

# **We continue to serve...**

**Tekser Tourism & Travel is  
providing full service to our  
business partners in light  
of COVID-19.**

## TEKSER ON THE FIELD

### How did we take action during COVID-19 outbreak?

1. We had 5 different groups with a total of 136 pax travelling all around Turkey during COVID-19 outbreak.
2. All passengers have been evacuated within 24 hours, their flights have been re-scheduled and transfers were made without any problem.
3. Two passengers who did not feel well were immediately hospitalized and were given COVID-19 tests which tested negative. They were treated for other symptoms. These passengers were immediately separated from the main group and have been provided private transfers for the rest of their stay.
4. Following evacuation of all guests in Turkey, all the office staff checked future reservations and made necessary cancellations/adjustments for future groups/individuals.
5. Technology infrastructure was immediately shifted to "home-office" style and all Tekser staff started working from home within 24 hours.
6. During these procedures we followed our Emergency Evacuation Plan which was put in action in 2017. For details of our Crisis Management Plan you can click [here](#).
7. We closed our office on 23rd March 2020.

## TEKSER DURING #STAYHOME PERIOD

### What did we do during "stayhome" period?

1. Thanks to our technological infrastructure, all Tekser staff had immediate access to all their files and e-mails. POS machines, printers and such office equipment were transferred to our homes.
2. We updated our destination presentations and scheduled webinars for our colleagues from overseas.
3. We invested in various online programs which will enable us to provide enhanced service to you and your guests with a faster pace.
4. We signed-up for select webinars with different content which provided us a more comprehensive perspective and broadened our vision.
5. We re-designed our office and made new adjustments considering the new "social distance" rules, provided disinfectants all over office and made it safe and secure for our employees. They will feel much more comfortable when they are ready to get back to the office.
6. We provided training to our staff on how to protect themselves from COVID-19 spread.
7. We plan to return to our office on shift basis as of July 2020.

## TEKSER CHECK LIST AFTER COVID-19

### We checked our airports!

- 1 . Our airports started operating on 1st June 2020.
- 2 . There is a very strict hygiene protocol that the airports follow. [You can click here for more detailed information](#) however below we will try to make a short summary about the rules.
- 3 . All passengers have to wear masks inside the terminal and on board the aircraft. Passengers who do not have a mask are denied both boarding and access to the terminal building.
- 4 . For the time being Turkish Airlines flights do not accept carry on luggage inside the cabin.
- 5 . Only passengers are granted access inside the terminal buildings except when their attendance is essential.
- 6 . Passengers are screened by thermal cameras.
- 7 . Passengers are required to disclose their address of stay within the borders of Turkey to their airline company before the flight.
- 8 . Foreign passengers are required to have a private health insurance.
- 9 . Passengers are instructed to walk over a "special sanitizer mat" for disinfection during terminal entrance/exit.





# TEKSER CHECK LIST AFTER COVID-19

**We checked our transfer vehicles!**

**All transfer vehicles started operating on 1st June 2020 and we immediately checked the existing conditions.**

- 1 . Although there is no legal obligation, Tekser will use 60% of the capacity of the vehicle in order to provide a safe and secure journey.
- 2 . Body temperature of the drivers, transfer assistants and guests are scanned before getting on board the vehicle.
- 3 . All hand rails, arm rests and door knobs are cleaned with disinfectants every time guests disembark the vehicle.
- 4 . It is obligatory to wear masks while on board the vehicle. Tekser will provide 2 masks per person per day on complimentary basis. Guides will have some extra masks as a precaution in case guests forget to bring their masks with them.
- 5 . The filters of the AC system will be renewed each month.
- 6 . For minivans, the vehicles will have a transparent isolation between the driver and the passengers.
7. Drivers will not be touching the luggage or the personal goods of the passengers unless the passengers are not able to carry them.
- 8 . For a video regarding the COVID-19 precautions on vehicles, you can [click here](#).



# TEKSER CHECK LIST AFTER COVID-19

## We checked our hotels!

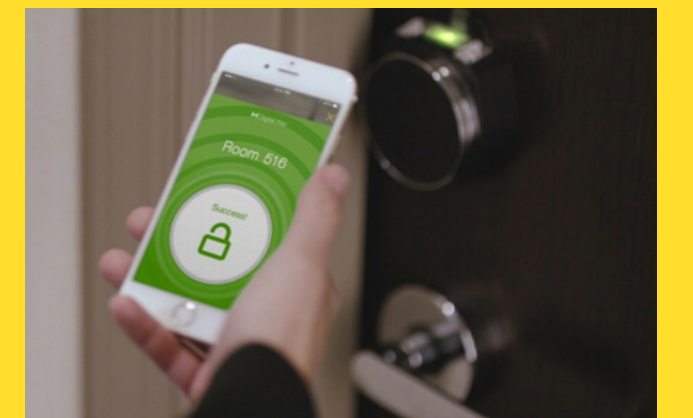
1 . During the quarantine period, we held our meetings on weekly basis with our preferred hotels and followed up the procedures that they were following.

2 . The Turkish Ministry of Tourism has developed a very intensive certification program for hotels and restaurants with regards to safety and security measures during and after COVID-19. The certificate will be given by pre selected international companies to those hotels who apply for the certificate and prove that they comply with the regulations. The hotels who have a certificate will be inspected on monthly basis by secret client method and regular visits of the local authorities.

3 . In addition to the standart hygiene certificate, most of the chain hotels have set their own standarts taking the precautions to a higher level. Tekser will give priority to the hotels which are following a more strict hygiene protocol.

4 . Most of the hotels have minimized contact of their personnel with the guests by applying more "online" services such as online check-in, using personal mobile phone as the room key etc.

5 . Buffet meals are now isolated and service of the selected items will be provided by the hotel staff. The linens are disinfected with a special protocol. Disposable room ammenities are placed in the rooms.





## TEKSER CHECK LIST AFTER COVID-19

### We checked our restaurants!

- 1 . During the quarantine period, we held our meetings on monthly basis with our preferred restaurants and followed up the procedures that they were following.
- 2 . There is a very strict hygiene protocol that the restaurants need to follow. [You can click here for more detailed information](#) but below we will try to make a short summary about the rules.
- 3 . All staff has been educated about the COVID-19 and they are all tested. Their body temprature is registered on daily basis. They need to follow very strict hygiene rules and serve with masks and gloves.
- 4 . Salt shakers and menus are removed from the tables. The table set-up will be made after the guests are seated. Online menu options will be avilable at most of the restaurants.
- 5 . The distance between the tables where food service is provided should be 1.5 meters. Side by side chairs should be arranged with a 60 cm distance.
- 6 . In case of an open buffet service, plexiglass or a similar barrier should be placed between the buffet and the guest to prevent guest access to the buffet.  
Meal service should be done by the kitchen staff.





## TEKSER CHECK LIST AFTER COVID-19

**We checked our guides!**

- 1 . None of our guides had any corona case during the outbreak.
- 2 . All our guides self-isolated themselves throughout the quarantine period.
- 3 . Tekser will request PCR tests from our guides before the beginning of the season.
- 4 . Our guides will work with disposable masks on.
- 5 . Guides will use headsets no matter what the group size is.
- 6 . We use disposable headphones with our headsets. Headset devices will be disinfected by alcohol before being delivered to the passengers. After the headsets are collected from the clients they will be disinfected and will not be used again for 2 days and before being delivered for new use.

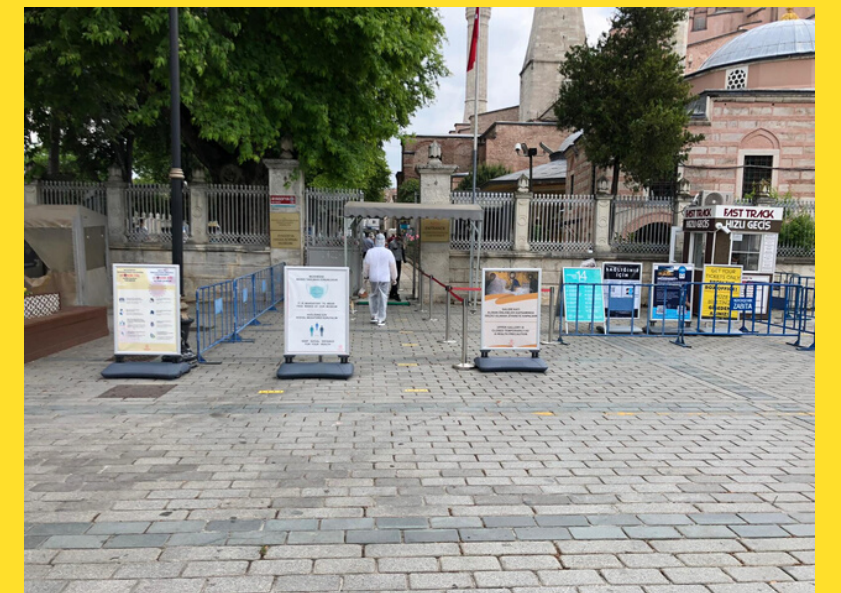




## TEKSER CHECK LIST AFTER COVID-19

**We checked the museums!**

**All museums started operating on 1st June 2020 and we immediately checked the current conditions.**



- 1 . It is obligatory to wear masks during the site visits. The guests have to bring their own masks. Tekser will provide complimentary masks and personal disinfectants for all our guests.
- 2 . Body temperature is scanned at the entrance of the sites.
- 3 . QR code and electronic museum pass is suggested for individual travellers. Tekser provides pre-purchased online tickets for all visiting guests who purchased with us guided tours.
- 4 . You can [click this link](#) to watch the video on COVID-19 precautions in museums.



## TEKSER CHECK LIST AFTER COVID-19

### We checked our boats!

- 1 . During the quarantine period, we held our meetings on monthly basis with our preferred boats and followed up the procedures that they were following.
- 2 . There is a very strict hygiene protocol that the boats need to follow. [You can click here for more detailed information](#) however below we will try to make a short summary about the rules.
- 3 . Between the dates of 1 June – 1 July 2020, the activities of the commercial yachts will be operated with their current capacities only for closed groups (family, close relatives and friends). However, social distance rules will be applied for the mixed groups and regular cruise tours.
- 4 . The boats will be regularly disinfected, complete disinfection have to be provided before each tour. The certification of this process will be checked by the port authority during the Cruise Permit scanning.
- 5 . Guests' fever will be checked without contact and hand sanitizers will be available at the entrance of the boats. Personal protective equipment such as masks and gloves will be given to the guests upon request. Crew's fever will be checked before the tour and when necessary.

