

PRIVILEGES OF TAV PASSPORT MEMBERS ARE MORE VALUABLE NOW

PARKING

- Changes are made at payment points with social distancing in mind.
- The use of masks and gloves has been made compulsory for personnel.
- Contactless payment is offered.
- High-touch areas are disinfected frequently.

FAST TRACK

- Fast track points are cleaned and disinfected frequently.
- Signs are put in common areas to remind guests about the social distancing rules.
- Hand sanitizers are available in common areas.

TRANSFER*

- In accordance with the social distancing rules, restrictions regarding the transfer vehicles are made. In passenger cars a maximum of 2 people and in vehicles such as Vito a maximum of 4 people are transferred.
- Guests need to get a code from HES before using transferring services.
- Before the guests enter the vehicle, the vehicle is cleaned in front of the guest with a ULV Device.
- After each guest the vehicles will not be used for 15 minutes with its windows and doors open.
- The driver's seats are isolated with plexi material from the guests.
- There is a LogBook to document when the vehicle was last disinfected.
- There is a label on the doors of all disinfected vehicles to show the last time the vehicle is disinfected.
- All vehicles leaving the parking lot with a ULV device are disinfected with Biocidal licensed "Titan Divosan QC VT50" for at least 5 to 15 minutes. After this is saved in the LogBook the door of the vehicle is labeled.
- After each guest the Biocidal licensed air pressure spray "Diversey Oxivir Plus" is applied inside the vehicle and the door is relabeled.
- Hand sanitizers are available in every vehicle.
- The use of equipment such as masks and gloves has been made compulsory for the employees.
- Hand sanitizers are offered to guests before entering the vehicle.
- Disposable masks and gloves are always available in vehicles.
- Handshaking is forbidden under any circumstance.
- Drivers will measure and record the body temperature of both guests and themselves before the transfer.
- Guests must carry their own luggage or packages and place their belongings in the vehicle's trunk.
- Staff are having regular medical examinations.

* Protocoles made may vary depending on the transfer company.

LOUNGE

- The layout plan is restructured in accordance with the social distance rules.
- Hygienically packed foods are provided with sterile materials.
- The frequency of general hygiene practices in the lounge are increased and the equipment has been planned accordingly.
- Common areas such as children's play rooms, shower rooms are closed and newspapers and magazines are temporarily unavailable.
- Contactless solutions are available in the lounge.
- Equipment such as masks and gloves are mandatory for employees.
- Hand sanitizers are available in the lounge
- A set of new rules are defined for the health of our employees and guests.

IDO

- At the Terminal Entrances, body temperatures are measured by security personnel using a contactless thermometer. If a passenger's body temperature is over 37.5 degrees they will not be allowed to enter.
- Passengers who do not wear masks are not accepted to the terminal, therefore they won't be able to get on the ship.
- Necessary arrangements and organizations have been made to help passengers to follow the social distancing rules at the terminals.
- IDO employees are required to wear visors and masks. Cleaning, security, food / beverage shops and rental area employees working at the terminals are also required to wear masks (also visors and gloves when needed).
- Passengers are required to sit in designated seats and to follow social distancing rules. All passengers are required to wear a mask during the travel (the mask must cover the nose). Passengers under the age of 2 do not need to wear a mask.
- Hand sanitizers are available for the passengers in the common areas.
- Since the use of air conditioning increases the risk of Covid-19 infection, for a safe and hygienic solution, fresh air from the outside is released inside after a cooling process. Whenever possible the ships are ventilated by opening every channel (windows, doors, etc.) to let the fresh air flow.
- All surfaces, handrails, door handles and toilets are disinfected frequently.

PETROL OFISI

- You can register your credit card info by signing in to fast-pay with your password and your TAV Passport Card number at <https://www.petrolofisi.com.tr/positive-card/online-islemler> and submit your TAV Passport card each time you purchase from your vehicle. You can make your automatic payment with a discount without leaving your car.
- Employee health is checked regularly.
- It is compulsory for station personnel to wear masks and gloves. In-market arrangements are made in accordance with the social distance rules.
- The frequency of disinfection and cleaning of areas such as toilets and in-market shelves has been increased.
- Warning signs for customers are placed in many places within the stations.

DUTY FREE

- PPE use such as masks and gloves is made compulsory for personnel.
- Stores' interiors are redesigned in accordance with the social distance rules.
- The frequency of hygiene practices in the general lounge has been increased and the equipment has been planned accordingly.
- Passengers must be wearing a mask to enter the stores, masks will be provided if needed. If passengers take off their mask or do not comply with social distance rules, they will be warned.
- Only a certain number of people can be in one store at a time.
- Hand sanitizers are available instores.

SHOPPING CENTER VALET

- All personnel are required to wear gloves, masks and face protection shields.
- The social distancing rules are followed by the personnel both when contacting other employees and contacting the guests.
- Hand sanitizers are available in valet service points.
- In order to maintain a safe distance with guests, personnel will not hold the doors for guests.
- The vehicles are thoroughly disinfected before they are delivered to the guest.
- The vehicle is disinfected by disinfecting pumps before the valet gets on the vehicle.
- Depending on the size of the payment point, a maximum of 1-2 people are taken inside. Warning signs are available at the entry points.