

**ASSESSMENT FORM FOR COVID-19 AND HYGIENE PRACTICES  
TO BE OBSERVED DURING THE PANDEMIC FOR  
ACCOMMODATION FACILITIES**

TITLE OF FACILITY : .....

FACILITY ADDRESS : .....

TELEPHONE – FAX : .....

EMAIL : .....

WEBSITE : .....

CURRENT TYPE AND CLASS : .....

CERTIFICATE DATE AND NO : .....

CERTIFICATE HOLDER : .....

FACILITY SUPERVISOR : .....

NAME OF AUDITOR : .....

STARTING DATE AND TIME OF AUDIT : .....

END DATE AND TIME OF AUDIT : .....

TYPE OF AUDIT : .....  
(ROUTINE/FOLLOW-UP/MYSTERY SHOPPER)

USED CL NUMBER AND REVISION DATE : .....

NOTES : .....  
.....  
.....  
.....

REPORT DATE : .....

AUDIT NUMBER – TRACKING NUMBER : .....  
(PROTOCOL NO)

AUDITOR SIGNATURE : .....

FACILITY EXECUTIVE SIGNATURE : .....

## **Name and Logo of the Document**

Name of the document has been designated in Turkish and English as ..... and Logo as .....

Each document will be given a number by the Republic of Türkiye Ministry of Culture and Tourism.

## **Purpose**

The purpose of this document, as a preparation for post-pandemic period when the negative effects of Covid-19 cease to exist, is to determine procedures and principles that will enable tourism enterprises to continue their operations safely. Besides aiming to prevent the spread of Covid-19, the procedures and principles set the framework for how tourism enterprises can alleviate consumers' contamination concerns and meet their high hygiene and safety expectations and plan educational workshops and trainings on Covid-19 for employees.

## **Scope**

This Certificate covers the businesses that were issued an Operation or Investment License by the Republic of Türkiye Ministry of Culture and Tourism and the businesses deemed appropriate by the Ministry.

## **Basis**

This Assessment Form was created based on the application examples from the Republic of Türkiye Ministry of Health, Republic of Türkiye Ministry of Family, Labor and Social Services, Republic of Türkiye Ministry of Agriculture and Forestry, Republic of Türkiye Ministry of Health Science Committee, World Health Organization, Turkish Public Health Law, Law no. 5996 on Veterinary Services, Plant Health, Food and Feed, Turkish Standards Institute's Standard no. 13811 on Hygiene and Sanitation Management Systems, and National and International Healthcare and Tourism Industries.

T.R. Culture and Tourism Ministry's 'Controlled Normalization Process in Accommodation Facilities Circulars' for Tourism Certified Facilities- dated 12.05.2020 ordinal number 2020/6, dated 02.06.2020 ordinal number 2020/9, dated 01.07.2020 ordinal number 2020/14, dated 02.08.2020 ordinal number 2020/15, dated 12.08.2020 ordinal number 2020/16- and T.R. Ministry of Health Scientific Board's Pandemic (COVID-19) Management and Study Guide act as guide for all criteria, including social distancing, hygiene and cleaning materials that have been mentioned in this form.

## **Process to be Followed and Objective**

This Certificate aims to ensure that tourism businesses, with a view to meeting consumers' expectations and achieving a positive perception and competitive advantage, appoint an Executive to manage the entire process, prepare the Protocols for all their functions, provide their employees with Trainings on the issues, engage in effective work on Hygiene, Disinfection and Social Distancing, complete the proper Food Hygiene and Security practices and processes to mitigate the contagion risk for Covid-19, and use effective communication methods to provide information and raise awareness of their efforts both in Türkiye and the World.

## **Collaboration and Certification**

Tourism businesses that were found to meet the required conditions in an audit to be conducted by an institution or organization determined by the Ministry in collaboration with the national or international hygiene and cleaning materials supplier they collaborated with based on the principles laid down in the "Assessment Form" prepared to issue the certificate.

## **Duration and Validity**

The arrangements made under this Document, along with all its provisions, shall automatically expire when the measures enforced by our Government aimed at mitigating the contagion and effects of the Covid-19 virus and preventing its spread in our country are lifted.

## ASSESSMENT FORM FOR ACCOMMODATION FACILITIES

### A. MANDATORY PRACTICES

#### *PROCESS MANAGEMENT, STANDARD SETTING, PROTOCOL PREPARATION*

	DESCRIPTION	YES	NO
1	Are there personnel on site responsible for meeting and monitoring certification standards?		
2	Have the protocols concerning the procedures covering the hygiene practices that affect all functions and units of the hotel been prepared?		
3	Have the periodic follow-up forms and checklists in support of all procedures and protocols been prepared?		
4	Is the created recording systematics effectively used by the business?		
5	Are the records periodically verified?		
6	Are actions taken when necessary with regard to the verifications made?		
7	Has a social distancing plan been drawn up?		
8	Are arrangements indicating social distancing with ground markings in place in front of all units at the facility in consideration of possible congestions?		
9	Are persons staying in the same room (Family, etc.) taken into consideration as a group with respect to the implementation of social distancing rules?		
10	Are Health Ministry-approved, alcohol-based hand sanitizers or disinfectants available at the business?		
11	Are alcohol-based hand sanitizers or disinfectants available in common spaces?		
12	Are there any plans to provide the employees with periodic basic trainings about plans and protocols to be implemented at the business?		
13	Are trainings being delivered to employees with respect to the plan envisaged at the business?		
14	Has the reopening protocol been prepared for closed hotels?		
15	Are there protective clothing and equipment at the facility and face masks available to be provided upon request at the entrance?		
16	Do the unit managers regularly keep a record of the cleaning practices?		
17	Are all installations and equipment used at the tourism accommodation business (energy, heating, ventilation, air-conditioning equipment, dishwashers, washing machines, refrigerators, elevators, etc.) periodically put through preventive maintenance and repaired by authorized service or by experts trained in their respective fields under a plan?		

18	Are there adequate uv devices implemented to the outputs of central mechanical ventilation / air conditioning systems that do not get %100 percent fresh air? Are there air cleaners with mobile HEPA filters (H13 or H14 filter that tested according to EN 1822 standard) in indoor spaces of facilities with no central conditioning system that are sufficient in number and power with respect to the area and volume being served?		
19	Are the maintenance of air conditioning / ventilation systems regularly carried out? Are the filters changed regularly?		
20	Are venues ventilated naturally when necessary?		
21	Concerning Food Safety and Hygiene, do all functional managers in Purchasing, Goods Receiving, Warehouse, Kitchen and Food production and presentation conduct periodic assessment meetings about the precautions taken and the processes?		
22	Are records of hygiene training approved by the relevant NGOs (TÜROB, TÜROFED, TÜRYİD, etc.) or Ministry of National Education kept in the personnel files of the employees?		
23	Have the stores and saloons in the business adapted to the required rules of hygiene?		

## B. GUEST CHECK-IN

	DESCRIPTION	YES	NO
1	Has a protocol been prepared for the guest check-in procedures, provision of a briefing on social distancing, and information on whether the luggage and/or belongings of the guest would be carried by the guest or a bellboy in consideration of the risk of contagion (each hotel management will be free to decide on whether to provide bellboy service throughout the pandemic period)?		
2	Have all functional personnel been informed about all actions to be taken during hotel check-in?		
3	Is there any alcohol-based hand sanitizer/disinfectant, protective equipment, etc. in the reception area available to the guests?		
4	For the payments made by the guests, are methods such as contactless POS devices, online payments preferred over cash payments?		
5	Are equipment such as room keycards or keys, towel cards, pens, reception bell, etc. sanitized and properly stored if they are reused?		

**C. PRECAUTIONS TO BE TAKEN AND PRACTICES ENGAGED FOR THE PERSONNEL**

	DESCRIPTION	YES	NO
1	Is the protective equipment that must be used by the personnel supplied regularly and in sufficient numbers?		
2	Are the personnel given the necessary notifications regarding protective equipment use?		
3	Are there measures in place to maintain social distancing in the recreational and social areas of the personnel?		
4	Are supplies such as alcohol-based hand sanitizers/disinfectants available in the recreational and social areas of the personnel?		
5	Are health checks being performed during personnel recruitment?		

**D. ARRANGEMENTS IN GENERAL AREAS****a) Rooms**

	DESCRIPTION	YES	NO
1	Are the water kettles, TV and air-conditioner remote controls sanitized after each guest checks out of the hotel?		
2	If dispensers are used for soap, shampoo, etc. products in the bathrooms, are they disinfected and used in accordance with the general cleaning standards when each guest's stay ends?		
3	Are non-disposable food serving utensils offered for reuse in the rooms being washed in dishwashers daily?		

**b) Kitchens**

	DESCRIPTION	YES	NO	N/A
1	Do the kitchens have in place a cleaning protocol prepared by the hotel management?			
2	Is a record of the actions taken as per the cleaning protocol created for the kitchens kept?			
3	Are the records taken as per the cleaning protocol created for the kitchens verified?			
4	Are actions taken where necessary with respect to the cleaning verification activities?			
5	Are the food safety requirements that must be implemented as per the food ingredients receiving, preparation, processing, and service-presentation process steps defined?			

6	Is a record of the monitoring activities identified under food safety kept?			
7	Are the monitoring activities identified under food safety verified by competent personnel? <i>(Not applicable to kitchens with breakfast service only)</i>			
8	Are actions being taken, when necessary, with respect to the food safety verification activities?			
9	Are all foods in the kitchens stored in a covered manner with clean equipment suitable for the specific food?			
10	Is the layout of the existing storage areas in the kitchens determined in consideration of the product groups and risks?			
11	Is the temperature, and humidity, where necessary, measured and recorded in the existing storage areas of the kitchens? <i>(Not applicable to kitchens with breakfast service only)</i>			
12	Are the recorded temperatures and humidity readings verified by competent personnel? <i>(Not applicable to kitchens with breakfast service only)</i>			
13	Are the equipment used for the measurements in the kitchens periodically calibrated and verified? <i>(Not applicable to kitchens with breakfast service only)</i>			
14	Have the kitchens been secured against the presence of risky articles such as pushpins, pins, staples, broken glass, etc.?			
15	Are sufficient amounts of replicate samples being collected every day? <i>(Not applicable to kitchens with breakfast service only)</i>			
16	Do the replicate samples have labeling information? <i>(Not applicable to kitchens with breakfast service only)</i>			
17	Are there solid trash bins that can be covered in the necessary areas of the kitchens?			
18	Is there any protection against fragile materials in the kitchens?			
19	Are all wastes generated in the kitchens disposed of properly?			
20	Is it ensured that no kitchen personnel carry any jewelry, rings with gems or any other accessories?			
21	Are the entries of the kitchen personnel to the kitchens under control? (Use of work uniforms and hygiene equipment)			
22	Are the entries of the people who are not the kitchen personnel under control?			
23	Are there a demarcation of dirty and clean equipment in dish area?			
24	Are the shelves and similar areas where the kitchen equipment placed clean and suitable?			
25	Is there an area in the kitchen designated for the raw materials/products to be returned/disposed of? <i>(Not applicable to kitchens with breakfast service only)</i>			

26	Are there any practices that will prevent the buildup of food/detergents, etc. in the washed equipment?			
27	Are cleaning chemicals and equipment placed separately?			
28	Does the water used in food production meet the conditions stipulated in the “Regulation concerning the Waters for Human Consumption”? ( <i>Inspected for the use of water other than tap water</i> )			

### c) Food & Beverage Units

	DESCRIPTION	YES	NO	N/A
1	Is there a minimum distance of 2 meters between the tables and 60 cm between the chairs?			
2	Are the service equipment in the Food & Beverage areas regularly cleaned before and after service?			
3	Are the necessary disinfection processes of jointly used tea/coffee machines, water fountains, beverage machines and similar devices carried out?			
4	Are dining tables and furniture, tabletop equipment (except single-use supplies) used with alcohol-based products after every use by customers?			
5	Are there alcohol-based hand sanitizers/disinfectants etc. in the areas accessible to guests and the personnel?			

### d) Swimming Pools and Beaches

	DESCRIPTION	YES	NO	N/A
1	Is the chlorine level in pool water maintained at 1-3ppm for outdoor pools and 1-1.5ppm for indoor pools? Is a record of these levels periodically kept?			
2	Is a record of the periodically measured chlorine levels kept and verified?			
3	Are the defined actions being taken in the event that a reading outside the accepted range is found after the verification of the records on chlorine levels?			
4	Is a record of the cleaning and sanitization activities stipulated for the toilets, showers and changing rooms by the pools and beaches kept?			
5	Are additional actions being taken following the verification of the records of cleaning carried out by the pools and beaches?			
6	Are sunshades and parasols around the pool and the beach placed in accordance with social distancing rules? If there is a stationary sunshade, is it placed in such a way so that the lounge chairs can be placed in accordance with social distancing rules?			

**e) Fitness Centers & SPA**

	DESCRIPTION	YES	NO	N/A
1	Are arrangements made for areas such as Saunas, Turkish Baths, Steam Baths to be cleaned after guest use?			
2	Are there hand sanitizers or disinfectants available in such areas?			
3	Is the air quality in the SPA ensured and humidity ratios kept under control?			
4	Are the materials used in these areas (i.e., bath gloves, soaps, shower gels, shampoos, etc.) single-use as much as possible?			

**f) Animation Halls**

	DESCRIPTION	YES	NO	N/A
1	Are there capacity warnings issued in animation programs?			
2	Are alcohol-based hand sanitizers or disinfectants available in the entrances of such areas or accessible across the activity areas?			

**g) Mini Club**

	DESCRIPTION	YES	NO	N/A
1	Has a social distancing plan been made, and capacity determined for the mini club?			
2	Are children admitted through a reservation-based system and in a capacity consistent with the social distancing plan?			
3	Is there an arrangement aimed at protecting social distancing in indoor and outdoor events?			
4	Are the body temperatures of children measured and recorded at the entrance?			
5	Are the families of children with a body temperature of 38°C and higher notified to pick their children from the club and referred to a healthcare organization?			
6	Are the personnel trained on their jobs?			
7	Are there visual/written billboards posted that explain in a manner understandable to the age group the overall health and hygiene rules also including COVID-19 precautions and the rules that must be observed?			
8	Are hand sanitizers available in the entrances and exits in a manner that is not accessible to children?			
9	Do the personnel make sure children use hand sanitizers when entering and leaving the venue?			
10	Are all indoor spaces of the mini club ventilated for at least 10 minutes every hour on the hour?			



11	Are all toys, hobby materials and the like manufactured from easy-to-clean, easy to wipe or washable materials or are they single-use?			
12	Are toys, hobby materials and surfaces where children frequently come into contact with being cleaned with water and detergent, and then sanitized with suitable materials following their use by groups?			
13	Are educational/informative events held on health and hygiene?			
14	Is there an event program predominantly based on outdoor events with lower contagion risk?			
15	Are children encouraged to wash their hands with soap frequently also including their use of toilets?			

## E. SECURITY

	DESCRIPTION	YES	NO	N/A
1	Are the processes of the security department coordinated with the other functions of the hotel?			
2	Have the existing evacuation, emergency plans and risk management processes been rearranged in consideration of the pandemic?			
3	Are security guards given alcohol-based hand sanitizers/disinfectants and disposable napkins for use after exchanging items (identity cards, etc.), and garbage bags for their wastes?			

## F. HOTEL VEHICLES

	DESCRIPTION	YES	NO	N/A
1	Are all passengers in the vehicle made to use face masks?			
2	Are there enough alcohol-based hand sanitizers/disinfectants, colognes, and sufficient number of masks for the passengers in the vehicles?			
3	Are all frequently contacted surfaces such as the seats, door handles, and handles cleaned before every trip?			

**G. PERSONNEL ACCOMMODATIONS AND LODGINGS**

	DESCRIPTION	YES	NO	N/A
1	Have the arrangements been made and measures taken to ensure that visitors, relatives, friends are not admitted to the Personnel Accommodations and Lodgings under no circumstances?			
2	Have the precautions and other hygiene measures been taken to maintain social distancing at the Personnel Accommodations and Lodgings and personnel transfers?			

**H. WASTE MANAGEMENT**

	DESCRIPTION	YES	NO
1	Has the hotel management assigned personnel to follow the entire waste management process? <i>(Not applicable to facilities with 50 rooms or less)</i>		
2	Is "Waste Management" implemented and recorded in accordance with the protocol prepared by the hotel management? <i>(Not applicable to facilities with 50 rooms or less)</i>		
3	Are the records made under Waste Management verified by competent personnel? <i>(Not applicable to facilities with 50 rooms or less)</i>		
4	Do the personnel use personal protective equipment while working (single use gloves, gowns, surgical masks)?		
5	Are garbage bins and other used cleaning equipment periodically cleaned?		
6	Are medical and domestic waste duly collected and sorted and regularly disposed of by the Municipality or Licensed organizations?		
7	Is the required cleaning and disinfection in garbage rooms (if any) conducted periodically?		

**I. PEST CONTROL**

	DESCRIPTION	YES	NO
1	Is Pest Control carried out and recorded in accordance with the protocol prepared by the hotel management?		
2	Are Pest Control practices verified by competent personnel and actions taken where necessary?		
3	Have the personnel in charge of Pest Control been designated?		

4	Do the personnel use personal protective equipment during the procedure (single-use gloves, surgical masks, hair cover, face/eye protector, boots, and overalls)?		
5	Does the Pest Control file include a Business Pest Control Plan, Service Supervisor Certificates, MSDSs, Official Documents (Manager in Charge, Service Competence, etc.), Service Contract, Insurance Policies, etc.?		
6	Are the drainages easy to clean, designed to prevent pest (pest, rodent, etc.) entry, escape of bad odors and backing up of waste waters? Are the drainages easy to clean, designed to prevent pest entry, escape of bad odors and backing up of waste waters?		

#### J. PURCHASING, GOODS RECEIVING AND STORAGE

	DESCRIPTION	YES	NO	N/A
1	Is the entire process to be followed by the Purchasing, Goods Receiving, and Storage operations of the business implemented in accordance with the protocol drafted by the hotel management, followed by the relevant manager and recorded?			
2	Are the records taken during the Purchasing, Goods Receiving and Storage operations verified?			
3	Are actions taken with regard to the Purchasing, Goods Receiving and Storage operations when necessary?			
4	Have precautions been taken to make sure that persons such as suppliers, maintenance personnel, drivers bringing goods etc. who temporarily enter the functions that supply and produce the food products at the hotel do not come into contact with the staff, and perform their jobs while maintaining the social distancing rule and using protective equipment?			
5	Are qualified and packaged products from licensed suppliers primarily preferred in the purchases made by the Purchasing function?			

#### K. EMERGENCY AND ISOLATION

	DESCRIPTION	YES	NO
1	In case of emergencies and in case of detection of sick, symptomatic, or suspicious cases, are the assigned personnel responsible for the ALO 184 line and certificate follow-up in the Facility informed?		
2	Are details of persons and institutions to be contacted in case of an emergency available on necessary media?		

3	In the event that a guest tests positive for COVID-19 and the Health Authority concludes that they do not need hospitalization, is there a written information form obliging the guest to stay in an isolation room together with their family members or the people they are traveling with, and not leave those rooms throughout their stay on the premises?		
4	In the event that a guest tests positive for COVID-19 and the Health Authority concludes that they do not need hospitalization, is it possible for the guest to stay in the room they are staying in during the isolation, upon their request?		
5	Is there any protocol in place about guests in the guest isolation rooms receiving food-drinks and housekeeping services without leaving their rooms, pursuant to their accommodation contracts?		
6	Is the isolation service staff trained separately for hygiene and health? Is the health of the staff frequently monitored?		
7	Is there a protocol in place that specifies how personnel who serve the isolation room guests and provide housekeeping for them should wear a face visor and single-use gloves, change their clothes entirely after each use or wear single-use protective garments, pay due attention to personal hygiene before and after service; dispose of garments, gloves and masks following every use?		
8	Do the cleaning terms specify how textile products such as towels and sheets and dishes in the occupied guest isolation rooms must be collected separately and be washed at least at 60 degrees without any contact with the items used by other guests?		
9	Are there any cleaning specifications regarding the use and evacuation of isolation areas?		
10	Are specified cleaning practices for isolation areas recorded and verified?		
11	Is action taken if required by cleaning verifications in isolation areas?		
12	Are managers of the business informed when employees suspect that they might have contracted COVID-19 or show symptoms thereof?		
13	Do you contact 184 Coronavirus Hotline by the Health Ministry and Provincial Directorate of Agriculture and Forestry in case of employees with COVID-19 symptoms (fever, cough and/ or shortness of breath) or those who have tested positive for COVID-19?		
14	Are the entirety of textile products (sheets, towels) separately put in bags, delivered to a launderette or a commercial launderette outside the premises, ensuring that they are washed separately from other materials?		

**L. SIGNBOARD, LOGO, CERTIFICATE, AND QR CODE***(Please fill the form by checking YES/NO columns starting with 2nd Inspection)*

	DESCRIPTION	YES	NO	1 <sup>ST</sup> Inspection
1	Is the Safe Tourism Sign Board made in accordance with the rules and hung properly at the entrance of the facility?			
2	Are the Safe Tourism logo and QR code meticulously designed and visibly hung/posted?			
3	Is the Safe Tourism Certificate posted at the entrance of the facility in accordance with the rules?			

**M. COVID-19 TESTING AND SPECIMEN COLLECTION**

	DESCRIPTION	YES	NO
1	For accommodation establishments with a minimum capacity of 50 rooms or over: Has the establishment made necessary arrangements for guests who normally reside in foreign countries to have optional COVID-19 tests during their stay to provide trained health-care professionals for specimen collection? Or has it made necessary arrangements with a competent health-care facility for specimen collection and testing? Does the establishment keep follow-up records for the guests who take the test?		
2	If specimens are collected in the establishment, has the establishment provided a hygienic environment for collection, and taken necessary measures for separate collection and disposal of PPE and medical waste?		
3	Has the establishment designated a contact person responsible for the coordination of specimen collection to contact relevant institutions and organizations? Has the establishment notified the names and contact information to the Provincial Directorate of Culture and Tourism and the Provincial Health Directorate?		

**N. SKI ROOMS AND MECHANICAL LINES**

	DESCRIPTION<	YES	NO	N/A
1	Have maximum numbers of guests in ski rooms designated according to the social distancing plan? Are ski rooms' periods of use arranged to prevent overlaps?			
2	Are lockers disinfected with appropriate materials after use?			
3	Are each locker, ski gear, pole, ski boot, board and pair of shoes cleaned and sanitized for the next use after the expiration of each term of lease?			
4	Are waiting areas organized in compliance with social distancing rules to prevent congestion at boarding and leaving points of mechanical systems such as telechair and ski lift lines?			

Attach a photograph (JPEG file showing the date and time of the inspection) that proves the moment of the inspection.

