehensive disinfection and maintenance procedures. All surfaces are protected with antiviral disinfection with nano-silver with 90 days life-cycle and all areas with intense contact with hands and body are protected with water-based nanotechnological antiviral disinfection with 30-days life cycle. Alcohol and chlorine based products are also used to increase the disinfection effects of daily products used in cleaning.

Air cleaning is provided with ozone technology before and after the cleaning of guest rooms.

The windows of our rooms can be opened, there is natural ventilation as well as mechanical ventilation.

Hotel guest amenities are arranged for single use.

Intense contact surfaces like phone, remote control, door handle, lamp switch, etc. are also disinfected in details.

It is ensured that the dirty textile material inside the room was packed in the room and sent to the collection area, and made available for the guests upon being isolated after carrying out cleaning and disinfection procedures by following all washing protocols.
GENERAL AREAS

There are liquid disinfection and waste units that are easy to access with warning information in general guest areas.

Permanent disinfection is carried out with nanotechnology and water based nanotechnological disinfection products in all general use areas, as in the guest rooms.

Daily cleaning and controls are made more frequently with alcohol based chemicals and disposable clothes.

Arrangements and necessary warning notifications have been made in areas where guests will be together in accordance with the social distance.

FOOD AND BEVERAGE AREAS

Food safety system of our hotel inspected by Rentokil company is put into effect by additional measures being taken by our consultants, food engineers, food and beverage managers.

In Restaurant, Bar, Lobby, Meeting Halls, and Foyers, the distance between the tables is arranged as minimum one and a half meter and between the seats and chairs as 60 cm.

All areas with hand contact are disinfected before service.

Breakfast & Lunch and Dinner: It is served as a la carte.

1.5 m physical distance rules are applied for seating arrangements and order taking.

On the tables, disinfected menus and digital menus accessible with QR code are offered, equipment and other single-use products (Salt, Pepper, Ketchup, Mayonnaise etc.) are served.

Tables are cleaned with disinfectant cleaning chemicals before the next guest is received, and the table cloth is also changed.

Beverages will be served by our employees wearing mask and gloves.

Payment transactions will be made with a minimum contact by means of disinfected bill and pens.
SUPPLY AND PREPARATION

Food and Beverages are taken from the companies inspected and approved by our Food Engineers and transported in closed box vehicles with a cold chain system.

Products arriving at the delivery points, which are frequently disinfected with permanent cleaning products based on alcohol and chlorine, are removed from their packaging before being taken to the storerooms.

Unpacked products are transported to the relevant areas with cars in disinfected crates by the relevant department staff wearing gloves.

Vegetables and fruits are transferred into the disinfected crates from the delivery points, and carried to the vegetable-fruit washing and disinfection station and are washed and disinfected without wasting time, and then placed in cold rooms or storerooms.

All employees in the kitchens and dishwashing area use masks, gloves and aprons.

All preparation areas are frequently cleaned and disinfected. Disinfection is performed periodically every night.

There are liquid disinfectant units with sensors in the preparation areas and employees disinfect their hands by before doing a different job.

WEDDING - EVENT - MEETING

Capacity reduction is implemented in our Wedding - Event - Meeting services until the effect of the Covid 19 process goes down significantly.

In Restaurant, Bar, Lobby, Meeting Halls, and Foyers, the distance between the tables is arranged minimum as one and a half meter and between the seats and chairs as 60 cm.

In all our halls and general areas. ventilation scenario has been reconstructed in accordance with Covid 19. All our halls receive daylight and there is also a smoking terrace. In addition, natural ventilation is made frequently apart from mechanical ventilation as all our halls have means of natural ventilation.

The cleaning period of our ventilation and air conditioning filters has been rearranged according to the intensity of the event.
HEALTH CLUB
FITNESS & SPA & POOL

Fitness and Spa areas are operated in accordance with the procedures and principles determined by the Ministry of Interior and the Ministry of Health within the scope of Covid-19.

The equipment in the fitness halls are arranged in accordance with the physical distance. The contact surfaces are disinfected intensively in all fitness equipment.

An appointment system is initiated for the use of Turkish bath. Different guests are not allowed to use the bath at the same time. We will keep our services such as sauna and steam room closed until the Covid 19 effect is significantly reduced.

The areas such as dressing room, shower, Turkish bath, massage rooms are closed after the use of guests and the cleaning and disinfection procedures are carried out. Door handles, locker cabinets, showers and washbasin faucets with intensive hand contact are frequently disinfected.

Additional measures are taken in the cleaning of the pools in our hotels under the supervision of professional consultancy firms.

There are dosing systems for cleaning the pool water and proper chlorination. The samples taken from the pool water are tested daily by technical teams.

The distance between all deck chairs is rearranged as one and a half meters.