



## ACCESSIBILITY PRACTICE

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### Service Procedure to be Followed During the Accommodation of Individuals with Disabilities

In order to keep the guest satisfaction of individuals with disabilities who will stay at the hotel at the highest level and to fully respond to their needs, it is essential to act within the framework of the steps specified below. This procedure covers all relevant department employees, particularly the front office personnel.

#### Welcoming and First Contact

- Upon the guest's initial arrival at the hotel, they are welcomed in a warm and professional manner by the front office personnel on duty in the lobby.
- In cases where the guest arrives with a disabled vehicle, escort and guidance support are offered during their descent.
- If the guest does not have a personal vehicle, they are ensured to reach the ground floor safely via the wheelchair or support vehicles available within the hotel.

#### Check-in Process

- The reception personnel meticulously complete the check-in procedures by taking the guest's identification and reservation details.
- Guests with disabilities are ensured to be directed to specially designed accessible rooms.
- The assigned personnel escorting the guest to the room is responsible for ensuring comfortable access.

#### Room Introduction and Information

- Following the settlement of the guest into the room:
- Detailed information is provided about the emergency call buttons, alarm systems, and guidance signs located inside the room.



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- Additional equipment requests based on the personal needs of the guest are forwarded to the relevant departments and provided as soon as possible.

### **Access to Common Areas and Assistance Process**

- When the guest wishes to use different sections of the hotel (restaurant, lobby, social areas, etc.):
- They can contact the reception by pressing the "Emergency" button inside the room.
- After the request is received, the front office personnel immediately reach the guest's room.
- If they have their own vehicle, they are escorted and enabled to proceed with their vehicle.
- If they do not have their own vehicle, they are safely directed to the relevant area with the wheelchair within our hotel.

### **Service Process in Other Departments**

- When the guest reaches the relevant department, they are welcomed by the personnel on duty there.
- Necessary support and facilitation are provided throughout the entire process in the section where they wish to receive service.
- After the service, the same support procedure is maintained regarding the guest's return to their room.

### **Check-out Process**

- On the day the guest will check out from the hotel:
- Necessary information is given to the guest by the front office personnel.
- The reception procedures are completed by ensuring their safe and comfortable access to the lobby.
- Personnel escort continues regarding their access to their vehicle as well.



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This procedure has been established for the purpose of fully meeting all requirements of our guests with disabilities and making them feel safe during the period from their check-in to their check-out at the hotel.