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OFFICIAL GAZETTE

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**REGULATION**



**Decision Number: 1134**

In accordance with article 37 (A-2) of the Tourism Promotion Law numbered 2634, "Regulation on Tourism Facilities" has been put into effect.

May the 31st, 2019

Recep Tayyip Erdoğan

President

# REGULATION ON TOURISM FACILITIES

## SECTION I

### Preliminary Provisions

#### SUBSECTION I

##### Purpose, Scope, Legal Basis and Definitions

###### Purpose

**ARTICLE 1 – (1)** The purpose of this regulation is to determine procedures and principles regarding new tourism facility types, development of existing facilities, minimum standards of tourism facilities, standardization of certain facility types, preservation of quality and consistency of facilities.

###### Scope

**ARTICLE 2 – (1)** This regulation covers procedures and principles of issuing tourism certificate to tourism facilities, determination of physical, entrepreneurial, staffing and operational standards of facilities, approval of promotional material and price lists.

###### Legal Basis

**ARTICLE 3 – (1)** This regulation has been drawn up on the basis of article 37 (A-2) of the Tourism Promotion Law numbered 2634, dated 12/3/1982.

###### Definitions

**ARTICLE 4 – (1)** The following terms have the meanings given here when used in this regulation:

- a) Certification audit: The audit conducted for the purpose of replacing tourism investment certificate document with tourism establishment certificate
- b) Certification delegate: Delegate consisting of at least two auditors assigned with the aim of auditing certificate documentation
- c) Classification commission: The commission authorized to conduct classification studies according to methods specified in the Law
- d) Classification inspection: Examination conducted by the classification commission for the purpose of evaluating the classification of tourism facilities set forth in this regulation
- e) Environmentally-friendly accomodation facility license: The document issued following an evaluation process, in pursuit of encouraging facilities with tourism or partial tourism establishment certificate in terms of sustainable tourism, environmental protection and improved environment awareness
- f) Law: The Law For The Encouragement of Tourism numbered 2634
- g) Certificate owner: Natural or legal person on behalf of whom the certificate is issued
- h) Minister: Minister of Culture and Tourism
- i) Operator: Natural or legal person operating the facility on behalf of itself

- j) Parent tourism investment certificate: In complex facilities comprised of several facility types, the permit issued in the name of main facility
- k) Parent tourism establishment certificate: In complex facilities comprised of several facility types, the license issued in the name of main facility following the completion of investment
- l) Partial tourism establishment certificate: The document issued for partially completed parts of tourism facilities which already meet the criteria set in the regulation
- m) Sector representative: The representative appointed by the Ministry among tourism establishment certificate holders or executives thereof
- n) Star: The concept and symbol used by the Minister for the classification of hotels and holiday camps described within this regulation
- o) Tourism credentials: Parent tourism establishment certificate, parent tourism investment certificate, tourism investment certificate, tourism establishment certificate or partial tourism establishment certificate
- p) Tourism enterprise: Commercial enterprises working in tourism sector formed either by Turkish or foreign citizens (or in partnership)
- q) Tourism facility: Facilities within the scope of a tourism investment
- r) Tourism investment: The investment for building the tourism facility described within this regulation
- s) Tourism investment certificate: The document issued during the investment phase of tourism facilities described within this regulation
- t) Tourism establishment certificate: The certificate issued following the completion of investment to tourism enterprises, properties of which is described in this regulation

## **SECTION II**

### **Certification of Tourism Facilities**

#### **Properties of Tourism Certificates**

**ARTICLE 5 – (1)** Tourism investment certificate is a document signifying the type, classification and duration of a tourism investment issued by the Ministry upon the applicant's declaration. This document does not provide a basis for zoning plan preparations or modifications.

(2) Partial tourism establishment certificate or tourism establishment certificate is a document vouchering the conformity of a tourism investment with the criteria set forth in this regulation. Considering the physical and ministerial integrity of the facility, all relevant units present within the facility are taken into consideration. Certain units shall be considered as part of the facility, notwithstanding the provisions of the Zoning Law, the Law on Coastal Areas and other relevant legislation.

#### **Tourism Investment Certificate**

**ARTICLE 6 – (1)** In order to obtain tourism investment certificate documents hereunder must be submitted:

- a) In case of natural person application, Turkish citizenship id number. In case of legal person application, commercial registration and tax registration numbers
- b) Declaration for title of the facility, investment purpose, location, duration, capacity, type and classification. A commitment letter stating the facility shall not be operational until such time partial tourism establishment certificate or tourism establishment certificate is obtained
- c) Signature circular
- d) Name registration document (if exists)
- e) In case of utilizing treasury land, a written approval of the relevant authority
- f) Official confirmation that the investment location for “special accomodation facility” is an immovable cultural asset
- g) A written approval of the relevant authority for thermal facilities and wellness facilities
- h) A copy of land ownership certificate or a letter of consent from the owner (attached with signature circular) where the land is for rent

(2) Tourism investment certificate shall not be granted to special facilities, gastronomy facilities, apart hotels, guesthouses and special accomodation facilities which are not located on an immovable cultural asset.

(3) Following the issue of tourism investment certificate, the Ministry determines the duration for the start of operation phase in accordance with the specifications of relevant investment, up to 2 years. This duration shall be extended only once by an initially declared duration upon demand of applicant. If investment takes place on a treasury land, duration and extension thereof are determined in accordance with the legal opinion of relevant institutions.

(4) Extension for the duration of permit or cancellation thereof does not pose prejudice to the permit itself as long as the query is in progress.

(5) Upon demand from investor, investment duration shall be suspended upon any situation which can be attributed to a legal or practical shortcoming of state mechanism or in case of a force majeure.

(6) For the already operational and active facilities, tourism investment certificate applications shall not be processed.

(7) Tourism investment certificate shall not be granted to the regions declared as “Cultural and Tourism Protection and Development Regions” and “Holiday Centers” unless application is in line with the zoning provisions on that particular region.

#### **Replacement of tourism investment certificate with partial tourism establishment certificate or tourism establishment certificate**

**ARTICLE 7 – (1)** Upon notification of partial or full completion of an investment holding a tourism investment certificate, investment phase is deemed to be over regardless of duration stated in the document. Process is commenced by the Minister to replace tourism investment certificate with partial tourism establishment certificate or tourism establishment certificate and following documents are requested from the investor:

- a) Statement of open/closed seasons for the facility
- b) Business license
- c) For sports facilities stated in the 29th article of this regulation, a written approval of the relevant authority
- d) Institutional approval for winter sports facilities
- e) For thermal facilities and wellness facilities, a written approval of the relevant authority
- f) For staff training centers, a written approval of the relevant authority
- g) For special accomodation facilities, visual and written document

#### **Partial tourism establishment certificate or tourism establishment certificate applications**

**ARTICLE 8 – (1)** In case of partial tourism establishment certificate or tourism establishment certificate application without having obtained tourism investment certificate, in addition to document stated in the 6th and 7th articles of this regulation, documents listed hereunder are requested:

- a) For special accomodation facilities, other special facilities, gastronomy facilities, visual and written documents specifying facility properties.
- b) For gastronomy facilities, vouchering documents to prove qualities stated in the article 26 (2-a) and 26 (2-b-6) of this regulation.

#### **Tourism establishment certificate processes**

**ARTICLE 9 – (1)** Licensing steps are carried out through “e-devlet” automation system (see [www.turkiye.gov.tr](http://www.turkiye.gov.tr) webpage)

(2) Upon evaluation of the Ministry, rejected applications are stated with nonconformities.

(3) Upon evaluation of the application;

- a) Tourism investment certificate and licenses are granted following a compliance check.
- b) Replacement of tourism investment certificate with tourism establishment certificate is preceded with ministerial inspection. Owner of the tourism investment certificate shall be required to correct nonformities and re-submit application one last time.

- c) In applications for partial tourism establishment certificate or tourism establishment certificate without having obtained tourism investment certificate, an inspection is commence the Ministry. Owner of the tourism investment certificate shall be required to correct nonformities within 30 days. Rejected applications are stated with nonconformities.

(4) In applications for partial tourism establishment certificate or tourism establishment certificate without having obtained tourism investment certificate or in applications for change of classification, the investor shall apply one more time in one year after the legal notice stating the rejection. In case of rejection of the second application, follow-up applications are not taken into consideration within 6 months.

(5) Following the issue of partial tourism establishment certificate or tourism establishment certificate, a copy of business license and tourism establishment certificate are submitted to the business license authority.

- (6) Additional construction or change of capacity in facilities with tourism establishment certificate or partial tourism establishment certificate is subjected to conformity check between the business license authority and the Ministry.
- (7) Business license authority bears the responsibility to inform the Ministry of any change in business license or cancellation thereof.
- (8) In consideration of local specialities, the Ministry shall tolerate a maximum 10% of metric nonconformities stated in this regulation.
- (9) Any application on behalf of tourism facilities having tourism establishment certificate cancelled or undergoing a judicial case for license cancellation shall not be evaluated by the Ministry.

#### **Transfer of certificates, operator annotation, changing information on certificate owner or operator**

**ARTICLE 10** – (1) For a transfer of tourism investment certificate, either by investor's demand or on Ministry's direct action upon notification of an actual transfer, documents stated in the 1st paragraph of the 6th article of this regulation are required.

(2) For a transfer of partial tourism establishment certificate or tourism establishment certificate or for an operator annotation on main tourism activity, either by investor's demand or Ministry's direct action upon notification of a different business line, documents stated in the 1a, 1c, 1d, 1e, 1g of the 6th article, 1a, 1b, 1c, 1e, 1f, 1g of the 7th article and 1a, 1b of the 8th article.

(3) In case of commercial title change or company type change, documents stated in the 1c, 1d, 1e of the 6th article are requested and the necessary changes on the document are undertaken by the Ministry. For operators of units listed under a main tourism activity of a tourism facility, operator annotation demands on business line are carried out upon receipt of documents stated in the 1a, 1c and 1e of the 6th article.

(4) For investments and enterprises on treasury lands, administrational transactions on treasury do not restrain evaluation of document transfer requests.

(5) For documents subject to an ongoing judicial case, transfer requests are not processed until such time the court publishes the final verdict.

#### **Ministerial inspection and classification**

**ARTICLE 11** – (1) For replacement of tourism investment certificate with tourism establishment certificate or for tourism establishment certificate requests without having obtained tourism investment certificate, facilities are inspected with regard to minimum requirements, capacity, physical properties, material quality, service quality, hygiene and staff quality with following methods:

- a) On-site inspection by licensing delegate based on a score sheet for facilities classified according to this regulation.
- b) On-site inspection for facilities not classified according to this regulation.

(2) On classification requests or on Ministry's direct action, facilities classified according to this regulation are inspected with regard to minimum requirements, capacity, physical

properties, material quality, service quality, hygiene and staff quality based on a score sheet by classification commission.

(3) Requirements for facilities are specified in accordance with the score following classification inspection and ministerial inspection for facilities already classified.

(4) Should a classification inspection necessitate a document modification, new classification requests are not processed until the document is modified.

#### **Evaluation Committee**

**ARTICLE 12 – (1)** Evaluation Committee is made up of director general and deputy director general of General Directorate of Investments and Enterprises, chairman and deputy chairman of Inspectors Council, headed by Deputy Minister in charge of Directorate General of Investment and Enterprises.

(2) Evaluation Committee reserves the right to call upon experts where deemed necessary.

(3) Secretariat of the committee is undertaken by Directorate General of Investments and Enterprises

(4) Evaluation Committee is responsible with tasks stated hereunder:

a) Rejection or inspection of tourism establishment certificate applications of special facilities mentioned in the 42th article

b) The issue, cancellation, transfer or annotation of tourism establishment certificate for special accomodation facilities, gastronomy facilities and special facilities and excursion facilities on allocated treasury land

c) Implementation of the 5th paragraph of the 6th article (force majeure)

d) Deciding on other issues put forward by the Directorate General of Investments and Enterprises

(5) Evaluation committee convenes upon the call of Deputy Minister in charge. Decisions are taken by a simple majority of members. Objecting votes are stated with justifications. Committee decisions are put into effect following the approval of Deputy Minister.

### **SECTION III**

#### **Minimum Requirements for Tourism Facilities**

##### **Location specifications**

**ARTICLE 13 – (1)** Facilities must have appropriate location and architectural properties with regard to space and decoration, in line with the provisions of this regulation. Exterior, interior, floor, ceiling and roofing of the facility must be of quality material, subject to regular maintanence.

(2) Where the tourism certificate does not cover the whole structure, precautions must be taken to avoid disturbance for customers and such sections must be separated from the documented section.

(3) Where certain units of a facility is separated by a road, river or similar crosscutting obstacle, a single comprehensive certificate can be granted for separate sections on condition that physically separated sections are functionally connected.

(4) Tourism certificate can be granted to a tourism complex consisting of various types and classes stated in this regulation. Spaces not used by customers can be arranged commonly in such facilities on condition that such arrangements do not cause any hindrance on service provision.

(5) Fittings and staff rooms can be arranged commonly with that of adjacent parcels certified separately on condition that such arrangements do not cause any hindrance on service provision.

(6) In facilities with gardens, garden is duly illuminated and maintained.

(7) Outdoor lighting is provided in the facility.

#### **Arrangement of areas**

**ARTICLE 14 – (1)** Unless otherwise specified in relevant facility type provisions stated in this regulation, provisions stated within this article apply to arrangement of areas.

(2) WCs are fitted for men and women separately situated in common areas.

(3) Facilities are heated with central heating system or air conditioners. Natural or mechanical ventilation must be available in all spaces of facilities. Hot water and cold water is served 7/24.

(4) Power generation must be available at facilities with a capacity over 100 person or bed.

(5) Closed and open areas available within facilities are defined hereunder:

a) Multi-purpose saloon: Areas used for various organisations and activities, having a food service passage

b) Meeting room: Areas equipped with hardware such as stand, curtain, projection screen, projector, computer

c) Performance hall and theatre: Areas fitted with a stage, backstage room, lighting system and sound equipment and a seating plan for audition

d) Movie theater: Areas fitted with floor slope, screen, cinevision and sound system

e) Conference room: Areas with at least 200 attendant capacity and fitted with sound equipment, presentation equipment, lounge, at least two rooms with passage to lounge or saloon, simultaneous interpretation room and provision of secretariat service

f) Entertainment venue: Areas available in holiday camps, four or five star hotels, holiday centers and tourism towns. These areas are fitted with sound insulation, ventilation, air conditioning, saloon, bar, dance floor, kitchen and dishwashing space. Among such units discotheques are defined having a DJ spot. Night clubs are defined as areas fitted with backstage rooms for men and women separately and stage entrance for performers

g) Restaurant: Units offering food tray, open menu and ala carte food service, with quality decoration and service material. Restaurants shall be capable of hosting at least 50 person, having a direct passage to the kitchen. Kitchen space shall be at least 25% of up to 200 square meters large restaurants. For larger restaurants, kitchen shall be at least 50 square meters. Preparation, cooking, dishwashing sections are included within 50 square meter space. In case food court and food service are in different floors, food lift shall be available. Kitchens for serving food shall be available for additional food courts which do not have direct passway to the main kitchen. Single kitchen shall serve several food courts on the same floor on condition that necessary arrangements are made. Kitchens and service spaces are equipped with depot, cold storage, meal preparation spaces, cooking equipment, washing machine. Live music shall be performed without causing any disturbance for customers and neighbouring locations

h) Ala carte restaurant: Restaurants arranged separately from the main restaurant, serving a la carte menu and meeting standards stated in the 5g subparagraph of this article. A common kitchen for all restaurants can be used on condition of having service connection to the food court, having enough capacity and equipment to ensure service efficiency

i) Cafeteria: Units serving food-beverage for fast consumption on a food counter without any attendant serving. With the exception of kitchen space criterion, cafeterias shall meet the requirements stated in the 5d of this article. A common kitchen with restaurants can be used on condition of having service connection to the cafeteria, having enough capacity and equipment to ensure service efficiency

j) Bar: Units serving alcoholic beverages, snacks fitted with space and equipment to wash service tools, including bar counter, live music or music streaming system

k) Patisserie: Units equipped with pastry counter and service tools, having appropriate space and arrangement suitable for pastry service

l) Cafe: Units majorly serving a variety of cold-hot beverages, snacks, arranged appropriately for sitting, having a service kitchen

m) Breakfast hall: Units having a service kitchen and enough space and equipment to serve breakfast

n) Sitting hall: Areas for the purpose of sitting and resting, arranged either within lobby or separately

o) SPA: Units having a Turkish hamam and at least 4 types of facilities among steam room, snow room, salt room, salt steam room, hot stone therapy room, sauna, massage unit, mechanical massage room, beauty spa unit, closed swimming pool, solarium for therapy and

care, oxygen capsule, fitness facility with at least 40 sqm space. In SPA units, locker rooms, showers and WCs are arranged separately for men and women. Such units shall take place solely as opposed to being a SPA facility

p) Sports facility: Facilities providing spaces for sports such as basketball, volleyball. In sports facilities locker rooms, showers and WCs are arranged separately for men and women. In case of easy accessibility within the tourism facility, locker room, shower and WC can be omitted in the sports facility

q) Gaming room: Units with at least 2 types of recreational equipments among billiard pool, ping pong table, computer and gaming console

r) Bowling hall

s) Wall tennis room

t) Playground: Units having refectory, open fun center, nursery room, WC with enough space for play, rest and leisure. Playgrounds are arranged for at least two age groups

u) Open sports facility: Open facilities providing spaces for sports such as tennis court, basketball, volleyball and football

v) Riding center: Units having paddocks and locker rooms and WCs arranged separately for men and women

w) Paintball field: Locations providing paintball opportunities in either open or closed spaced, fitted with lockers room for men and women separately

x) Ice rink

y) Golf course

z) Go-kart track

aa) Swimming pools;

1) Outdoor swimming pool: Units with ground and walls covered with proper and quality material, fitted with overflow grids or equipment with similar function, filtration and disinfection system, non-slip surface in surrounding areas, pool ladder, warning signs where depth changes occur, separate pool with 50cm depth designed for children. In outdoor swimming pools, safety and sanitation measures are provided with signboards in at least two languages other than Turkish. A snackbar or bar with snackbar function shall be available. Locker rooms, shower cabins and WCs are arranged for men and women separately. With consideration of pool size and number for more, at least two certified lifesavers are recruited

2) Indoor swimming pool: In addition to the standards set out in outdoor swimming pools definition, indoor swimming pools are equipped with heating and ventilation systems.

3) At least one children swimming pool shall be compulsory for each of indoor and outdoor swimming pools. In case of adult and children swimming pools being adjacent to each other, measures are to be taken to separate passage.

4) In availability of more than one swimming pool, snackbar or bar with snackbar function, locker rooms, shower cabins and WCs shall be of preference to be arranged commonly, on condition that WCs are arranged for men and women separately, service quality is not hindered by common usage. Should the facilities be accessible nearby, the article does not apply to surrounding areas of swimming pools.

bb) Waterpark: Units and pools not used for swimming purpose, having amusement activities such as waterslide, splash pool, wave machine. When in active use, a personnel is recruited to ensure order and safety. Surrounding areas are fitted with non-slip surface, sanitation system and signboards in at least two languages other than Turkish displaying safety and sanitation measures

cc) Sales booth: Marketplace designed to provide wearing, jewelry, souvenir and daily needs of customers, having direct connection with the facility. Unless otherwise specified in facility types section of this regulation, in case of serving people other than customers, such sales booths are not considered within the scope of tourism establishment certificate

dd) Hairdresser&Barber: Units arranged together or separately, equipped to function properly, staffed with certified personnel

ee) Outdoor eating-drinking spaces: Arrangements composed of closed kitchen and open/semi-open restaurant and cafeteria, service space equipped to provide food and drink as well as dishwashing unit, bar counter, patisserie, snack or bar

ff) Open recreational units: Arrangements composed of a stage and seating plan, sound and lighting system, backstage rooms, outdoor exhibition space or amphitheatre. Open recreational units shall also be arranged as a discotheque with sound and lighting systems, dance floor, DJ area and bar

gg) Amusement park: A predefined area fitted with at least five electric, electronic or mechanic amusement tools such as ferris wheel, merrygoround, chair-o-plane or similar units

hh) Hobby workshop: Open or closed units providing spaces of hobbies such as drawing, ceramic, wood painting and similar activities

ii) Exhibition hall: Halls fitted with a special lighting system to be able to highlight artwork, equipped with tools such as exhibition boards, picture mounts, painting mounting tools, glass showcase

jj) Private service room: Spaces designated for singular persons providing services such as food-beverage, resting, TV watching, studying, reading

kk) Study room: Spaces equipped with hardware such as online computers, notebooks and printers, at the service of customers

II) Library: Spaces with at least 60 square meters, equipped with capabilities to read, watch and listen to visual and auditory information sources, which are classified in an orderly manner

(6) Any area to meet eating-drinking, sports and recreational needs of customers not specified with the paragraph (5) of this article shall be evaluated separately.

(7) Areas specified with the paragraph (5) of this article shall meet the requirements set out thereunder in order to be listed in the facility capabilities.

(8) Unit capacities where expressed by person count are calculated dividing the space by 1,2 squaremeters per person, taking into account the functional specifications.

### **Qualification of staff and staff-related regulations**

**ARTICLE 15 – (1)** Facilities certified by the Ministry or submitting request for tourism investment certificate must recruit experienced, trained or certified staff in tourism sector. A personnel for safety must be recruited in units such as health and beauty center, playground, massage, water sports and water parks, archery, shooting range, horse riding. Maintenance of fittings, mechanical, electrical and electronic systems must be carried out by certified or trained persons or staff having such qualifications. Measures to improve staff qualifications are to be taken by owners of facilities.

(2) In 4-star hotels, 5-star hotels, boutique hotels, holiday camps and in other accommodation facilities with over 20 room capacity, locker rooms, showers and WCs for staff are arranged separately for men and women. In accommodation facilities with over 60 room capacity, in addition to the arrangements stated hereby, common areas for sitting, resting and eating are arranged for staff. Except for 4-star hotels, 5-star hotels, boutique hotels and holiday camps, facilities with a capacity below 20 rooms shall make necessary arrangements for locker rooms and WCs for the use of staff. In guesthouses and apart hotels, arrangement for staff areas is not compulsory. When available within the facility, lodging rooms for staff must be at least 6 square meters.

(3) In personnel lodging on treasury land, located separately from the facility, arrangement such as food-beverage service, recreation, rest, sports, swimming pool, sports fields can be made available. Accommodation units can not be arranged as dormitories or bunk beds. Bedrooms shall accommodate a maximum of 2 persons with at least 6 square meters space per person.

(4) Staff must wear tidy and clean clothes appropriate for their duties.

(5) Certified first aid personnel must be recruited.

### **Promotion, information and price lists**

**ARTICLE 16 – (1)** Honorary plaque of the Ministry must be presented at the entrance of the facility to be visible to customers' sight.

(2) Promotion of the facility must be carried out in line with the certificate issued by the Ministry. When certified in different name and type from that of business license, facilities

must be promoted on the basis of tourism investment or establishment certificate. Facility promotion must be in line with consumer rights. Misleading or detrimental promotion on national tourism is to be avoided. Any symbol associated with a star to give the impression of star rating is prohibited.

(3) Name of the facility can not consist of terms pertaining to units which are not available within the facility.

(4) All sort of information and documents requested by the Ministry must be submitted on time.

(5) Price lists are approved by the Ministry.

### **Measures regarding health, sanitation, safety and environment**

**ARTICLE 17 –** (1) In tourism facilities, hygiene and sanitation rules are followed in the design of fittings, choice of construction material, cleaning and disinfection of water, preparation and storage of food and drink, so as to protect and improve the human health and environment. Food and drink are preserved in an optimum temperature during both storage and service. Necessary precautions are taken in the facility to avoid contagious diseases. Immediate action is taken and responsible authorities are informed in detection of a contagious disease.

(2) First aid kits must be available.

(3) Maintenance, hygiene and sanitation of facilities are sustained. Periodic pest control is conducted. Measures are taken to counter any probable malfunction.

(4) Necessary measures are to be taken to avoid environmental damage with an understanding of sustainable tourism. Thus, in operation of tourism facilities, natural habitat, biological diversity, social, cultural, historical and local values are to be preserved in view of use-protection balance and sustainability of resources. Waste generation is prevented or minimized and necessary measures are taken to avoid environmental damage. Waste water can not be discharged into an open space, river, lake or sea without any treatment specified in relevant legislation. Waste can not be dumped nearby a river, lake, sea or similar environment susceptible to negative environmental impact. Necessary measures are taken to avoid odor, dirt and pest emanating from uncollected garbage or waste and sanitized disposal thereof. Waste is sorted into paper-cardboard, glass, metal, plastic, organic, battery, electronic, medical, herbal or mechanical lubricants and similar waste sources, enabling recycling. With consideration for customer comfort and hygiene, for the purpose of efficient resource management, necessary measures are taken to ensure optimal use of water, energy and chemical substance and staff receives training on recycling.

(5) In the entrance, in surrounding areas and common areas, electronic and physical measures are taken to ensure safety of customers and staff. Any sort of fitting, electrical and mechanical hardware must meet quality standards and be kept in periodical maintenance. Guardrails with appropriate material and size must be installed on terrace, balcony, stairs and elevated corridors. Necessary measures are taken to avoid falling from windows.

Warning signs are made available on glass and slippery surface as well as elevated areas. Action plan is prepared for emergencies and designated staff shall receive proper training, informing customers thusly.

## **SECTION II**

### **Facility Types**

#### **SUBSECTION I**

##### **Accommodation Facilities**

###### **Minimum standards for accommodation facilities**

**ARTICLE 18 – (1)** Accommodation facilities must meet the minimum standards described hereunder:

a) Standards regarding bedroom arrangements:

1) Bedrooms are arranged to enable daylight exposition and including a bathroom. Appropriate furnishing is ensured and spread to enable comfortable use. A bed in conformity with technical norms, pillows, pillowcases, sheets, quilts (when climate conditions so require), nightstand or similar arrangement, general lighting, power socket, dressing table or similar arrangement, night lamp, garbage bin, wardrobe or similar arrangement, phone, net curtain, drape or similar arrangement, quality floor cover and air conditioner (when climate conditions so require) are available. Kitchen or built-in kitchen can not be arranged within bedrooms. Regarding the use of hardware and appliances within room and bathroom, units within the facility and services provided, customers are informed. In the absence of electronic locks at doors, an additional lock system is provided. Necessary precautions are taken in bathrooms to avoid spread of water. Sanitary ware, armature, faucet, shower equipment, mirror, power socket, garbage bin, soap, shampoo and towel for hand, feet and bath are made available.

2) Bathroom excluded, bedrooms up to 10 square meters can accommodate one person. Larger rooms can be arranged to accommodate two persons, arrangement of additional beds being only subject to customer request. Suit rooms are composed of at least two sections, one of which is designed for sitting, separated functionally by fixed material. With bathrooms included in the calculation, suit rooms up to 60 square meters are arranged for two beds. Larger suits with more than one bedroom are arranged for four beds. Simple built-in kitchen arrangements can be made to fulfil drink and snacking needs of customers. Suit rooms are described as family rooms when sitting section is arranged as a bedroom. Suit rooms are described as apart rooms when additional kitchen arrangement is available or sitting room is equipped with dining table, chair, cooker, chimney, refrigerator cooking and service tools and cupboards to store those tools. In capacity calculation of apart rooms and family rooms, bedrooms are taken into account. In suit and apart rooms, sitting section can be arranged without daylight exposition.

3) Apart hotels being the exception, all bedrooms within tourism facilities can be arranged as suit rooms or family rooms.

4) When allocated within a tourism facility, apart rooms can not consist of more than 25% of bed count. The threshold for 4 and 5 star hotels is 40%.

5) Bedroom arrangement for customers is not allowed below ground level and in floors not sufficiently exposed to daylight. Daylight-facing sides of rooms can not be shorter than 2 meters and space of daylight exposition can not be smaller than 6 square meters. Daylight can not be shared between bedroom windows, kitchen and toilet.

6) Accommodation units of tourism facilities can be rented on a time period basis. Legal rights such as time sharing, construction servitude, flat ownership can not be constituted. Such facilities can not be certified and certification is revoked when occurrence of such practices is discovered.

b) Facilities with more than 80-room capacity, 4 and 5 star hotels must contain disabled accessibility arrangements in 1% of total room capacity, with at least one room reserved for disabled accessibility. Facility entrance, elevators, WCs, at least one eating-drinking unit must contain disabled accessibility arrangements. Excursion facilities, motorway service areas and leisure centers must contain disabled accessibilities mentioned in the relevant facility type section of the regulation. Disabled accessibility arrangements are marked with special signs.

c) For guesthouses, motels, apart hotels, 1-2-3-star hotels and special accommodation facilities, more than 3 floors necessitate a customer elevator. The same principle applies to 4-star hotels as 2 floors and to 5-star hotels and boutique hotels as 1 floor. Immovable cultural assets and stairs inside bedroom are not considered within the scope of this arrangement. Elevators must be equipped with an alarm system and ventilation.

## **Hotels**

**ARTICLE 19 – (1)** Hotels are facilities used primarily for accommodation needs of customers, whereas offering optional services such as dining, meeting, celebration, sports and recreation. Hotels are classified according to its star rating.

(2) In addition to minimum requirements described for tourism facilities and accommodation facilities in the regulation, 1-star hotels meet below criteria. 1-star hotels must pass the score set for this class during certification audit or classification study.

Hotels with 1-star rating comprise:

- a) At least 10 rooms
- b) Lobby section composed of a reception and resting
- c) Sitting area with provision of hot&cold beverages

(3) Adding to the qualifications specified for 1-star hotels, 2-star hotels meet below criteria. 2-star hotels must pass the score set for this class during certification audit or classification study.

Hotels with 2-star rating comprise:

- a) Entrance porch, air curtain, revolving door or similar arrangement
- b) Management room
- c) TV for each room
- d) Hairdryer for each room
- e) On bedroom storeys, floor service office or cupboard
- f) Internet service for common areas

(4) Adding to the qualifications specified for 2-star hotels, 3-star hotels meet below criteria. 3-star hotels must pass the score set for this class during certification audit or classification study.

Hotels with 3-star rating comprise:

- a) Breakfast hall (With enough space assured, sitting areas and service kitchen or restaurant can be used for the purpose of serving kitchen. In facilities serving during summer, such breakfast serving area may have outdoor section.)
- b) Air conditioning in common areas qualities of which depend on climate conditions
- c) Luggage storage section and at least one chair or armchair in rooms
- d) Safe box inside rooms
- e) Internet service for rooms
- f) Laundry, ironing, laundry bag and a price list for laundry service

(5) Adding to the qualifications specified for 3-star hotels, 4-star hotels meet below criteria. 4-star hotels must pass the score set for this class during certification audit or classification study.

Hotels with 4-star rating comprise:

- a) Additional management room
- b) Restaurant(s) serving simultaneously at least 30% of total bed capacity
- c) Room service section on bedroom floors (Not mandatory in separated, remotely spread facilities on condition that service is not interrupted)
- d) Luggage storage section, luggage leaving and bellboy service
- e) Air conditioning in both rooms and common areas
- f) Amenities in rooms and bathrooms composed of at least 10 pieces among bathrobe, dental kit, cleaning kit, shaving kit, nailfile, tweezers, nail clipper, disposable slippers, sewing kit, shoe brush, shoe shiner, shower cap, shower foam, shower gel, body lotion, hair conditioner, cotton pad, ear buds, hygiene bag, handkerchief box, scratch pad, sleep mask, umbrella

g) Dry cleaning service and price list for dry cleaning

h) Trained or experienced (at least 5 years) administration staff

(6) Adding to the qualifications specified for 4-star hotels, 5-star hotels meet below criteria. 5-star hotels consist of units mentioned in the 15th article, depending on location, customer profile and entrepreneurial preferences. 5-star hotels must pass the score set for this class during certification audit or classification study.

Hotels with 5-star rating comprise:

a) At least 60 rooms

b) A service elevator where customer elevator is mandatory due to number of floors (can be replaced with service stair where customer elevator is not mandatory. Elevator specifications for separated, remotely spread facilities shall be determined by an implementing regulation)

c) Service equipment suitable with minibar and beverages

d) Sofa set inside rooms

e) Panel TV with international channels inside rooms

f) At least 5 additional amenities inside rooms and bathrooms

g) Equipment to prepare hot beverage inside rooms

h) Tall dressing mirror

i) Power socket next to beds

j) Room lighting switch next to bed

k) Phone to reach reception placed inside bathroom or wireless phone inside room

l) Menu, room service and information on room service

m) Phone to reach reception placed at corridors

n) Trained or certified personnel making up of at least 30% of total employees

o) Customer relations and information center, located differently than reception, staffed with trained and experienced personnel

p) Car parking service for at least 10% of total room numbers and parking staff

q) Separate entrance for personnel and provisions

### **Holiday camps**

**ARTICLE 20 – (1)** Holiday camps are maximum 3 storey buildings, established inside a well-preserved natural habitat with landscape design, providing sports or leisure activities on a horizontal establishment. Adding to the qualifications specified for tourism and accomodation facilities of this regulation, depending on location, customer profile and

entrepreneurial preferences. Holiday camps must pass the score set for this class during certification audit or classification study. Holiday camps are classified with 4 and 5-star rating.

(2) Holiday camps comprise:

- a) At least 80 rooms
- b) Entrance control to protect holiday camp borders
- c) Parking lot for at least 10% of rooms
- d) Service provision such as visual documents promoting the facility as a whole and displaying location outline of units
- e) Arrangement of customer bedrooms to ensure sound insulation
- f) Directional signboards for rooms and units visible in dark
- g) Lobby consisting of reception and waiting section (for summer facilities, lobbies can be half-open)
- h) Administration rooms
- i) Restaurant(s) serving simultaneously at least 30% of total bed capacity
- j) Sitting section
- k) Room service offices in sufficient numbers
- l) Phone to reach reception placed at accommodation sections
- m) Luggage room, luggage leaving and bellboy services
- n) Air conditioning in rooms and common areas
- o) Internet service in rooms and common areas
- p) Tea table, at least one chair or armchair in rooms
- q) Luggage storage section in rooms
- r) TV for each room
- s) Hairdryer for each room
- t) Minibar and beverage service tools in rooms
- u) Tall dressing mirror in rooms
- v) Amenities in rooms and bathrooms composed of at least 10 pieces among bathrobe, dental kit, shaving kit, nailfile, tweezers, nail clipper, disposable slippers, sewing kit, shoe brush, shoe shiner, shower cap, shower foam, shower gel, body lotion, hair conditioner, cotton pad, ear buds, hygiene bag, handkerchief box, scratch pad, sleep mask, umbrella
- w) Laundry and ironing service and price list for laundry&ironing

x) Trained or certified personnel consisting of at least 15% of total employee number

y) Trained or experienced (at least 5 years) administration staff

### **Boutique hotels**

**ARTICLE 21 – (1)** Boutique hotels tailor their service to customer needs; offering high quality standard; meeting minimum standards defined for tourism facilities and accomodation facilities; employing experienced, trained or certified personnel; consisting of 10 to 60 rooms.

(2) Boutique hotels comprise:

a) Furnishing, decoration, equipment and service tools of high quality material, customized serial production, tailor-designed by artist or using antique material

b) Alacarte restaurant

c) Reception, lobby, sitting area consisting of 25% of bed capacity

d) Sitting room

e) Air conditioning in common areas

f) Wifi in common areas and rooms

g) Customer bedrooms with qualifications specified for 5-star hotels

h) Room service offices or room service cupboards in bed floors

i) Magnifying mirror with lighting in bathrooms

j) Preparation of bedroom for night stay

k) Room service and room service information and menu

l) Service elevator in facilities where customer elevator is mandatory due to storey criterion

(Can be replaced with service stair where customer elevator is not mandatory. Elevator specifications for separated, remotely spread facilities shall be determined by an implementing regulation)

m) Luggage room, luggage leaving and bellboy service

n) Laundry, ironing, dry cleaning and tailor service and price list for services

o) Car parking service and car parking staff

p) Experienced, trained or certified personnel consisting of at least 50% of total customer bed capacity and trained or experienced (at least 5 years) administration staff

q) One of the units among multi-purpose saloon, meeting room, performance hall and theatre, movie theater, alacarte restaurant, bar, patisserie, cafe, serving at least 50 person.

r) At least one unit among multi-purpose saloon, meeting room, performance hall and theatre, movie theater, conference room, entertainment venue, restaurant, alacarte

restaurant, cafeteria, bar, patisserie, cafe, breakfast hall, SPA, sports facility, gaming room, bowling hall, wall tennis room, playground, open sports facility, riding center, paintball field, ice rink, golf course, go-kart track, swimming pool, waterpark, sales booth, hairdresser&barber, outdoor eating-drinking spaces, open recreational units, amusement park, hobby workshop, exhibition hall, private service room, study room, library

### **Special accomodation facilities**

**ARTICLE 22 – (1)** Contributing to national tourism and approved by the Ministry, special accomodation facilities, in terms of structure or location, have at least one of the qualifications stated hereunder:

- a) Architectural uniqueness
- b) Historical value
- c) Natural specialty
- d) Construction, furnishing or decoration representing local, national or international culture

(2) Special accomodation facilities meet minimum standards for tourism facilities and accomodation facilities. For enterprises located on an immovable cultural asset, specifications for structures are defined as per separate evaluation.

### **Motels**

**ARTICLE 23 – (1)** Motels meet minimum standards for tourism facilities and accomodation facilities. Motels are constructed outside residential areas, adjacent to or nearby roads. Motels meets accomodation, eating-drinking and parking needs of customers with at least 10 rooms capacity.

(2) Motels comprise:

- a) Signboards to make the facility and its units visible
- b) Sufficient lighting and landscape design
- c) Reception and lobby consisting of a waiting lounge sufficient in accordance with the capacity
- d) Breakfast hall (With enough space assured, sitting areas and service kitchen or restaurant can be used for the purpose of serving kitchen. In facilities serving during summer, such breakfast serving area may have outdoor section)
- e) Administration room
- f) Refreshments in common areas
- g) Internet service in common areas
- h) Sales unit
- i) Parking lot for at least 80% of rooms

(3) Necessary precautions are taken against noise caused by road-traffic

### **Guesthouse**

**ARTICLE 24 – (1)** Guesthouses meet minimum standards for tourism facilities and accomodation facilities. Food service in guesthouses is carried out by the owner or prepared by customers. A guesthouse can be arranged between 5 to 25 rooms.

(2) Guesthouses comprise:

- a) Entrace hall
- b) Closed space for sitting, dining and breakfast (In facilities serving during summer, such breakfast serving area may have outdoor section)
- c) In the absence of dining or breakfast service, self-service kitchens with sufficient refrigerator, cooking equipment, dishwashing space, preparation and storage spaces, service equipment and cupboard

### **Apart hotels**

**ARTICLE 25 – (1)** Apart hotels meet minimum standards for tourism facilities and accomodation facilities. Apart hotels have self-service kitchens, consisting of 10 rooms specifications of which is described in the article 18-1-a.

(2) Apart hotels comprise:

- a) Lobby consisting of reception and waiting section (for summer facilities, lobbies can be half-open )
- b) Administration room
- c) Apart rooms have:
  - 1) Standard furnishing
  - 2) Automatic washing machine when there is no available laundry and ironing service
- d) Sales unit in apart hotels situated outside residential areas

## **SUBSECTION II**

### **Gastronomy Facilities**

#### **Gastronomy facilities**

**ARTICLE 26 – (1)** Gastronomy facilities are food&beverage units with local, traditional, national or international culinary elements, serving food as part of a tourism experience.

(2) Gastronomy facilities bear qualities stated hereunder:

- a) Gastronomy facilities comprise at least one of the following:

- 1) Brand popularity and recognition of the enterprise in local, regional, national or international media with regards to food&beverage provision, not being part of a serial production or convenience food service.
- 2) Establishment of a franchise agreement or a business relation in similar fashion with an enterprise qualities of which is defined in the 2nd subparagraph of 2-a.
- 3) Ownership of a separate enterprise bearing qualification stated either in paragraph (1) or (2). In case of legal person applications, ownership clause applies to the controlling shareholder.
- 4) Bachelor's degree or internationally recognized certification in gastronomy field issued in the name of natural person applicant or majority share holder of legal entities.

b) In addition to 2-a subparagraph, these facilities comprise:

- 1) An alacart restaurant, kitchen of which is to be at least 25 squaremeters, specified in the subparagraph 5-6 of the 14th article
- 2) Entrance porch, air curtain, revolving door or similar arrangement
- 3) WC arrangements for men and women
- 4) Air conditioning in dining hall
- 5) Furnishing, decoration, equipment and service tools of high quality material, customized serial production, tailor-designed by artist or using antique material, reflecting cultural elements in case of international cuisine service.
- 6) A cuisine chef with bachelor's degree, internationally recognized certification or reward in gastronomy field, national or international recognition. Cuisine chef must have received formal gastronomy education for international cuisine service
- 7) Trained staff of at least 20% of total employees
- 8) Declaration of ingredients, possible alergens, compatibility with veganism, religious dietary restrictions in at least two different languages, one of them being in Turkish
- 9) In local meal preparation, provision of at least 5 ingredients from local sources. Cooking, presentation, narration and explanation in menu in traditional or traditional-modern mixed fashion
- 10) In foreign cuisine preparation, cooking, presentation, narration and explanation in menu in traditional or traditional-modern mixed fashion
- 11) In international cuisine preparation, serving of food in at least 3 pieces among starter, hors d'oeuvres, main meal and desert, using quality ingredient and service equipment with narration and explanation
- 12) Preparation of food by the enterprise

Documents vouchering the qualities stated in 2-b-6 are submitted to the Ministry in 6-month periods.

(4) For enterprises on immovable cultural assets, spatial specifications for restaurants and connections between kitchen and dining hall are determined on an individual basis with regards to structural properties.

### **SUBSECTION III**

#### **Health Facilities**

##### **Thermal facilities**

**ARTICLE 27** – (1) Thermal facilities are providing units such as thermal spring or thalassotherapy with or without accomodation. Thermal facilities are certified either as accomodation or non-accomodation facilities.

- a) Accomodation thermal facilities fall within one of the accomodation categories set in this regulation, named together with the type and class of the accomodation facility
- b) Non-accomodation thermal facilities comprise a sales booth and one of the units among restaurant or cafeteria

##### **Health facilities**

**ARTICLE 28** – (1) Health facilities comprise a health center specified by the Ministry of Health and a 4 or 5 star rating hotel.

### **SUBSECTION IV**

#### **Sports Facilities**

##### **Sports facilities**

**ARTICLE 29** – (1) Sports facilities meet minimum standards for tourism facilities and accomodation facilities. Where located in cultural and tourism protection and development region, sports facilities must comprise at least one olympic sport as the main activity, offering various other sports branches in areas consistent with international norms, complemented by relevant sections.

(2) Sports facilities comprise:

- a) Reception, entrance and luggage storage sections
- b) Administration rooms
- c) Sales units
- d) Isolation of the facility with materials such as fence, wall or fence plant

- e) Main pitch in international standards
- f) Warm-up and training pitches
- g) Locker rooms, shower cabins and WCs arranged separately for men and women
- h) Pitch maintenance units and storage rooms
- i) Locker rooms, shower cabins and WCs for personnel
- j) Rest and recreation areas
- k) Parking lot
- l) Providing for at least 100 person simultaneously, one of units among the list stated in the e, i, k, l subparagraphs of the article 14(5)

### **Golf courses**

**ARTICLE 30 – (1)** Golf courses meet minimum standards for tourism facilities and comply with international norms for golf courses.

(2) Golf courses comprise:

- a) Natural or artificial fencing
- b) At least one golf course consisting of 18 holes
- c) A separate warm-up and practise area for training purposes
- d) Club building consisting of below units:
  - 1) An entrance with reception, luggage storage section and waiting area
  - 2) Restaurant for at least 100 person
  - 3) Arrangement for preservation of golf equipment and arrangement of locker rooms, shower cabins and WCs for men and women separately
  - 4) Sales unit
  - 5) Parking lot
  - 6) Administration room
  - 7) Arrangement of locker rooms, shower cabins and WC for personnel
  - 8) Pitch maintenance units, storage units and parking lot for golf carts
- (3) Accommodation facilities, eating and drinking units, recreation and sports units defined within this regulation can be established on condition that golf fields are not shrunked.

### **Winter sports facilities**

**ARTICLE 31 – (1)** Winter sports facilities comprise ski lift, chair lift, gondola lift or similar mechanical arrangements.

(2) Winter sports facilities comprise viewing platform for sightseeing and sunbathing, administration unit, WCs, shelter and service units, buffet in ski lift stations. Necessary safety measures are taken by the enterprise to avoid mechanical equipment failures and dangers.

(3) Safety measures for ski tracks are determined by the relevant governorate and inspections are carried out by the governorate.

## **SUBSECTION V**

### **Congress and Recreation Facilities**

#### **Congress and Exhibition Centers**

**ARTICLE 32 – (1)** Congress and exhibition centers meet minimum criteria set in this regulation for tourism facilities, providing activities of congress, meeting, exhibition and performance.

(2) Congress and exhibition centers comprise:

- a) A congress hall capable of serving at least 1000 attendants
- b) At least 4 meeting rooms of 50 square meter space for each
- c) Connection between foyer areas and service areas
- d) Necessary equipment and material for due purpose
- e) Simultaneous interpretation room
- f) Press room equipped with necessary technical devices
- g) Indoor exhibition center and indoor/outdoor fairground
- h) Eating&drinking service and kitchen
- i) Administration rooms,
- j) Washbasin and WC for personnel
- k) Ventilation and air conditioning in each area
- l) Storage for provisions
- m) Parking lot for 15% of total capacity
- n) A separate entrance for provisions

#### **Leisure centers**

**ARTICLE 33 – (1)** Leisure centers meet minimum standards for tourism facilities, providing leisure and recreation needs whereby involving customers.

(2) Leisure centers comprise:

- a) A restaurant providing for at least 100 person simultaneously, meeting requirements set in the subparagraph (g) of the article 14(5)
- b) Saloon(s) providing for at least 500 person simultaneously, meeting requirements set in the subparagraph (c) and (d) of the article 14(5)
- c) A bar providing for at least 100 person, meeting the requirements of the subparagraph (j) of the article 14(5)
- d) A parking lot consisting of total capacity of the units stated in subparagraphs (a) and (b)
- e) Sales units
- f) Swimming pool or recreational pool
- g) At least two of the units among subparagraphs r, s, u, v, w, x of the article 14(5)
- h) At least 3 of the units stated below:
  - 1) At least 3 units equipped with technologies such as electronics, computer, sound, lighting thereby creating virtual simulation or animation environment
  - 2) Performance area for activities such skating and cycling
  - 3) Units for handicraft and sales thereof
  - 4) Amusement park
  - 5) Nature museum
  - 6) Large aquarium for demonstration and information purposes
  - 7) Movie studios for participation and live watching opportunities for customers
  - 8) Open theater with at least 500 person capacity
- i) Necessary accessibility arrangements for customer WCs and for at least 3 units within the facility

(3) Where leisure centers include an accomodation facility, below qualifications are required in addition to the subsection 2 of this article:

- a) Immovable property with at least 500000 square meters space
- b) Non riparian location
- c) 5-star hotel rating for the accomodation facility with at least 500 rooms

(4) Where accomodation facility described in the subsection 3 is available, comprehensive sales unit for common use is allowed to be established. Gross area of sales units can not exceed 20% of total immovable space.

## **Excursion facilities**

**ARTICLE 34 – (1)** Excursion facilities are non-accommodation facilities located on allocated treasury lands, providing services among eating, drinking, resting, recreation and sports.

(2) Excursion facilities comprise:

- a) Entrance facilities, administration room and maximum two sales units
- b) Where the facility is established in non-riparian location, natural or artificial fencing
- c) Parking lot
- d) WCs arranged separately for men and women, as well as accessibility arrangements within units
- e) Locker rooms, shower cabins and WCs for personnel
- f) At least one unit among restaurant, cafe/cafeteria, patisserie as described in the article 14(5)
- g) At least one of the recreational units stated among the paragraphs (p)(q)(r)(s)(u)(v)(w)(x)(y)(z)(aa)(bb)(gg) of the article 14(5)

3) In combination of excursion facilities with other facilities described within this regulation, units stated in subparagraphs (a)(b)(d)(e) of the 2nd paragraph shall be used commonly.

4) For excursion facilities established on treasury lands in accordance with the appendix 2 of the Regulation on Allocation of Treasury Lands for Tourism Investments, below provisions apply:

- a) Units described in (c) and (e) of the 2nd paragraph are not mandatory
- b) Units described in (a) of the 2nd paragraph can be arranged as outdoor units
- c) One of the facilities described in (f) of the 2nd paragraph can be established
- d) Locker rooms and shower cabins for customers are arranged

## **SUBSECTION VI**

### **Rural Tourism Facilities**

#### **Rural Tourism Facilities**

**ARTICLE 35 – (1)** Facilities settled in rural areas, mountains or highlands, with simple administration, providing rural life experience as well as accommodation with at least 5 rooms, arranged as ranch house, village house, highland facility or mountain hut. Central heating or air conditioning requirements are not mandatory in this facility type.

(2) Rural tourism facilities comprise:

- a) Rustic meal provision

- b) Authentic and quality furnishing and decoration in compliance with rural life
- c) Arrangement such as balcony, porch and terrace
- d) Arrangement of areas for reading and resting
- e) General notification for environmental protection and available natural and cultural assets surrounding the facility
- f) Shower cabin and WC arrangement to be used commonly for each 5 rooms
- g) Where activities for winter, nature or lawn sports are available, rental opportunities for necessary equipment and tools, storage thereof and at least one certified personnel to train guests

### **Camping**

**ARTICLE 36 – (1)** Campings are settled nearby or on road networks, adjacent to natural environment such as sea, lake or mountain, providing majorly self-service opportunities for guests, consisting of at least 10 units.

(2) Campings comprise:

- a) Camping area are fitted with fence, wall or natural fencing and lighting. Camping areas are drained and afforested. Empty areas are covered with grass. Necessary arrangements are made for reading, resting, sports, recreation, drinking and eating, without causing any disturbance for overnight stay units. Dust control arrangements are made for roads
- b) At least 80 square meters space is allocated for each camping unit. Camping units are arranged for 3 person on average, consisting of tent, tent-car or RV or bungalow. Necessary arrangements can be made for RV maintainance and repair. Bungalow units are arranged for 3 beds at most and can not exceed 20% of total camping units. Kitchen arrangements can not be made within bungalow units
- c) Parking lot, reception, luggage leaving and phone service arrangements are made at the entrance.
- d) Ground is levelled for units. For common areas, below specifications apply:
  - 1) At least one men WC and one women WC, shower cabin and washbasin with electric socket for each 10 camping unit
  - 2) At least one washing machine and ironing space for each 10 camping unit
  - 3) Tented area fitted with refrigerator, dishwashing section, meal preparation and cooking section for each 5 camping unit
- d) Below services are provided for campers:
  - 1) Sales unit
  - 2) Sewage service for RVs

- 3) Electricity for camping units
- 4) Potable water and hot-cold utility water

## **SUBSECTION VII**

### **Compound Facilities**

#### **Tourism Towns**

**ARTICLE 37 – (1)** Tourism towns are settlements within Cultural and Tourism Protection and Development Regions, borders of which is determined in the Culturaş and Tourism Protection and Development Zoning Plan, comprising more than one facilities described within this regulation and allocated to one main investor.

(2) Main tourism investment certificate, main partial tourism establishment certificate and main tourism establishment certificate are issued in the name of main investor in tourism towns. In case of rental or transfer of management to a third party by the main investor, the third party may obtain main tourism investment certificate, main partial tourism establishment certificate and main tourism establishment certificate. This provision also applies to tourism complexes and holiday centers.

(3) Minimum standards and certification for tourism towns shall be determined by an implementing regulation.

#### **Tourism Complex**

**ARTICLE 38 – (1)** Tourism complexes are facilities complying with one of the specifications stated hereunder:

a) In addition to congress and exhibition center, having at least 3 units among golf course, leisure center, thermal facility, health facility, apart hotel and marina for at least 100 yacht. Upon completion of congress and exhibition center and at least two optional facilities, a partial tourism establishment certificate shall be granted.

b) In addition to 5-star rating hotel with at least 500 bed capacity or holiday town with 5-star rating, having congress and exhibition center or leisure center. Apart hotel can be established on condition that a marina for at least 250 yacht is included in the facility. Upon completion of one of the mandatory units, a partial tourism establishment certificate shall be granted.

#### **Holiday Centers**

**ARTICLE 39 – (1)** Holiday centers are facilities providing accomodation, eating&drinking, recreation, resting, sports needs of customers, having complementary and additional units specific to the location or entrepreneurial features, withholding legal property and servitudes for each hotel within the facility.

(2) Minimum standards and certification for holiday centers shall be determined by an implementing regulation.

## **SUBSECTION VIII**

### **Other Facilities**

#### **Motorway Service Area**

**ARTICLE 40 – (1)** A motorway service area meets minimum standards defined for tourism facilities in this regulation, offering 24 hour service for providing resting, eating&drinking and similar needs of transit passengers, established on or nearby motorways without any accomodation unit.

(2) Motorway service areas comprise:

- a) Natural or artificial fencing
- b) Administration room
- c) Nursing room
- d) Sales unit
- e) Phone access and mobile battery charge unit
- f) Parking lot
- g) One of the units among restaurant, cafeteria or cafe with at least 50 person capacity
- h) WC and accessibility arrangements in units within the facility

(3) Alcoholic beverage sale is prohibited within motorway service areas.

#### **Staff Training Centers**

**ARTICLE 41 – (1)** Staff training centers are facilities established to meet trained staff needs of tourism sector, offering theoretical and applied programmes with at least 120 student capacity.

(2) Curriculum must contain at least three theoretical and applied subjects in line with international norms, one of which is to be selected among front office, food and beverage service, floor service and food preparation.

(3) Staff training centers must contain a practise hotel with at least 2-star rating for staff; 3-star rating for executives.

(4) In training section; classrooms for theoretic training sufficient in amount and space, sections suitable for practise such as kitchen, dining hall, bedroom and shower, sections for trainees such as sitting and resting area, dining hall, WC and shower cabin for men and women are arranged. Training section and practise hotel are located in different buildings. Facilities in the same building can also be certified on condition that aforementioned areas are separately used. Trainees can not be accomodated in the customer bedrooms of practise hotel.

(5) Training is carried out in line with the programme prepared by the relevant institution.

## **Special Facilities**

**ARTICLE 42 – (1)** Special facilities are tourism facilities not defined within this regulation, approved by the Ministry.

## **SECTION III**

### **Miscellany**

#### **SUBSECTION I**

##### **Annulment of Tourism Certificate**

##### **Annulment of Tourism Certificate**

**ARTICLE 43 – (1)** Tourism certificates are annulled upon discovery of at least one non-conformity described in the relevant section of the Law.