



istanbul • karaköy



*Dear Guests,*

*We are very happy to welcome you to the Root Karaköy.*

*We put every effort to make your stay enjoyable and ensure your health safety. Our teams are available for any question, comment or need, do not hesitate to refer to them.*

*We take specific measures in each place of the hotel, you will find those detailed on every location.*



Our staff has received a specific in house training to protect themselves and yourself. If one of our employees has symptoms, they do not come to work. Each staff member is checked before starting their shift.



An employee is responsible for the cleaning and disinfection of common areas throughout the day. Our night auditor does his night watch with disinfection equipment. All of our staff take special care in the cleaning and disinfection of all points of contact.



Materialized queues are available in all places that may be required. Ground stickers have been placed to allow you to comply with physical distance measure.



Hydroalcoholic gel is available at each entrance of the hotel. Thermometres are available at reception upon request.



Plexiglas are placed at every necessary location. Greet contactless.



Prioritise credit card payments at each point of sales. Your invoice will be sent to you by e-mail. Use the drop-off buckets available to exchange documents with our teams.



The traffic direction is shown, please respect it. Ground floor doors remain open during the day.



As much as possible use the lift to go up and the stairs to go down, a single guest or a family are accepted in the elevator. Use your room key to select your floor.



Decontamination measures are reinforced in the kitchen. Your meal is served under a cloche.



We prioritise autonomus work to limit the risk of contagion. All working processes have been rethought as part of the battle against the spread of the virus.



We rely on you to respect the barrier gestures within the hotel for the well-being of all.



All our rooms are disinfected after our guests check out and are kept free for 12 hours. All materials in the bathroom are prepared as disposable and are replaced with new ones after guests check out.



Breakfast is served in the restaurant from 07:00 am to 10:30 am. 30 minutes time slots are planned, please book at the reception. Specific measures have been put in place at the restaurant to welcome you.



Spa is open from 10:00 am to 10:00 pm. Its capacity is limited to 4 guests simultaneously, thank you for booking at the reception. The spa's equipment capacity has been reduced, you will find the new instructions for use on site. An employee is responsible for the cleaning and disinfection of the spa throughout the day.



We encourage you to use the bahroom in your room, the lobby toilets will be open on request at the reception and during the restaurant ones during opening hours.