

Children are entrusted to us by the future. We must recognize them as individuals and respect their rights. to hear, to observe and protect against all kinds of psychological, physical, commercial etc. exploitation is our priority. It is our responsibility.

The World Health Organization defines child abuse as: "The health, physical and psychosocial any act that adversely affects social development, whether intentionally or unintentionally by an adult, society or the state. All behaviors that are applied in this way are child maltreatment."

To ensure this;

- \* We do not allow child labor in our own institutions and we do not allow child labor in all our business partners.

We expect the same sensitivity.

- \* Organizes trainings to raise awareness about the protection of children's rights and

We support projects.

- \* When we witness suspicious activities involving children, we first inform the hotel management,

We request assistance from official institutions when deemed necessary.

According to our policy;

- \* Do not leave your children under the age of 0-12 alone in your room,
- \* Do not leave your children with strangers at the hotel and do not leave the hotel.
- \* Do not allow your children under the age of 18 to consume alcohol,
- \* Respect children's rights,
- \* Do not engage in behaviors that lead to child neglect and abuse,
- \* To report to the management those who act against child rights and abuse.

to notify you,

We kindly request from our valued guests and employees.

In line with the complaints reported, security forces will be informed by the management and Necessary legal procedures will be implemented.

In accordance with national and international laws on the protection of children's rights, Abuse has criminal sanctions and imprisonment.

## AIM

Raising awareness about child abuse and protecting children from abuse at the Amiral Palace Hotel to determine the activities to be carried out for its protection.

## SCOPE

It covers all situations regarding guests under the age of 18 staying at our hotel.

## DEFINITIONS

\* **Child abuse:** Negatively affecting the health, physical development and psycho-social development of children aged 0-18.

any act committed against a child, knowingly or unknowingly, by an adult, society or the state that affects is exposed to all kinds of movements.

\* **Physical abuse:** This is the injury and abuse of a child by an adult for non-accidental reasons.

\* **Sexual abuse:** Using the child for sexual stimulation and gratification, forcing into prostitution, pornography, etc. is used as a sexual object in crimes.

\* **Emotional abuse:** Psychological abuse is caused by depriving the child of the attention, love and care he needs. is to be damaged.

\* **Economic abuse:** When the person responsible for caring for the child sees the child as a source of financial income and is the desire to gain material gain.

## RESPONSIBILITY

All departments are responsible for the implementation of this instruction. Security Guards are also responsible for the implementation of this instruction.

Responsible for implementing the relevant visitor instructions within the knowledge of the Security and Administrative Affairs Chief.

## INSTRUCTION FLOW

### Human Resources

\* Training on "Protection of Children's Rights" is planned by Human Resources at least once a year.

### Front Office

\* In accordance with Article 2 of the Identity Notification Law No. 1774, all guests staying at our hotel

A copy of their ID or passport is taken and submitted to law enforcement along with their arrival and departure records.

are communicated or made available for review.

The above-mentioned conditions also apply to children. Local and foreign guests are welcome to check in.

Any suspicious situation regarding the identity documents or passports of children brought by guests

(fake document, fake passport, surname or picture mismatch, etc.) when noticed, inform the Front Office Manager

The hotel general manager will be immediately informed about the suspicious situation.

and if deemed necessary, the guest should provide more detailed information about the child accompanying him/her.

will be provided.

\* There is no difference in booking or room entry with children under the age of 18 who do not have similar surnames, other than family members.

When it is done, the Front Office Manager will be informed.

\* Guests who come with children under the age of 18 must be in good shape during the C/i process, both in their attire and

If you notice anything unusual in your behavior, first inform the Front Office Manager and Security Manager.

Information will be provided and these guests will be followed up during their stay.

\* Accommodation for child visitors is valid if they stay in the same room with at least one adult.

Guests staying at the hotel are prohibited from accepting visitors, even children, without the knowledge of the hotel management.

#### All Departments

\* All areas within the hotel (guest rooms, all public areas, mini/teenage club) are prohibited for guests under the age of 18.

If you notice that you are exposed to any of the situations listed below, immediately report it to your department head.

If it cannot be reached, the Security Manager will be notified.

\* Physical and verbal violence / abuse (abuse can be by parents, other family members, hotel staff, caretaker, another person)

(may be a guest)

\* Locking children in the room or keeping them in the room for too long

\* Making adults do things that they would do or having them do without taking into consideration special conditions.

\* Sexual abuse, pornography

\* Forcing into prostitution

\* Do not leave the child alone in the facility without a parent or caregiver.

\* There is another older person who waits and watches in front of the room door until the person who entered the room leaves.

If there are people around or if you notice different people constantly entering and leaving a room, do not waste any time.

If you cannot reach your superior/supervisor, notify the Security Manager.

\* It is forbidden to touch or kiss Turkish or foreign children and babies in the hotel without the consent of their families.

Even though touching and caressing children is considered normal in Turkish culture, touching/kissing children is not allowed in many cultures.

These actions, which you take with good intentions, may cause misunderstandings.

\* Children under 4 years of age will be admitted to the Mini Club only when accompanied by their parents. All Mini Club members

The registration process of the children will be completed completely and signatures will be obtained from their families.

\* In the Mini Club, children can be taken to the toilet by female mini club staff.

\* Activities outside the hotel at Mini and Teenage Clubs are carried out under the supervision of their parents or with written approval.

participates.

\* Alcohol, cigarettes etc. are not allowed in front of children in the Mini Club.

\* It is not allowed to undress in front of children in the Mini Club.

\* In Mini Club, children's freedom of choice and desire is taken into account (those who do not want to participate in the activity,

Pressure on children who do not want to go out, who are shy about getting a certificate, who do not want to enter mini-maxi or teenage clubs not applicable)

\* In mini and maxi clubs, initiative is used in decisions regarding children's health and intervention is made if necessary.

(allergen status, choking hazard, etc.)

\* If guests who enter the mini club without children behave suspiciously, escalate the situation.

If you cannot reach your supervisor/supervisor, notify the Security Manager.

\* Children's physical conditions, disabilities, etc. are not made fun of or joked about. Psychological pressure is not applied.

is prevented.

\* Children with disabilities are treated more carefully. Efforts are made to ensure maximum adaptation.

\* Children are not addressed by nicknames.

\* Massage services are not provided to guests under the age of 18 at the spa center.

\* Despite warnings from the hotel management, the employee exhibits non-compliant behavior and creates disturbance.

Insistent guests are removed from the hotel or referred to judicial institutions, depending on the severity of the situation, with the approval of the General Manager.

is reported.

RELATED DOCUMENTS

**TCK ARTICLE 278** Every citizen is obliged to report any crime of abuse committed against a child.

**Article 278 -(1)** A person who does not report a crime in progress to the competent authorities shall be sentenced to imprisonment of up to one year. will be punished.