

INSTRUCTIONS FOR THE PROTECTION OF CHILDREN'S RIGHTS

1. PURPOSE AND SCOPE

SENTIDO Bellazure aims increasing awareness about child abuse and to identify the actions to be taken for the protection of children from abuse. This purpose covers all guests under 18 staying in SENTIDO Bellazure.

2. DEFINITION

- ❖ **Child Abuse:** Children in the 0-18 age group; health, physical development, an adult psychosocial development negatively affects all kinds committed against children by society or government is knowingly or unknowingly exposed to movement.
- ❖ **Physical Abuse:** Non-accidental injury to a child by an adult is the reason and abuse.
- ❖ **Sexual Abuse:** Sexual stimulation and gratification to be used for children, forced into prostitution, pornography is the use of such kinds of crimes as sexual objects.
- ❖ **Emotional Abuse:** The child needs his interest is the psychological damage inflicted to lack of love and care.
- ❖ **Economic Abuse:** The child sees the child as a dependent person is a source of financial income to profit financially from the children's request.

3. LEGISLATION

T.C.K. ARTICLE 278: "Every citizen is obliged to inform the child that is being committed against criminal abuse."

Article 278 - (1): "A person who fails to report crimes to the authorities that are in progress, shall be punished with imprisonment up to one year. "

4. APPLICATIONS

4.1 Human Resources

- "Protection of the Rights of the Child" trainings are planned at least once a year by the Human Resources.

4.2 Front Office

- According to the **1774 No. Identity Notification Law 2nd**, upon check in, Front Office receives the passport or identity copies of all the guests including children, reporting the data to the officials with the check in and check out details and keeping the data in records in case of any need. In case of any suspicious situation about the passport or the identity card, the responsible person is supposed to report it to the front office manager. And the front office manager will be reporting the situation to the general manager immediately and if necessary, the guests will be asked more information about the children identity.
- If there is a check in with a children under 18 and there is no similarity between the surnames (except of family members), the responsible is supposed to report the situation to the front office manager.
- If the responsible realizes an unusual behavior or dressing in the person who checks in with a child under 18, he is supposed to primarily to inform the Front Office Manager and Security Manager. Also, the guests will be followed by the security and the hotel management during their stay.
- The child should accomodate at least with one adult at the hotel. All guests staying at the hotel should inform the hotel management beforehand if they plan to invite visitors (even if the visitors are children) who are not staying at the hotel.

4.3 All Departments

- All areas within the hotel (guest rooms, all public spaces, mini/teenage club), if any of the employees realizes a child exposed to an inconvenient situation, they are supposed to report their supervisors or the security.
 - ✓ Physical and verbal violence / abuse (abuse of other family members-parents, hotel workers, caregivers may be doing another guest)
 - ✓ The children locked in a room for a long time
 - ✓ The children forced to make a work which is normally done by an adult
 - ✓ Sexual exploitation, pornography
 - ✓ The children forced to make prostitution
 - ✓ The children left alone without parents or an adult
- If you realize a person who awaits in front of a child's room, staring the child or if the different people come to the room frequently, the hotel employee is supposed to inform the supervisors or the security manager.

- In Turkish culture, it is normal to touch and even kiss the babies of other people. However, in many other cultures, this is not much welcomed. So the hotel employee must not touch any of the guests' children without permission, because this may be misunderstood.
- Children must be accompanied by their parents to the Mini Club and the hotel must register the children and get the signature of the parents.
- In Mini Club, all children must be accompanied by the female animators to the toilet.
- If the hotel organizes an activity for children outside of the hotel, the parents must supervise their children and the hotel must get the writing approval of the parents.
- In Mini Club, it is forbidden to use tobacco and alcohol in front of the children.
- It is forbidden to dress and undress in Mini Club in front of the children.
- Mini Club must take the child's freedom to choose and it is not allowed to force the child to participate to the activities (do not want to participate in activities, do not want to go to the show, to be ashamed to receive a certificate etc.)
- In Mini Club, if necessary, the responsible has the initiative to intervene to the children ((the allergen status, suffocation, etc.)
- In Mini Club, if you see adults without children with unnormal behaviours, the responsible must report their supervisors or the security manager.
- Children's physical conditions and obstacles must not be teased or joked, and psychological pressure must be avoided.
- Children with disabilities must be treated more carefully.
- Children must not be addressed by a nickname.
- Spa will not accept guests under 18 for any kind of services.
- If a guest who has inappropriate behaviours still continue to discomfort the other guests despite the warning of the hotel management, depending on the seriousness of the situation, with the approval of the General Manager of the hotel, is removed or reported to law enforcement.