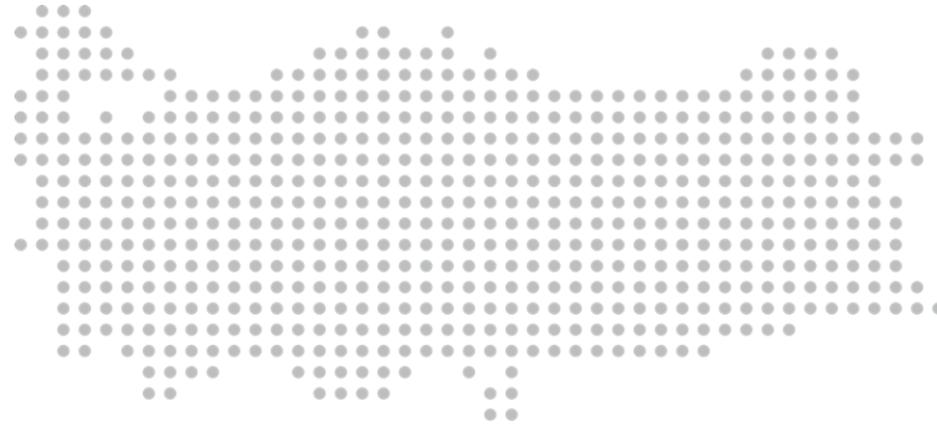




REPUBLIC OF TURKEY
MINISTRY OF CULTURE
AND TOURISM



COVID-19 Situation Report





Fighting Against COVID-19

Pre-Phase

The tracing period starts at an early stage.

- National Pandemic Plan (updated in 2019)
- Border security
- Travel restrictions
- Establishment of the «**Emergency Operation Center**» (06 January 2020)
- Establishment of the «**Coronavirus Scientific Board**» (10 January 2020)
- Identification of reference hospitals and personnel trainings. All flights to China were suspended (30 January)
- Borders with Iran were closed (23 February)





Fighting Against COVID-19 Measures

After the first case on 11 March 2020, additional measures were taken

- Closure of schools across the country
- Banning of mass-gathering events
- Restrictive measures for public officials (flexible working arrangements)
- Additional travel restrictions
- Curfews and lockdowns



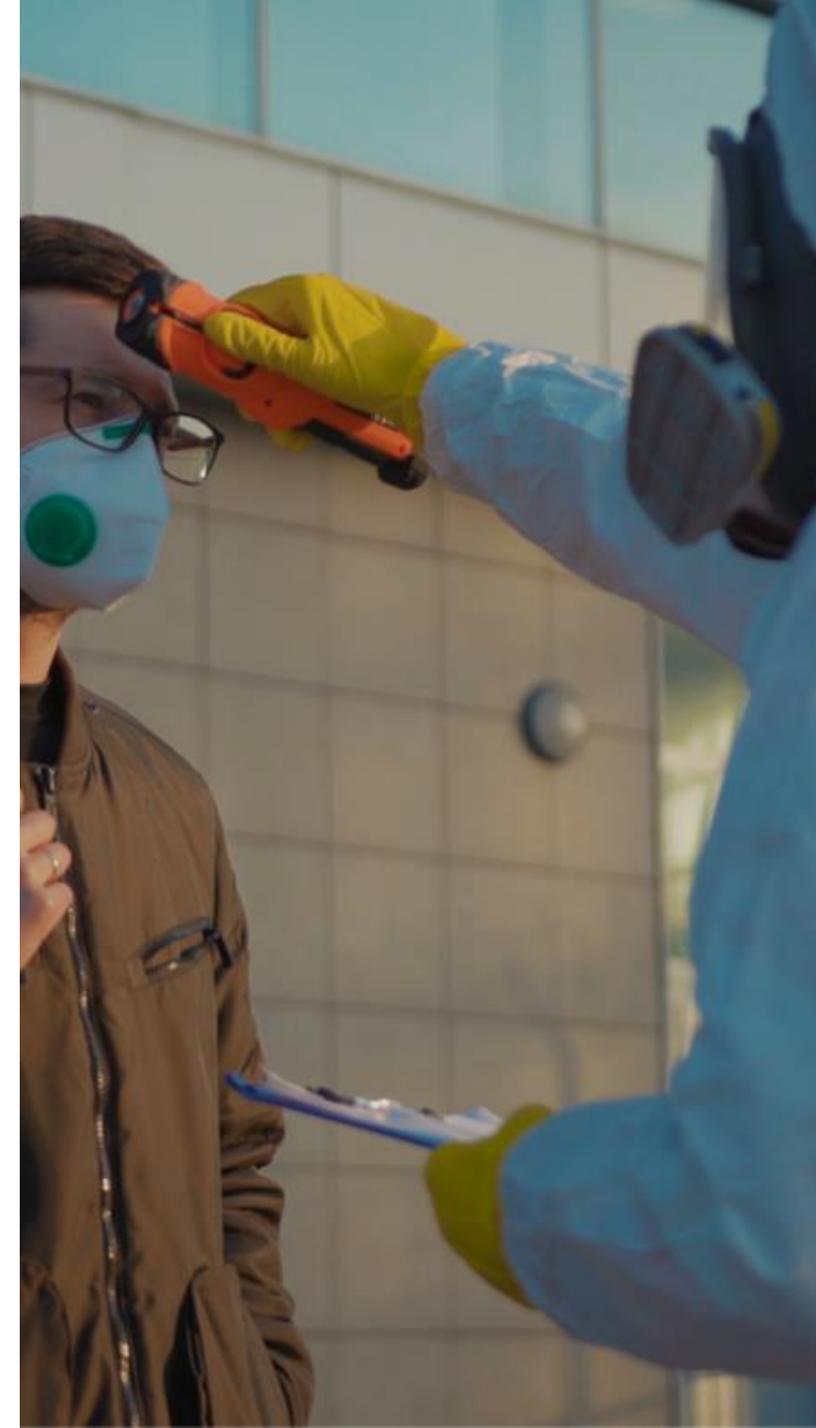
Fighting Against COVID-19 Treatment Procedures

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



Fighting Against COVID-19 Testing & Contact Tracing

- Comprehensive strategy to increase testing capacity in contact tracing
- Performing tests on the right people at the right time
- Implementing a strict contact tracing program
- We have created a successful system that reached 99,7% of the contacts within the required time



Fighting Against COVID-19 Filiation (Contact Tracing)

- Effective Tracing
- Timely detection and prevention
- 24/7 hours working filiation teams across the country
- With the same diligence, we have planned and structured all stages of the filiation process for our future guests.



Normalization Process

- 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.
- We continue to wear masks and keep physical distance in public spaces.





Preventive Measures for the Guests

- It is offered to passengers and other persons 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.
- If there are no negative symptoms detected with regards to COVID-19, the passenger leaves the airport following specified rules.





Preventive Measures for the Guests

- If the isolation period lasts longer than the planned holiday, the extra accommodation costs are covered by the hotel.
- Passengers may buy health insurance packages before arriving at Türkiye, online.
- 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.
- In accommodation facilities with 50 and more rooms, isolation rooms are mandatory and COVID 19 test can be done by trained health personnel or facility must be in agreement with a competent health institution to take samples, depending on the request of guests whose residence address is abroad.



COVID-19 Tourist Protection Health Insurance

As of July 1, we have commissioned a health insurance package covering COVID-19.

The guarantee is valid in all pandemic hospitals without private / 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

- A Letter of Intent by our Minister sent to the Ministers of 166 countries
- This letter is annexed with both the regulations and criteria determined as a result of the studies carried out in the framework in our healthy tourism understanding, as well as Türkiye's healthcare infrastructure
- Minister of Culture and Tourism and Minister of Foreign Affairs conducted a very intensive telephone diplomacy with our counterparts in many countries and negotiate the process
- Minister of Culture and Tourism received many ambassadors assigned to Türkiye to explain the efforts and the measures, he also participated many video conferences with the ambassadors



The Measures Taken by the Ministry of Culture and Tourism

Safe Tourism Certification Program, under the leadership of the Ministry of Culture and Tourism, has been developed 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:



- Health and Safety of Passenger
- Health and Safety of Employee
- Measures at the Facilities
- Measures in Transportation Vehicles

Categories:

-  Accomodation Facilities
-  Resturant & Cafes
-  Tour and ve Transfer Vehicles
-  Culture , Art and Congress Facilities
-  Ski Lift Facilities
-  Marine Tourism Facilities and Vehicles
-  Theme Parks

- Pandemic protocols and certification protocols issued separately in terms of airports, domestic airlines, highways and tourism facilities as of May 4, 2020.

Safe Tourism Certification Program

- The facilities, obtaining the certificate, were announced as of June 1, 2020 through all channels including the Ministry & TGA websites. More than 10.000 facilities and vehicles have received certificates.
- For the facilities that obtained safe tourism certificate, there will be QR codes on all logos and through these QR codes, all guests and customers will have access to facility's inspection data.
- Safe Tourism Certification Program is mandatory for accommodation facilities have 30 and more rooms.
- While the program started with 136 criteria, we increased the importance even more in 2021 to 152 criteria.
- The hotels that received the certificate have been inspected 4 times, three of which are unannounced and one of which is notified.



The Measures Taken by the Ministry of Culture and Tourism

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

Authorized Accreditation Institutions



ISA Denetim Belgelendirme ve Eğitim A.Ş.

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 TÜRKAK 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

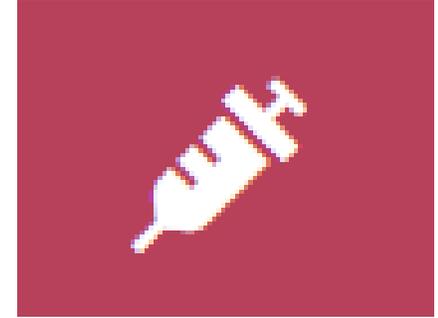
Facility Type
Accommodation Facility

ERESİN HOTELS



Türkiye Launched Vaccination Registration Program For Tourism Employees

- Türkiye has announced it rolls out a tourism employee vaccination registration 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 welcome international travelers for the new tourism season and to ensure the health and safety of tourism employees and its residents remains its utmost priority. Program will make the Safe Tourism Certificate safer by vaccinating all tourism workers across Turkey.
- Aviation, airports, travel agencies, tourist transportation, hotel accommodation or all restaurants certified by the Ministry of Tourism in the sector started to be vaccinated, with priority being the ones that are open since last month. It is planned that all personnel will be vaccinated by the end of May.
- As the Country is expecting a V-shaped recovery in touristic travels, tourism workforce is prioritized and will be vaccinated first. Türkiye is taking all actions to make sure it remains to be a healthy and safe tourism destination in 2021 and will be one of the top choices as a safe travel option for international travelers.



The Results of Safe Tourism Program

- ✓ Türkiye became more popular tourist destination, ranked as the 4th most popular destination in Europe.
- ✓ Türkiye has increased its share in the World tourism market.
- ✓ Türkiye welcomed 16 million visitors in 2020.
- ✓ Against the average 80 percent decrease in tourism in the world, Türkiye closed 2020 with a 69 percent decrease .
- ✓ In 2021, Türkiye experienced an increase of 26.07 percent in tourism compared to March of the previous year.

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



Top Arrival Provinces in Turkey

- Istanbul
- Muğla
- Antalya
- Artvin
- Edirne