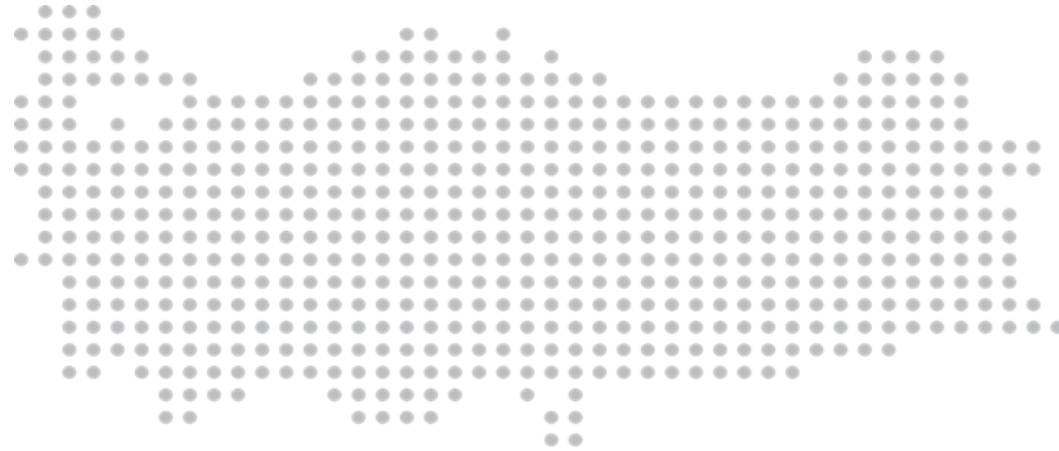




REPUBLIC OF TURKEY
MINISTRY OF CULTURE AND TOURISM

COVID-19 EXPERINCE OF TURKEY TOURISM

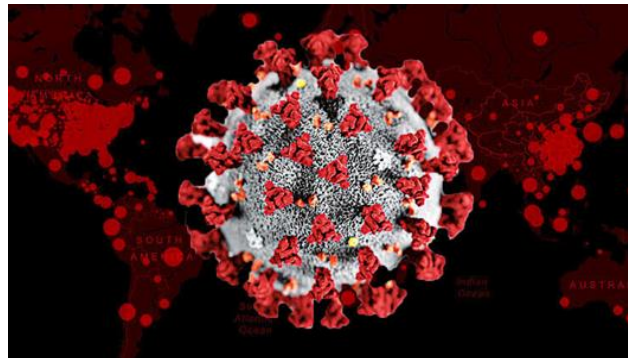




Fighting Against COVID-19 Pre-Phase

Tracing period and measures started in Turkey as soon as the covid-19 threat in China heard.

- National Pandemic Plan updated in 2019
- Border security and Travel restrictions have been started.
- “Emergency Operation Center” and “Coronavirus Scientific Board” was established in January 2020.
- Reference hospitals and staff trainings have determined
- All flights to China were suspended In February 2020





Fighting Against COVID-19 Measures

After the first case in Turkey, additional measures were taken.

Such as;

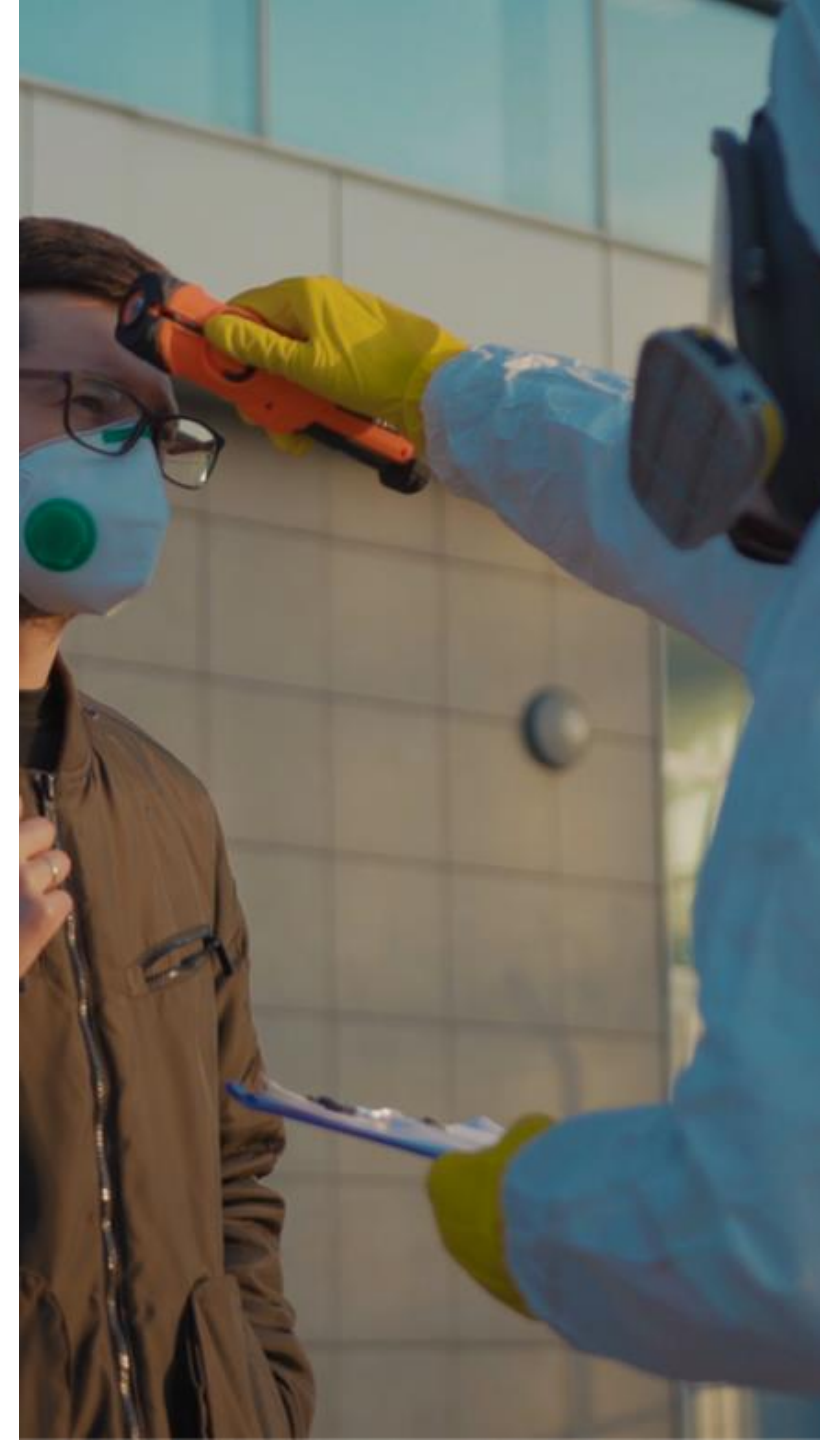
- Closure of schools across the country,
- Banning of mass-gathering events,
- Flexible working arrangements for public officials
- Additional travel restrictions
- Curfews and lockdowns



Fighting Against COVID-19

Testing & Contact Tracing (Filiation)

- A comprehensive strategy have implemented to increase test capacity in contact tracing. Such as;
- ✓ Making tests on the right people at the right time.
- ✓ 24/7 hours working filiation teams across the country
- ✓ Creating a successful system that reached 99,7% of the contacts within the required time,
- ✓ With the same diligence, we have planned and structured all stages of the filiation process for our guests.



Fighting Against COVID-19

Treatment Procedures

- At first, Türkiye made use of international experience.
- In line with the experiences and observations of our own doctors, Türkiye took a unique approach with the approval of the "Science Committee". Such as;
 - ✓ Starting treatment early in cases with symptoms
 - ✓ Taking measures to prevent development of pneumonia
 - ✓ Using high flow oxygen therapy for delaying intensive care and intubation



Normalization Processes

- In the normalization processes, we adopt following principles;
- ✓ Whole-of-government and whole-of-society approach
- ✓ Recommendations of the “Science Committee” and WHO’s global guidance
- ✓ We called it "Controlled Social Life", designed to enable our citizens to live their lives in the best possible way under pandemic conditions.



Current Normalization Process

- During the controlled normalization periods, the measures are constantly updated with new circulars.
 - For example, now we are in a new controlled normalization process with the opening of schools. In this direction, with the last circular;
- ✓ A negative PCR test is required for intercity trips by plane, bus, train or other public transportation vehicles, excluding private vehicles, by people who are not vaccinated or who have not had the disease.
 - ✓ The participation of unvaccinated people in public activities such as concerts, cinemas and theaters requires a negative PCR test.



Preventive Measures for the Guests



- These are the measures taken by the government before the safe tourism certificate.
 - These measures offered to passengers arriving at airports within the scope of the rules and guidelines set for the prevention and control of COVID-19.
-
- ✓ In the airports, before passport control, each arriving passenger goes through thermal screening for temperature checks.
 - ✓ In the case where a passenger is suspected to have COVID-19, the passenger is put under quarantine in an isolated area inside the airport to be tested.



Preventive Measures for the Guests

- ✓ If the isolation period lasts longer than the planned holiday, the extra accommodation costs are covered by the hotel.
- ✓ In the case where a passenger displays any symptoms, healthcare personnel with required medical equipment must be available on site and the passenger must be tested for COVID-19. Quarantine rooms complying with all international standards and fully-equipped transfer vehicles for dispatch to nearest healthcare facility must be ready.
- ✓ Facility must be in agreement with a competent health institution to take samples, depending on the request of guests.



COVID-19 Tourist Protection Health Insurance

- As of July 2020 , we have commissioned a health insurance package covering COVID-19.
- The guarantee is valid in all pandemic hospitals without private or public distinction.

Insurance packages can be purchased in the following ways:

- ✓ With tickets of contracted airlines
- ✓ Inside the airport at points of sale before passport control
- ✓ Online www.covidinsurance4turkey.com – www.tga.gov.tr
- ✓ From tour operators

The Measures Taken by the Ministry of Culture and Tourism

Safe Tourism Certification Program

- This program is one of the first examples in the world. It was appreciated by most countries and taken as an example.
- This program has been developed under the leadership of the Ministry of Culture and Tourism with the contributions of the Ministry of Health, the Ministry of Internal Affairs, the Ministry of Foreign Affairs and in cooperation with all the stakeholders in the industry.

Safe Tourism Certification Program Consists of 4 Main Pillars

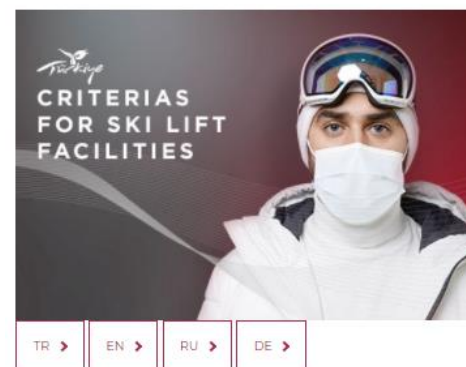
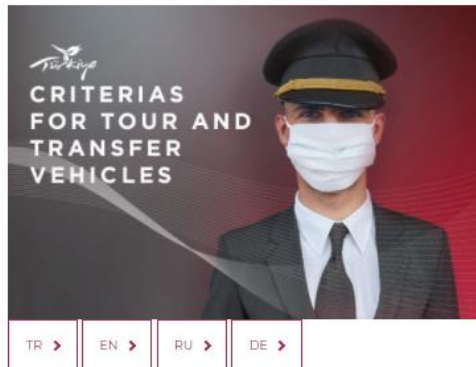
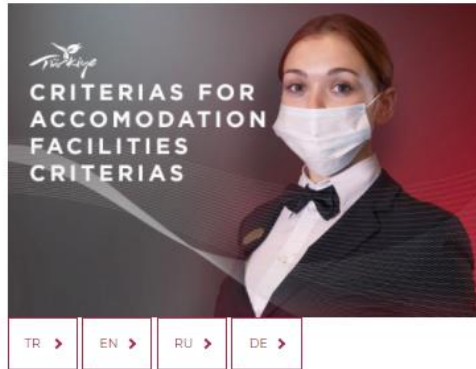
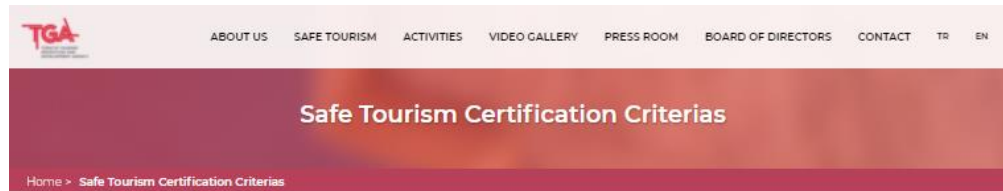




The Measures Taken by the Ministry of Culture and Tourism

Safe Tourism Certification Program

Pandemic protocols and certification protocols issued separately in different categories.



Safe Tourism Certification Program

- Safe Tourism Certification Program is mandatory for accommodation facilities that have 30 and more rooms.
- The facilities obtaining the certificate were announced as of June 2020 through all channels. More than ten thousand facilities and vehicles have received certificates.
- The hotels that received the certificate have been inspected four times. Three of which are unannounced and one of which is notified.
- The facilities that obtained safe tourism certificate have QR codes on all logos . Through these QR codes all guests can access to facility's inspection data.



Safe Tourism Certification Program

The certificate is given by international companies which accredited in at least 5 or more countries across Europe.

Authorized Accreditation Institutions



MANAGEMENT SYSTEMS SOLUTIONS



SAFE TOURISM CERTIFICATE

This certification recommended by Turkey Tourism Promotion and Development Agency is issued by RoyalCert Belgelendirme ve Gözetim Hizmetleri A.Ş.

RoyalCert Belgelendirme ve Gözetim Hizmetleri A.Ş., is accredited by TURKAK and its accreditation coverage is published at www.turkak.org.tr

ERESİN HOTELS TAXİM & PREMIER

has met the requirements of the "Assessment Criteria for COVID-19 and Hygiene Measures to be Implemented in the Hotels and their Food & Beverage Venues during the Pandemic"

published within the framework of the "Safe Tourism Certification Program" and has become entitled to receive "Safe Tourism Certificate".

Certificate Number
RYL-00001

M. Alphon Namli
RoyalCert Turkey CEO

Date of First Certification 29/06/2020

Issued On 29/10/2020

Date of Expiry 29/11/2020

Facility Type
Accommodation Facility

ERESİN HOTELS



The Measures Taken by the Ministry of Culture and Tourism

Promotion and Diplomacy Studies

- Minister of Culture and Tourism and Minister of Foreign Affairs conducted a very intensive telephone diplomacy with our counterparts in many countries for telling our healthy tourism understanding, as well as Türkiye's healthcare infrastructure.
- Minister of Culture and Tourism received many ambassadors to explain the efforts and the measures of Türkiye. He also participated many video conferences with the ambassadors
- In May 2021, the Ministry of Culture and Tourism organized a “Security for Tourism” event in Antalya for the mission representatives of 89 countries and the international press.



The Measures Taken by the Ministry of Culture and Tourism

Promotion and Diplomacy Studies

- Turkey's understanding of safe and healthy tourism was explained in various ways in various promotional channels. One of them is promotional videos.
 - [KulturBakanligi TGA 60sc Eng NEW LOGO 210518 WEB YK.mp4](#)
 - [Safe-in-Istanbul-Safe-in-Turkey.mp4](#)
 - [önlemler hakkında ne düşünüyorsunuz.mp4](#)
 - [How would you describe Turkey.mp4](#)
 - [Do you feel safe in turkey.mp4](#)



Türkiye Launched Vaccination Registration Program For Tourism Employees

- Türkiye has announced that he starts tourism employee vaccination program for tourism employees in coordination with The Ministry of Culture and Tourism, Ministry of Health and Türkiye Tourism Promotion and Development Agency (TGA).
- The Program has launched within the scope of 'Safe Tourism Certification Program' to ensure the health and safety of tourists and tourism employees. Program has made safer the Safe Tourism Certificate by vaccinating all tourism workers across Turkey.
- Aviation, airports, travel agencies, tourist transportations, hotels and all restaurants certified by the Ministry of Culture and Tourism has been started to be vaccinated since June 2021 . Later this vaccination covered all sector workers.





REPUBLIC OF TURKEY
MINISTRY OF CULTURE
AND TOURISM

The Results of Safe Tourism Program

- ✓ Türkiye welcomed 16 million visitors in 2020.
- ✓ Against the average 80% decrease in tourism in the world, Türkiye closed 2020 with a 69% decrease .
- ✓ In the January-July 2021 period, the number of visitors increased about 85% compared to the same period of the previous year. In this period Türkiye welcomed about 10 million visitors
- ❖ As a result Türkiye is taking all actions for it remains to be a healthy and safe tourism destination. It will stay one of the top choices as a safe travel option for international travelers.

TURKEY

HOME OF SAFE TOURISM

In a time of global pandemic, Turkey introduced the safe tourism programme and hosted around 16 million visitors in 2020.



In 2019, Turkey ranked as the **6th most popular tourist destination in the world and 4th in Europe**, according to the July 2020 UNWTO World Tourism Barometer.



Since the coronavirus pandemic broke out, comprehensive measures and practices have been implemented by launching the **Safe Tourism Certification Program**.



Target for 2023: **75 million tourists, 65 billion dollars revenue**



2020

Foreign Visitors
15 million 964 thousand



Revenue from Tourism
12.1 billion dollars



Average expenditure per person
762 dollars

Top Sources of Foreign Visitors



Russian Federation



Bulgaria



Germany



Ukraine



The UK



Georgia



Iraq



Iran



France



The Netherlands

Top Arrival Provinces in Turkey

• Istanbul

• Muğla

• Antalya

• Artvin

• Edirne



REPUBLIC OF TURKEY
MINISTRY OF CULTURE
AND TOURISM



“You are more than welcome!”

We have always taken this as leading principle and we will continue to take necessary actions based on this principle.

