

**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 : .....  
.....  
.....  
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.....

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 is to determine procedures and principles that will enable Tourism Enterprises to continue their operations safely. Besides aiming the prevention of disease transmission, 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 trainings 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 Evaluation Form has been prepared based on the last paragraph of Article 30 of the Tourism Promotion Law No. 2634 dated 12/3/1982.

**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.

## 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 in the facility?		
2	Have the protocols concerning the procedures covering the hygiene practices that affect all functions and units of the hotel been prepared?		
3	Are periodic follow-up forms and checklists prepared on a departmental basis, and are they periodically audited by the personnel responsible for the certificate?		
4	Is the created recording systematics effectively used by the business?		
5	Are Health Ministry-approved, alcohol-based hand sanitizers or disinfectants available at the business?		
6	Are alcohol-based hand sanitizers or disinfectants available in common spaces?		
7	Are there any plans to provide the employees with periodic basic trainings about plans and protocols to be implemented at the business?		
8	Are trainings being delivered to employees with respect to the plan envisaged at the business?		
9	Have the necessary arrangements been created for the hotel's department managers meetings to be held by teleconference and training programs for employees by distance education (e-learning) method?		
10	Are trainings given on the use of hygienic materials and protective equipment?		
11	Has the reopening protocol been prepared for closed hotels?		
12	Do the managers responsible for the units regularly record cleaning practices?		
13	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?		
14	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?		
15	Are the maintenance of air conditioning / ventilation systems regularly carried out? Are the filters changed regularly?		
16	Are venues ventilated naturally when necessary?		
17	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?		
18	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?		
19	Have the stores and saloons in the business adapted to the required rules of hygiene?		

## B. GUEST CHECK-IN

	DESCRIPTION	YES	NO
1.	Have all functional personnel been informed about all actions to be taken during hotel check-in?		
2.	Is there any alcohol-based hand sanitizer/disinfectant, protective equipment, etc. in the reception area available to the guests?		
3.	For the payments made by the guests, are methods such as contactless POS devices, online payments preferred over cash payments?		

## 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 supplies such as alcohol-based hand sanitizers/disinfectants available in the recreational and social areas of the personnel?		
4.	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.	Are the service equipment in the Food & Beverage areas regularly cleaned before and after service?			
2.	Are the necessary disinfection processes of jointly used tea/coffee machines, water fountains, beverage machines and similar devices carried out?			
3.	Are dining tables and furniture, tabletop equipment (except single-use supplies) used with alcohol-based products after every use by customers?			
4.	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?			

**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 alcohol-based hand sanitizers/ disinfectants/cologne/wet wipes available in the entrances of such areas or accessible across the activity areas?			

**g) Mini Club**

	DESCRIPTION	YES	NO	N/A
1	Are the body temperatures of children measured and recorded at the entrance?			
2	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?			
3	Are the personnel trained on their jobs?			
4	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?			
5	Are hand sanitizers available in the entrances and exits in a manner that is not accessible to children?			
6	Do the personnel make sure children use hand sanitizers when entering and leaving the venue?			
7	Are all indoor spaces of the mini club ventilated for at least 10 minutes every hour on the hour?			
8	Are all toys, hobby materials and the like manufactured from easy-to-clean, easy to wipe or washable materials or are they single-use?			
9	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?			
10	Are educational/informative events held on health and hygiene?			
11	Are children encouraged to wash their hands with soap frequently also including their use of toilets?			



**E. HOTEL VEHICLES**

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

**F. PERSONNEL ACCOMMODATIONS AND LODGINGS**

	DESCRIPTION	YES	NO	N/A
1	Are hand antiseptics / disinfectant / cologne / wet wipes of the same purpose and other hygiene measures taken in Personnel Accommodation Units and Lodgings, personnel transfers?			

**G. 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	Does the personnel use personal protective equipment (disposable gloves, apron, mask) required according to the nature of the workplace while working?		
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 disinfestation in garbage rooms (if any) conducted periodically?		

**H. 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?		

**I. 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	Are qualified and packaged products from licensed suppliers primarily preferred in the purchases made by the Purchasing function?			

**J. EMERGENCY AND ISOLATION**

	<b>DESCRIPTION</b>	<b>YES</b>	<b>NO</b>
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 is diagnosed with a pandemic-related illness and the Health Authority concludes that they do not need hospitalization, is there a written information form obliging the guest to stay in their 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 pandemic-related illness 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	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?		
7	Are there any cleaning specifications regarding the use and evacuation of isolation areas?		
8	Are specified cleaning practices for isolation areas recorded and verified?		
9	Is action taken if required by cleaning verifications in isolation areas?		
10	Are managers of the business informed when employees suspect that they might have contracted pandemic-related illness or show symptoms thereof?		
11	Is the relevant unit of the Ministry of Health informed about the employees who have pandemic-related illness symptoms (fever, cough and/or shortness of breath) or whose illness is detected in the tests performed in this direction?		

**K. 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?			

**L. SKI ROOMS AND MECHANICAL LINES**

	DESCRIPTION<	YES	NO	N/A
1	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?			

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

