



COVID-19 Situation Report



Fighting Against COVID-19

Pre-Phase

Republic of Turkey is one of the most disciplined and successful countries fighting against COVID-19 pandemic. 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 Turkey 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
- 226 healthcare staff in 108 filiation teams working 24/7
- With the same diligence, we have planned and structured all stages of the filiation process for our future guests.



Turkey's Healthcare Infrastructure

- 165.000 doctors in 1.524 world class hospitals operating in the country
- 563 dedicated pandemic hospitals
- 239.715 registered beds, 178.450 registered beds in the pandemic hospitals
- 29.832 ventilators in the hospitals
- The average number of tests performed daily is over 40.000
- Daily PCR test capacity of Turkey is 50.000

Thanks to early treatment protocols, we reduced pneumonia development in inpatients from 60% to 3%.

The rate of death also decreased progressively from 58% to 7% in patients in intensive care units.

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

- Passengers and other people arriving at airports will be rendered services under the rules and guidelines set out for prevention and containment of COVID-19.
- In the airports, before passport control, each arriving passenger will go through thermal screening for temperature checks.
- In the case where a passenger is suspected to have COVID-19, the passenger will be 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 will leave the airport following specified rules.



Preventive Measures for the Guests

- If the passenger whose sample is taken for PCR test displays serious symptoms, he/she will be taken into an isolation room for 2 hours to wait for the PCR test results. If the result is positive, the passenger will be sent to a hospital to be treated.
- After passenger getting transferred to the hospital, he/she decides whether to be treated in hospital or hotel.
- If the isolation period lasts longer than the planned holiday, the extra accommodation costs will be covered by the hotel in exchange for a Promise Letter.
- If the passenger does not wish to spend the isolation period in Turkey and wishes to return to his/her country, it is at airline's or captain's discretion to allow that passenger on board.
- Passengers may buy health insurance packages before arriving at Turkey, online.



Preventive Measures for the Guests

- If the passenger becomes symptomatic after arriving at the hotel, he/she will be taken to the hospital.
- If the passenger who had been taken to the hospital tests positive, the same procedures implemented at the airport will be followed.
- If the passenger's country requires a certain quarantine period for its citizens upon their return, the passenger may get tested at 135 testing areas across the country or designated testing areas located inside the airport before passport control and fly back to his/her country with the test result. The test costs 15 €.
- In order for the guest to be treated in our country, he/she has to accept the treatment methodology and drug protocol applied in our country



COVID-19 Tourist Protection Letter of Promise

LETTER OF PROMISE

Hotel Information:

Name :

Address :

Phone :

E-mail:

We hereby declare and agree that if during Covid-19 period we have a Covid-19 case among our guests, we will take the following measures and provide the proper services within this framework.

One floor / one single block of our hotel (if hotel consists of different blocks) is designated as a quarantine area. If there is a Covid-19 case, the diagnosed guest shall be isolated in the rooms at this floor/block, it will be ensured that he/she is no longer in any contact with other guests and the provincial health directorate will be notified as soon as possible. If the people with whom the diagnosed guest has been in contact with can be determined, it will be ensured that they too are isolated on the same floor/block. The personnel who are assigned to serve the guests at the isolated floor/block will stay on the same floor/block and will serve through room service.

If there is a family member who came to the hotel with the said diagnosed guest, the hotel will cover the remaining accommodation expenses for both the diagnosed guest and the family member except for the personal expenses they made during the isolation period.

Person Authorized to Sign on Behalf of the Company
and its Title

Some hotels in Turkey are agreed with a 'Letter of Promise' to ensure the guests with COVID-19 diagnose to continue to stay in the hotel's quarantine floor with their families without any accomodation cost during their isolation period.

COVID-19 Tourist Protection Health Insurance

As of July 1, we are commissioning 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

		PACKAGE 1	PACKAGE 2	PACKAGE 3
		3.000 EUR	5.000 EUR	7.000 EUR
GUARANTEE	7 days	15 EUR	19 EUR	23 EUR
	8 days	17 EUR	22 EUR	26 EUR
PREMIUM	9 days	19 EUR	24 EUR	30 EUR
	10 days	21 EUR	27 EUR	33 EUR



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 Turkey'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 Turkey 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.

The Normalization of Tourism

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

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

The Measures Taken by the Ministry of Culture and Tourism

- The facilities, obtaining the certificate, were announced as of June 1, 2020 through all channels including the Ministry & TGA websites. Currently, almost 2000 facilities have applied and around 500 of them 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.



The Measures Taken by the Ministry of Culture and Tourism

Safe Tourism Certification Program – Certificates & The List Of Authorized Accreditation Institutions



ReTurkey Promotion Video



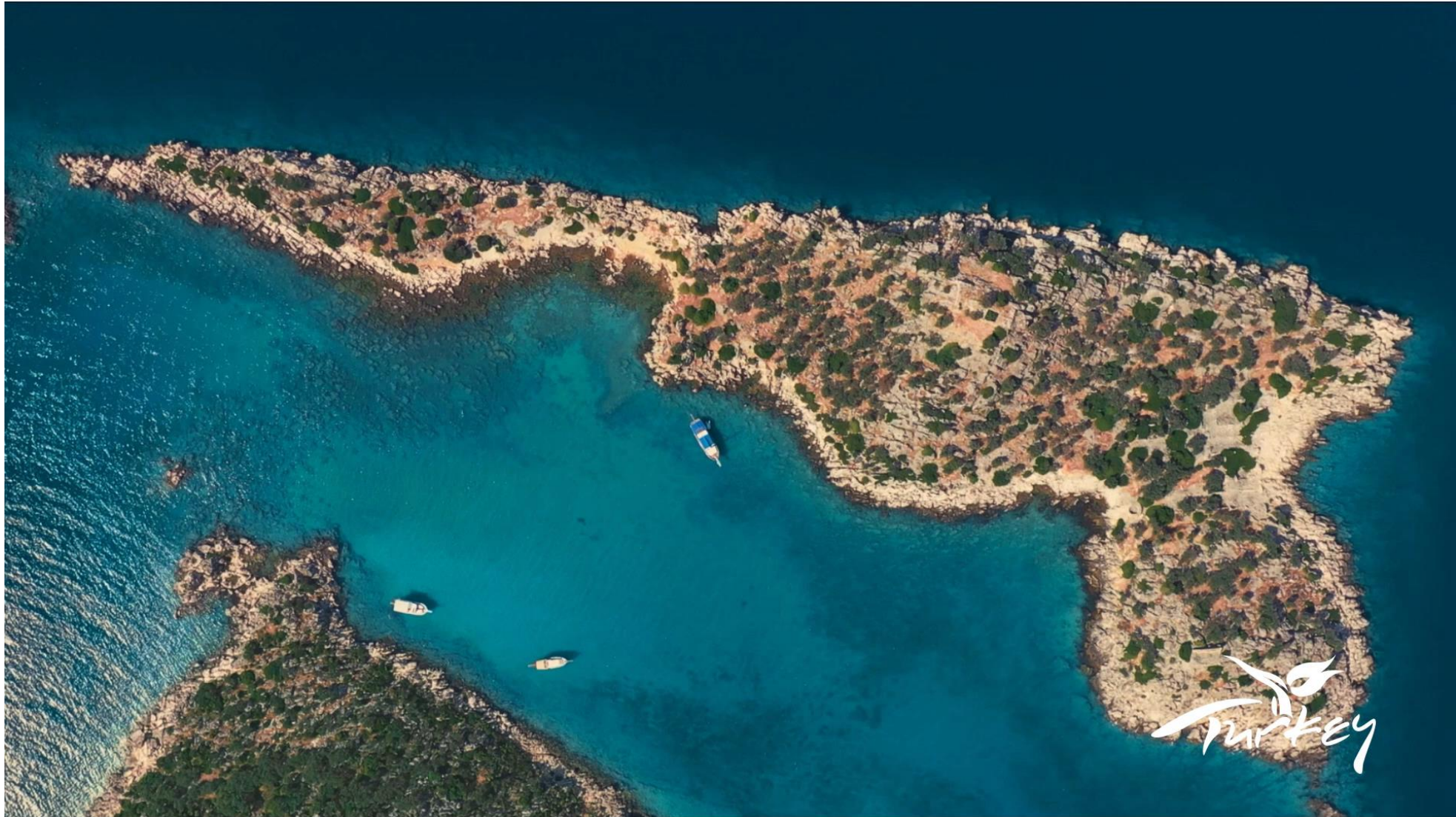
Safe Tourism Turkey - Promotion Video

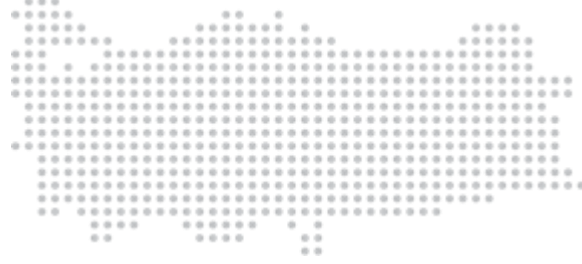


When daddy asked if we'd like to go on a journey?



Together Today - Promotion Video





“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.

