

# HEALTHY TOURISM CERTIFICATION PROGRAM

## Turkey

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Certification program of Turkey consists of 4 main pillars which are “Health and Safety of the Passenger”, “Health and Safety of the Employee”, “Precautions taken at Facilities” and “Precautions taken in terms of “Transportation”. “Healthy Tourism Certification” program was prepared under the leadership of the Ministry of Culture and Tourism, with the contributions of the Ministries of Health, Transport, Internal Affairs, and Foreign Affairs and the cooperation of the stakeholders in the entire sector.

## CERTIFICATION CRITERIAS

### A. OBLIGATORY APPLICATIONS

- Assigning authorized personnel within the hotel to carry out the adaptation and verification of contamination measures and hygiene standards.
- Making regulations indicating the social distance by marking the places considering the possible accumulation at the entrance of all units of the facility.
- Having alcohol-based hand antiseptics or disinfectants in common areas.
- Carrying out the trainings in accordance with the plan envisaged in the enterprise for the employees working in the enterprise.
- Keeping a protective mask and equipment kept on-site at the entrance of the facility if requested.
- Giving to the guests written information about the measures and practices regarding hygiene with Covid-19 and the rules to be followed by the guests.
- Making the body temperature measurements made by the thermal sensor at the entrance and exit of the employees and the biometric facial definitions are recorded and followed up at the same time.

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#### B. ENTRANCE OF THE GUEST TO THE HOTEL

- Preparing the protocol for informing the guest about the entrance to the hotel, social distance, and informing that the guest's luggage and / or belongings will be carried by him or bellboy by considering the pandemic risk (hotel management will make an individual decision to provide bellboy service during the pandemic)
- Keeping alcohol-based hand sanitizer / disinfectant and protective equipment and etc. in the reception area for guest use

#### C. ARRANGEMENTS IN GENERAL AREAS

- Disinfecting the water heaters, television and air conditioning controls in the rooms when every guest leaves the hotel.
- Making an arrangement for the use of disposable materials (shampoo, soap, shower cap, glasses, plates, cutlery etc.) in the rooms.
- Being entrances of staff working in the kitchens to kitchens under control in the kitchen (Use of Work Wear and Hygiene Equipment).
- Keeping a minimum distance of 1.5 meters between tables and 60 cm between chairs.
- Removing common tea / coffee machines, dispensers, beverage machines and similar devices or having any arrangements been made to deliver drinks from these devices through a staff member.
- Cleaning dining tables and furniture, tabletop equipment (except disposable ones) with alcohol-based products after each customer use
- Placing disposable salt shakers, pepper shakers and napkins on the table.
- If the "Open Buffet" continues, placing a glass visor for the food in the buffet not to be taken by the guests and not to contact with the food. Being given the food requested by the staff to the guest within the precautions.
- Making regulation for the cleaning of the areas such as sauna, Turkish bath, steam bath for cleaning the area for at least 15 minutes after limiting the duration of use by the guest for a maximum of 30 minutes

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### D. MEASURES AND APPLICATIONS TO BE TAKEN FOR THE STAFF

- Taking measures to protect the social distance in staff rest and social areas.
- Keeping materials such as alcohol-based hand antiseptics / disinfectants available in staff rest and social areas.

### E. HOTEL VEHICLES

- Cleaning frequently contacted surfaces such as seat, door handle, and hand grip of the vehicles before each service.
- If valet service is provided, taking the necessary measures regarding employee and guest safety.

### F. STAFF ACCOMMODATION UNITS AND LODGINGS

- Making regulations and precautions in order not to accept visitors, relatives, friends from outside to Personnel Accommodation Units and Lodging
- Taking measures and other hygiene measures to protect social distance in the personnel transfers in Personnel Accommodation Units and Lodging.

### G. EMERGENCY AND ISOLATION

- Determining the protocols to be implemented and people and institutions to be reached in case of emergencies and in case of detection of a patient, symptom or suspect (including epidemic diseases crisis management requirements).
- Putting all textile materials such as linens, bed sheets, and towels in the room of the guest, who is diagnosed with Covid-19, in separate bags and make them washed as being separately from other materials by sending them to laundry or laundry service provider outside the hotel.