



REPUBLIC OF TURKEY
MINISTRY OF CULTURE AND TOURISM
Directorate General of Research and Education

Issue: 95420461-010.06.02-E.385761
Topic: Circular Regarding the Code of
Conduct in the Tourist Guiding Practice
During the COVID-19 Pandemic

09.06.2020

TO DISTRIBUTION CENTERS

As is known, we have proceeded to the stage of a controlled normalization process within the scope of the measures taken to curb the spread of the Novel Coronavirus (COVID-19) outbreak, which has been classified as a “Pandemic” by World Health Organization.

Travel and tourism operations are anticipated to recommence in good health following the successful campaign against the pandemic.

Within this context, the following preventative measures must be implemented and maintained in the tourist guiding practice in order to ensure safety in tourism operations.

- Tourist guides will be provided an online education by the Turkish Union of Tourist Guides’ Chambers on the pandemic and the associated sanitary practices.
- Tourist guides who exhibit symptoms of COVID-19 (such as fever, cough, nasal discharge, shortness of breath), have been diagnosed with COVID-19, or have had contact with COVID-19 must consult a medical institution and cease working for a minimum of 14 days.
- Tourist guides must adhere to appropriate practices of personal hygiene, in addition to correctly wearing a medical face mask throughout the tour and following social distancing conventions.
- Tour attendees must be asked to provide information on the places they had visited in the last 14 days; on their chronic medical conditions and on whether or not they have ever contracted COVID-19.
- Aside from the free-time (for taking photographs, shopping etc.) designated by the tourist guide, the tourist guide must be present on location with the attendees throughout the tour and whenever the attendees are together.

İnönü Bulvarı No:32 06100 Emek
Ankara/TÜRKİYE
(312) 470 80 00
arastirmaegitim@kulturturizm.gov.tr

- Tourist guides must oversee that attendees are wearing appropriate medical face masks in the correct manner (to cover the chin and the nose), and that dampened or soiled masks are replaced. Used masks must be disposed of in a sealed bag. Hands must be disinfected when putting on a new mask.
- Since the incorrect use of plastic gloves can exacerbate contagion risk, guides and attendees must refrain from using them. Frequent hand sanitation and avoiding contact with surfaces must be encouraged.
- Tourist guides must monitor attendees' adherence to the COVID-19 measures at the places visited, such as museums, historical sites, recreation and service areas etc.. Tourist guides must inform attendees of the preventative rules and measures before entering the venue, and supervise their correct application throughout the tour.
- Both indoors and outdoors, tourist guides must strive to maintain within their tour group the social distancing rules as delineated in the most up-to-date COVID-19 guide book issued by the Ministry of Health. Tourist guides must take precautions to avoid crowding. Should a crowd congestion occur in a museum or in any other place visited during the tour, the guide must caution the group against it. Social distancing rules are not implemented for the members of the same family and for the attendees who have come as a group.
- Personal protection equipment, such as masks and disinfectants, must be kept ready at hand to be offered to attendees should the need arise. Hand disinfectant must be available in the tour vehicle for the use of the guide and attendees.
- Wireless microphone and earphone systems must be provided for the tourist guides and attendees to be used by the same person throughout the tour. Where possible, attendees must be encouraged to use or be given to keep their own sound equipment. Shouting or speaking loudly must be avoided due to their greater capacity for producing droplets.
- In cases where the use of equipment cannot be restricted to the same person throughout the tour, used equipment must be cleaned and disinfected after each user. The used equipment must be cleaned with a disinfectant of %70 alcohol content if it is clean of blood or secretions. Should there be blood or secretions on the equipment, it must be cleaned and dried before being disinfected with a disinfectant of %70 alcohol content. The waste produced during the cleaning must be disposed of as medical waste.
- Tourist guides must ensure that attendees are able to use lavatories safely, aided by personnel (cleaning, security etc.) if necessary. Tourist guides must caution the attendees in favor of using disposable hand towels instead of fanned hand drying machines.
- If there are guests with special needs among the attendees, tourist guides must inform the historical site or the museum beforehand, arriving with an appointment when possible.

- Where necessary, tourist guides must make hourly plans for the services to be provided at the accommodation and recreation sites, informing the tour group and the service provider of the reservation plans.
- At the beginning of the tour, guides must inform the attendees on how COVID-19 spreads and on the precautions they must take against it. Inside the tour vehicle and at the venues visited, tourist guides must ensure the implementation of the sanitary measures promulgated by the relevant official body.
- If an attendee develops symptoms such as a fever, cough and shortness of breath, they must be directed to a medical institution while keeping their mask on. The patient must be isolated until their care is taken over by a medical institution. Where necessary, tourist guides must ensure that the patient is transported to the medical institution.
- Rules promulgated by the relevant official body must be followed inside the tour and transfer vehicles.

This circular is to be updated in due course.

I kindly request that the necessary action be taken in light of this information.

 e-imzalıdır

Mehmet Nuri ERSOY
Minister