Travel Smart Guide
A safe and responsible return to travel

TURKEY
As the world reopens its doors and our trips begin to operate again, the wellbeing of our travellers, our local teams, and the communities we visit, is of the upmost importance. We are committed to ensuring a safe and responsible return to travel.

In all of our destinations we have implemented new health and hygiene protocols, in accordance with local and national governmental legislation. In addition to this we consider recommendations from the ‘World Travel & Tourism Council’s (WTTC) Safe Travel Protocols For Tour Operators’.

Below you will find the steps we are taking to keep you safe and healthy on our holidays to Turkey.

1. Health screening and reporting.
On day 1 a welcome reception will be held in a conference room at your start hotel with chairs spaced apart to allow for adequate social distancing. Guests are required to wear masks at any point in time where they are in close contact with other members of the group. All guests will have their temperature taken during the welcome meeting and the guide will give clear instructions on how the tour will be conducted, including information on social distancing, hand sanitisation and mask usage.

If you feel unwell at any point on your tour, please notify the tour guide immediately and our local team will help you seek the relevant testing and medical advice, following the correct COVID-19 procedures.

2. Hand Sanitation
Personal hygiene including frequent hand washing and not touching your face are essential to minimizing the spread of the COVID-19 and other viruses. Hand sanitizer is available at the entry point of hotels and in vehicles. All guests should use the sanitizer every time they get in and out of vehicles and when entering hotels.

3. Social distancing
Throughout the tour your guide will ask you to respect a distance of 1.5m from all other persons except those in your travelling party.

All transportation is being operated with only half the number of persons on board (50% capacity). In large coaches this allows at least two seats for every guest. In smaller coaches and cars the 50% capacity rule remains in place.

Your guide will always coordinate the embarking and disembarking of guests from vehicles/coaches to ensure social distancing rules are kept. Your guide will also facilitate check in at each hotel including the collection the groups passports before arrival to each new property.

4. Air conditioning & Respiratory Precautions
Air conditioning filters on all vehicles and in hotels are regularly cleaned or replaced, when required.

Windows on vehicles will be opened where possible and practical to keep a steady flow of air.

5. Sanitation of transportation and luggage
Transportation will be cleaned and sanitized daily. Drivers have been trained and given the appropriate cleaning products to make sure all vehicles used throughout the tour are thoroughly cleaned at the start of and during the day. Drivers will be wearing face masks whilst onboard and when in contact with guests.

It is recommended that you carry your own luggage where possible, however, assistance can be provided where required and those carrying your luggage will be wearing gloves.

We recommend you have your luggage sanitized at the hotel before it is taken to your room.
6. Included meal arrangements
Hotels are still offering the buffet meals. Extensive precautions are being taken, including regular cleaning of the shared food areas as well as the wearing of masks and gloves by all kitchen and serving staff.

Where available meals will be taken in the hotel or restaurants outdoor seating area.

7. Guides & staff in contact with clients
All guides, drivers and other local team members have been trained on the new health and hygiene protocols. They will wear face masks and gloves and sanitize their hands on a regular basis. Guides and drivers are temperature checked daily before starting their shift.

Guides will facilitate the entry to all monuments and museums, removing the need for guests to carry and authenticate individual tickets.

Your guide will also ensure that the collection of your entrance fees and tipping kitty is done in a safe and socially distanced way.

8. Hotels
All hotels used on tour have met the requirements of a COVID-19 safety certificate. This 131 point agreement binds the hotel to a strict criteria in the areas of hygiene, disinfection, air conditioning and staff training. Inspectors are regularly checking that these conditions are being met by the hotels.

All decorative items or items that are not deemed essential have been removed from hotel rooms. All common areas in hotels have social distancing guidelines in place.

9. Further instruction
All arrivals into Turkey will be subject to a medical evaluation to check for symptoms of Coronavirus. This evaluation will include a temperature check.

You will also be required to complete a passenger locator form prior to arriving to Turkey, details of which will be provided by your airline at the relevant time. You will be asked to provide the residential address of where you will be staying in Turkey and your contact information. For this you should use the address of your tour start hotel.

It is mandatory to wear a face mask in all public places in Turkey. This includes places of business, airports, museums, ancient sites, beaches, parks and whilst using public transportation including taxis. You may remove your mask only when seated at a restaurant or bar, when swimming or when lying on a sun-bed by the pool or beach.

10. Playing your part
We ask all guests to please act responsibly and adhere to our guidelines. Please respect check in and check out time and not to stand in a crowd when waiting in a hotel lobby. You should always keep in mind the 1.5m social distancing policy.

It is essential that you check the latest entry requirements before you travel to Turkey, as health requirements may change. Please travel to Turkey only if you feel completely healthy.

FREQUENTLY ASKED QUESTIONS - TRAVELLING IN A COVID-19 WORLD

Will I be refunded if I am unwell before my trip and unable to travel?
If you are unwell prior to travelling, please contact us to make alternative arrangements as you will need to stay at home. If you do opt to travel under these circumstances, you will not be able to join the tour and will be referred for medical care in-country. Please refer to our Booking Conditions for more details on our cancellation policy.
Will I be covered by my travel insurance if I get COVID-19 while travelling?
We recommend that you check directly with your travel insurance provider for more details about the specific cover, as many insurance companies have amended their policies to better accommodate the effects of the COVID-19 pandemic.

What if there is a suspected or confirmed case of COVID-19 on my tour?
If you or someone else on your trip has symptoms of COVID-19 while travelling with us, we will assist in seeking medical care. We will follow the advice of local health authorities on whether a COVID-19 test is required, whether there is a need to self-isolate or quarantine or whether there is a risk to other travellers in the group.

Should COVID-19 be confirmed, full health and safety protocols will be followed, including informing local health authorities and the group of the potential exposure. Extensive sanitisation protocols such as deep cleaning and disinfecting accommodation and transport will then be undertaken. Please note that while we will assist to ensure that you get all the medical care you require, all expenses for testing, treatment or self-isolation will be at a personal cost.

If I test positive, will I get my get my money back?
If you are unable to continue travelling with us due to a suspected or confirmed case of COVID-19 we can offer you a credit for the unused days of your tour. Further we will assist you to get all the medical care you require in country though all expenses relating to your care including testing, treatment or self-isolation (in country or at home) will be at a personal cost.

As a solo traveller, can I share a room with another solo traveller?
We are no longer offering to match up solo travellers in twin share rooms. All of our tours now offer a Single room option. If you are travelling solo you will be required to purchase a single room for your personal use.

Will my itinerary be changed due to COVID-19 related travel restrictions?
We may need to make some changes to the activities included on your trip to comply with advice from local authorities or updated health and safety protocols. We will endeavour to keep travellers updated before departure (or at soonest if you are already on tour) as our local teams continue to keep abreast of regional developments, including any closures or changes to sights and attractions. Although an open mind and sense of flexibility will help you get the most out of your trip, we will always aim to operate our tours exactly as per the original itinerary.