

TRAVEL GUIDE FOR PEOPLE WITH DISABILITIES



**Herkes İçin Turizm Derneği [Association of Tourism for All]
&
Yaşar University
2021**



Avrupa Birliği
sivil düşün

"This study was prepared with the support of the European Union within the framework of the European Union Sivil Düşün Programme. The responsibility for the content lies entirely with the Herkes İçin Turizm Derneği [Association of Tourism for All] and does not reflect the views of the EU."

FOREWORD

On Cooperation Between Civil Society and Yaşar University

We hope that this guide where we, as people with disabilities, share our travel experiences, predicaments, and suggestions has reached you either online or as a physical copy. Here, we address the problems of a crowded group that makes up twenty percent of Turkey's population. They are facing more obstacles every day because of our country's regulations, infrastructure, and even lack of awareness. This guide is a cooperation between civil society and universities, with Herkes İçin Turizm Derneği [Association of Tourism for All], Yaşar University, and Platform of Izmir Universities Disability Study Group working together. You will find at the back of the guide the people and institutions who came together for a work that is in projecting process, scientific preparation backed by our reports, lots of voluntary work, and motivation. Endless thanks to all academicians and civil society volunteers, to dear Özgür Saadet Doğan, Oğuzcan Sever and Buğçe Kamer Baybaş who helped realize this, and to everyone reading.

In hopes to see the awareness this work will raise,

Prof. Dr. Huriye Toker

Director of Yaşar University Research
and Application Center on Women and Family Studies

INTRODUCTION

As Herkes İin Turizm Derneęi [Association of Tourism for All], we realized through our events that people with disabilities who travel need a guidebook to share their experiences. So, we applied to the EU Sivil Düşün Programme, and they accepted our proposal for a travel guide for people with disabilities. We held separate online meetings with each disability group to learn about their travel experiences. Also, we selected participants who travel at least once a year. In this guide you will find:

1. Introduction of the Herkes İin Turizm Derneęi [Association of Tourism for All]
2. Relationship between disability and tourism
3. Travel experiences of people with an orthopedic disability
4. Travel experiences of people with visual impairment
5. Travel experiences of people with an intellectual disability
6. Travel experiences of people with hearing impairment
7. Travel rights of people with disabilities and complaint mechanisms
8. Supporting organizations and collaborators

We thank everyone who supported us in this work and shared their knowledge and experience.

On behalf of the Herkes İin Turizm Derneęi
[Association of Tourism for All]

Chairman Ali Aydoęmuş

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WHY IS TOURISM IMPORTANT FOR PEOPLE WITH DISABILITIES



We define tourism as the sum of activities like resting, entertainment, sightseeing, learning and sports. In other words, tourism is a crucial living space that regenerates a person's body and mind, nourishes them with cultural and natural wonders, and most importantly serves the process of their socialization.

The role of tourism in the integration of people and society should also serve the efforts of people with disabilities, who are an important part of society, to exist and to be productive within the society. We, as people with disabilities, want to share our struggle, entertainment, and travels with abled people. We want to identify problems and obstacles and overcome them together. In conclusion, we do not want special treatment. We just want tourism areas to be organized and structured in a way that takes into account the needs of people with disabilities.

Just like how a German speaker guide cannot help a Russian tourist group; a tourist with disabilities cannot travel in a tourism area that is not accessible for people with physical, visual, and hearing disabilities, or with a guide who lacks disability awareness.

"This is not a path that only people with disabilities will walk. This path will be enhanced and enriched with the contributions of people who want to support us and abled people. Our activities will eventually become more meaningful with the help of abled people."

People with disabilities should not have to be suitable for all tourism areas, but all tourism areas should be accessible for people with disabilities. We will continue working to realize this goal. We will be in tourism areas no matter what.

TRAVEL EXPERIENCES OF PEOPLE WITH ORTHOPEDIC DISABILITIES



This section was prepared with information from individuals with orthopedic disabilities who travel at least once a year.

People with orthopedic disabilities often use the internet for research when planning their trips. But they reported that they also contact the accommodation place through communication channels as they do not fully trust the online information. They need confirmation that the accommodation is accessible and that it offers accessible rooms, toilets, and showers, ramps, etc. However, some individuals find that only verbal confirmation is not enough, so they may ask the staff to send pictures. The vast majority of participants stated that they benefit from the experience of their friends with orthopedic disabilities for travel planning.

Travelers with orthopedic disabilities use their own private vehicles and the above-mentioned planning processes to minimize their travel concerns.

They said that they prefer using their own vehicles for long-distance trips. Participants stated that they prefer planes over other means of transportation because they provide adequate quality of service. People with physical disabilities stated that they prefer high-speed trains too as their number and accessibility levels have increased in recent years.

Buses, which are the most common vehicles in our country, are classified as the least preferred vehicles or vehicles preferred as last resort as they are not accessible due to having multiple steps. Also, participants stated that they do not prefer trains or stations other than high-speed trains unless it is necessary since those are not accessible.

Note: Accessibility practices in planes and high-speed trains of different locations and companies may differ from each other, so it is best to contact them beforehand.

The common view is that rail systems are accessible in urban transport. Participants added that the lately purchased ferries and public transport buses are also accessible. They noted that some cities provide information about accessible public transport and places through their mobile apps.

Private chartered buses are widely used for urban and intercity transport for group trips of disability sports teams and cultural trips etc. People with orthopedic disabilities who travel with private vehicles take breaks in one-level facilities without stairs, or in places with gas stations that offer accessible toilets up to disability access standards.

They primarily prefer accessible places and places they can comfortably move using their mobility aids (wheelchair, crutches, etc.). They avoid accommodations with polished and slippery floors. Their accommodation preferences vary according to their own tastes and lifestyles too.

Some participants prefer smaller accommodations with little walking distance within the facility such as boutique hotels, whereas some prefer larger accessible places with plenty of social reinforcement areas.

They contact the facility to see whether they have special accessibility accessories such as pool elevator and beach chair for people with disabilities. All participants pay special attention to checking the features of the accessible room. They say that the travelers themselves should enter the room and check the quality status of accessibility features such as shower benches and grab bars.

Individuals, especially when traveling for sports and business meetings, sometimes come across hotels that are not accessible or hotels with no available accessible rooms. In such cases, they request durable shower chairs, etc. from the facility administration. Participants added that they sometimes change the location of the furniture to increase their movement space. If they cannot shower in the room due to lack of accessibility, they can resort to alternative aids such as a hair washing cap.

Participants stated that they liked reading books, exploring local cuisine and culture, visiting museums and archaeological sites, visiting thermal facilities, taking boat trips if possible, and participating in adventure activities in their leisure.

They noted that in recent years, some museums, ancient sites, and similar locations have been working to increase their accessibility and that they might get the unexpected opportunity to see these wonderful new sites too.

Problems People with Orthopedic Disabilities Face and Their Solutions



Participants stated that they used the complaint mechanisms of the facilities or institutions where they face problems. They added that they are solution-oriented when trying to overcome problems together with their carer, family, or friends with whom they travel, or helpful citizens nearby when alone.

In the case of miscommunication, some said that they get help from their family, friends, and people nearby to find a solution, while some said that they file a complaint to the institution.

Many participants stated that they report the travel issues either to the administration of the institution, or the related official authorities such as the municipality or the governorship.

They said that they use constructive and solution-oriented language while filing a complaint. They add that this method not only mostly solves their problems, but also facilitates the continuation of the relationship.

People with disabilities travel despite all kinds of difficulties. Participants in the study said that they have faced numerous difficulties during their travels, but they will continue traveling despite this.

TRAVEL EXPERIENCES OF PEOPLE WITH VISUAL IMPAIRMENTS



This section was prepared with information from individuals with visual impairments who travel at least once a year.

People with visual impairments refer to travel blogs, websites of travel agencies, and similar websites when planning their trips. Planning is their priority for travel related concerns. They take into account the online comments on the location and the experiences of their friends who visited there before while planning the trip.

Participants emphasized the importance of using navigation to overcome concerns about their travel route. They recommend using the BlindSquare app. This app simulates the surroundings of the destination to give the user an idea about the destination environment, as it is important for individuals with visual impairment.

Google Offline Maps is among other frequently used apps. The "Move It" app is another example as it offers mapping.

Travelers with visual impairments prepare simple daily use words and phrases in Braille notes in the destination country's language before leaving.

Detailed planning examples above minimize their travel concerns. Travelers with visual impairments prefer all means of transport including air, land, and train. The determining factor here is the economic amenities provided. It is equally important that the company selling the tickets has an accessible website.

Travelers with visual impairments are particular about getting online services without needing help. Attaching distinguishing objects to their luggage is important when traveling by plane. Those objects can be technological devices such as wireless key finders as well as attaching a note to the luggage that can be easily seen from afar and getting an easily distinguishable suitcase with bright colors or an unusual appearance.

Travelers are recommended to use the navigation system within the compounds of crowded and large places such as airports and bus stations if those offer one. If not, it is recommended to only ask the official staff for help to avoid adverse situations. This is also recommended for rest stops along the way for land transport.



Some participants specified that they prefer accessible toilet rooms in all rest stops because they think those are more hygienic and easier to find even though they are aware that those are designed for people with physical disabilities.

Participants emphasized that rail systems are easier to travel within the city compared to other public transportation means. They state that they frequently use public transport apps on their mobile phones especially when using urban transport.

Their accommodation preferences vary according to their own tastes and lifestyles too. But proximity to public transport, especially to rail systems is an essential factor.

Hotel orientation is the most important aspect. Participants said that they stick a tape on the correct side of their room door cards to distinguish it. They said that they check whether the room number plate is tactile, and where it is mounted. If the plate is not tactile, they resort to leaving a clue for themselves to distinguish their door by sticking an object to it or memorizing its number and location. They also ask room service to not change the room orientation, so that hygiene products, TV remotes, etc. stay in the same spot. They emphasized that it is crucial to know where frequently used components like stairs and elevators etc. are situated. They make sure to get an orientation from the hotel staff to get familiarized with social equipment areas such as pools and restaurants to make full use of the facilities. They added that considering the problems that may occur especially on abroad trips, they make sure to always carry their hotel card, and have the address directions written down in the local language when leaving the hotel to visit somewhere during the trip.

They also noted that if they travel with a tourism agency, knowing the location of their office and having their contact information makes the trip significantly smoother.

Participants said that they read books; explore local cuisine and culture, visit museums, archaeological sites; and participate in activities like parachuting, canoeing, and boating in their free time during their travels. Although individuals with visual impairment sometimes may abstain from activities like canoeing, they emphasized they did not encounter serious problems. Also, they prefer open-air museums as there is no touch barrier.

Problems People with Visual Impairment Face and Their Solutions

Participants with visual impairments stated that during travels, they have the most difficult time on beaches. They said that they plant their white cane vertically to the ground near their belongings and ask for assistance from helpful people nearby to find them after getting out of the sea. Another method is leaving the belongings near water sports equipment and vehicles or near the depth indicating rope to find them easier.

They noted that they use tools such as bells, tags, wireless doorbells, and BlindSquare thanks to technological advancements.

People with limited vision mentioned that they inform people of their disability and ask for help to overcome the problems they face because of not being considered visually impaired. They stated they used the complaint mechanisms of the facilities or institutions where they face problems.

They added that they are solution-oriented when trying to overcome problems together with their carer, family, or friends with whom they travel, or helpful citizens nearby when alone.

In the case of miscommunication, some said that they get help from their family, friends, and people nearby to find a solution, while some file a complaint to the institution.

Many participants stated that they report the travel problems either to the administration of the institution, or the related official authorities such as the municipality or the governorship. They said that they use constructive and solution-oriented language while filing a complaint. They mention that this method not only mostly solves their problems, but also facilitates the continuation of the relationship.

People with disabilities travel despite all kinds of difficulties. Participants in the study said that they have faced numerous difficulties during their travels, but they will continue traveling despite this.

TRAVEL EXPERIENCES OF PEOPLE WITH INTELLECTUAL DISABILITIES



This section was prepared with information from the carers of the participants.

The most important point in this section is that all planning and travel processes are made by carers or group managers of the person with the disability. Carers of people with intellectual disabilities stated that they do their research on the internet when planning their travels. They plan the trip primarily by taking into account the hobbies and phobias of the person with the intellectual disability.

Since people with intellectual disabilities enjoy being together with their friends and prefer traveling as a group, carers stated that they plan their trips accordingly.

Participants added that the people with intellectual disabilities travel individually as well. After deciding on the destination, carers contact the facility and confirm the activities that the person with intellectual disability likes. They also check if there is anything that the person with intellectual disability particularly dislikes such as birds etc.

They start the preparation process by creating templates for the person with intellectual disability by showing pictures of the destination and fun alternatives 10 -15 days before the trip after booking.

Relatives of the person with the intellectual disability state that they minimize their concerns beforehand by making detailed research so that they can have a pleasant vacation. Their first choice for travel is private vehicles. Participants said that they use public transport such as planes, trains, and buses in cases where a private vehicle cannot be used.

If a man with an intellectual disability is accompanied by his mother, they prefer the accessible toilets located separately.

Since people with intellectual disabilities get bored of staying in the same place for a long time, participants noted using their right to get in front of the queue while getting their tickets, etc.

Carers state that the likes and dislikes of the person with intellectual disability are the decisive factors when planning the trip. Their accommodation preferences vary according to their own tastes and lifestyles too.

They added that individuals with intellectual disabilities usually enjoy musical entertainment locations as well as participating in different fun activities and that they evaluate their options accordingly.

Participants said that they like taking photographs, exploring local cuisine and culture, visiting museums and archaeological sites; and participating in activities like parachuting, canoeing, and boating in their free time during their travels. They added that they do not prefer package tours as those are fast and stick to a certain plan, and this causes them trouble keeping up with the tour.

Problems People with Intellectual Disabilities Face and Their Solutions

Participants stated that they receive undesirable reactions when people with intellectual disabilities act outside what society defines as normal during their trips. They added that sometimes facilities do not understand that people with intellectual disabilities would need a carer's help, and some unfavorable situations happen like two men with intellectual disabilities being given the same room instead of staying with their respective carers.

Participants emphasize that a large part of the problems they encounter can be solved by constructive communication. They added that they can overcome all their travel problems by knowing the person with the intellectual disability well and monitoring them without creating distress for them.

Participants stated that they used the complaint mechanisms of the facilities or institutions where they face problems. They added that they are solution-oriented when trying to overcome the problem together with their carer, family, or friends with whom they travel, or helpful citizens nearby if they are traveling alone.

In the case of miscommunication, some said that they get help from their family, friends, and people nearby to find a solution, while some file a complaint to the institution.

Many participants stated that they report the unfavorable situations they face during their travels either to the administration of the institution, or the related official authorities such as the municipality or the governorship.

They add that they use constructive language act solution-oriented while filing a complaint. They mention that this method not only mostly solves their problems, but also facilitates the continuation of the relationship.

Families with people with intellectual disabilities travel despite all kinds of difficulties. Participants stated that they have faced numerous difficulties during their travels, but all said that they will continue traveling despite this.

TRAVEL EXPERIENCES OF PEOPLE WITH HEARING IMPAIRMENT



This section was prepared with information from individuals with hearing impairment who travel at least once a year.

People with hearing impairment often research on the internet when planning their trips. They follow social media accounts created by people with hearing impairment to make plans.

The vast majority of participants stated that they benefit from the experiences of friends with hearing impairment for travel planning. They also get assistance from sign language interpreters.

If they know an interpreter in their destination location, they plan the trip in a way that will allow them to reach the interpreter in difficult situations.

People with hearing impairment prefer planes as they are more comfortable, but they added that the transportation does not matter to them as they do not have physical accessibility issues. They noted prioritizing firms according to the advice they get from related institutions and other people with hearing impairment.

People with hearing impairment said that they love traveling. They noted that they like places where they can take photos, explore local cuisine and culture, visit museums and archaeological sites, take boat trips, and participate in adventure activities. They specifically prefer places that offer sign language interpretation.

Problems People with Hearing Impairments Face and Their Solutions

People with hearing impairment overcome problems with the help of their carers, family, or friends they participate in the trip together. However, people who travel individually stated that they solve their problems by writing or calling available sign language interpreters.

They stated that they make all of their complaints through social media, claiming this is more effective. People with hearing impairments travel despite all kinds of difficulties. All participants unanimously stated that they will continue traveling although it is challenging.

TOURISM RIGHTS OF PEOPLE WITH DISABILITIES



How Do Intercity Bus Companies Apply Disability Discounts?

According to Article 56 paragraph 11 of the General Directorate of Highways of Turkey, all intercity bus companies apply a discount for passengers with %40 and up disability. In buses with 20 seats, bus companies apply a 40% discount to 1 passenger who provides a document of having 40% disability. The same discount applies to 2 passengers in buses with more than 20 seats. If there is more than 1 passenger with a disability in buses with 20 seat capacity, other passengers who document their disability will get 30% discount. If there are more than 2 passengers with disabilities in buses with more than 20 seats, each of the rest will get a 30% discount.

Authorization certificate holders who do not comply are issued 5 warnings (January 8, 2018, Official Gazette no: 30295)¹. This discount is a legal right of people with disabilities and bus companies do not have a right to reject it although they often attempt to.

Where to Buy a Bus Ticket with a Disability Discount?

Bus tickets for passengers with disabilities cannot be purchased through call centers or the websites of the companies. You must purchase them from ticket counters with your disability report or any official document of your disability. Buses do not apply a discount for carers.

What Rights Do Passengers with Disabilities Have in Airlines?

Article 10 of REGULATION ON AIR PASSENGER RIGHTS (SHY-PASSENGER)² by the General Directorate of Civil Aviation under the Ministry of Transport and Infrastructure published on December 3, 2011, defines the rights of service. When referred to this article, the following services shall be provided to passengers free of charge.

a) According to the waiting period;

(1) Hot and cold beverages at reasonable amounts for the delays between two and three hours,

(2) Breakfast or lunch depending on the time of the day in addition to hot and cold beverages for the delays between three and five hours,

(3) For delays for five hours and more, additional hot and cold beverages and snacks in addition to hot and cold beverages with breakfast or lunch depending on the time of the day.

b) In situations where one night, multiple nights, or additional accommodation is necessary for the passenger, accommodation at a hotel or an appropriate accommodation facility.

c) Transportation between the airport and the accommodation place (hotel, etc.).

(2) In addition to the services stated in paragraph one, offering two phone calls, fax messages, or e-mail services without any charge and time limitation is compulsory.

(3) The air transport operator performing the flight shall be liable to pay special attention to meet the requirements of **people with restricted mobility especially** and their accompanying person, and children who travel alone.

Airlines have a liability to inform passengers of their rights according to **Article 15**. According to this;

(1) The air transport operators performing the flight shall be liable to enable a legible notice in English and in Turkish which clearly states "Please request the text from the check-in counter or boarding gate which states your rights for the service you will be provided in the case that your boarding is denied, your flight is canceled or delayed at least for two hours" during the check-in.

(2) The air transport operator which denies boarding of the passenger or cancels a flight shall be liable to make a written notification to each affected passenger stating the compensation and assistance rules under the Regulations hereby. Moreover, the air transport operators performing the flight shall be liable to inform each passenger who is affected by at least a two-hour delay within this scope verbally, in writing, or via electronic means.

(3) When the provisions stated in the article hereby are applied to **people with visual impairments**, appropriate alternative methods shall be used.

Article 12 of the regulation emphasizes that taking special measures for people with limited mobility or special needs is compulsory. According to this;

(1) The air transport operators of the flight shall give priority to the transportation of the people with restricted mobility and their accompanying person and guide dogs certified to accompany and children traveling alone.

(2) In case of denied boarding, cancellation, and all kinds of delays, people with restricted mobility and their accompanying person and children traveling alone shall be entitled to be provided service as soon as possible per the provisions of Article 10.

How Do Airline Companies Apply Discount To Passengers with Disabilities?

Turkish Airlines (THY) apply a discount rate of 20% on domestic flights and 25% on international flights to passengers with 40% or up disability. In addition, if passengers present a doctor's report which states that they "must travel with a companion" (refakatçi ile seyahat etmelidir) or an ID card that states "has the right to a companion in transportation" (ulaşımda refakatçi hakkı vardır), their carer will receive 20% discount as well on all domestic flights except promotional tickets. The disability report must be entered into the system in advance for the discount to work in mobile apps and/or website purchases.

Miles & Smiles members with disabilities only have to register with their disability report once to enjoy this discount throughout their membership. Disability discount applies to transfer flights as well, but it cannot be combined with other discounts. Tickets with disability discounts can be changed and refunded.

Only THY applies disability discounts. However, Sun Express offers a seat for disability ID holders and 1 carer free of charge. Per the safety rules, passengers with walking disabilities and seriously ill patients are not allowed to sit in the following seats: front rows/emergency exit rows/corridor seats.

What Other Disability Services Airlines Offer?³

Airport staff transfers passengers who need stretchers or wheelchairs between the plane and the airport free of charge. Passengers must request stretchers or wheelchairs 48 in advance of the flight through the airline's reservation channels. Passengers who need special services can enjoy priority during check-in, passport, and boarding if they request.

Passengers with disabilities or with restricted mobility are accommodated at front seats and window seats, and they enter the aircraft first whenever possible.

Passenger with visual and hearing impairment:

- Passengers with visual or hearing impairment can travel alone without any medical reports. However, passengers with both visual and hearing impairments are required to travel with a carer.
- Passengers with hearing impairment can receive live chat support and sign language interpreting at THY.
- Guide dogs and emotional support dogs can enter the aircraft free of charge. Passengers must make reservations for their emotional support dogs and guide dogs 48 hours in advance of departure. The dogs have to sit with their owners without a cage throughout the flight and have to be clean.
- Guide dogs must have valid medical, ID, and vaccination documents. If the destination country requires any other documents, the passenger should provide them as well.

Passengers with Intellectual Disabilities:

- People with intellectual disabilities are required to travel with a carer.

Passengers who must fly with medical equipment and take medication during flight:

Some medical equipment that you may need during the flight is available in cabins per standard. You can use some of your personal medical equipment during the flight.

- **Oxygen tanks**

It is not possible to use your own oxygen tank on flights due to safety reasons. You can use the medically certified oxygen tanks provided for the flight per the minute rate specified in your doctor's report. You must make your oxygen tank request at least 48 hours in advance.

- **Breathing Apparatus**

Your personal breathing apparatus, the POC (Portable Oxygen Concentrator) or the CPAP (Continuous Positive Airway Pressure: a device to keep the upper respiratory tract open) must be FAA (Federal Aviation Administration) approved. You can use your breathing apparatus anytime you need, except during takeoff and landing.

The following medical equipment is not restricted, but please make sure to inform the airline in advance if you will need to use these:

- Medical ventilation device (air purifier),
- Respirator (breathing device),
- Dry ice (solid carbon dioxide) (maximum 2.5 kg per person) (used for keeping medical materials cold.)
- Special transportation containers cooled by liquid nitrogen (used to keep medical materials cold.)
- Battery-powered portable medical devices (the following and similar devices)

1. AED (Automated External Defibrillators)

You can use the specified amount. You must make your oxygen tank request at least 48 hours in advance.

2. Nebulizer

3. Sleep Apnea Device

4. Dialysis machine

***Only medical devices up to dimensions of 84 x 120 cm are allowed on board.

***The following devices are not accepted on flights per the safety rules:**

- Liquid battery-powered wheelchair (WCHBW) - because it contains fluid battery
- Liquid oxygen-powered systems (such as liquid oxygen cylinders)

- **Medication**

Diabetic passengers can take all their diabetes medication during the flight without showing a report. However, you need to provide a prescription for taking medication for other diseases during flight.

What other services are offered to passengers with disabilities at the airport?

- HAVAŞ airport shuttle buses are free for passengers with disabilities.
- Passengers with disabilities can park their private vehicles free of charge for up to 15 days in airport parking lots. They will be charged with the standard rate for periods exceeding 15 days.
- Passengers who need a wheelchair and/or carer support can request a wheelchair and a carer from the related support desks in the airport.

- Many airports allow passengers with disabilities to pick up their luggage quickly from the priority baggage pickup point.
- Istanbul Airport offers some additional services that are not available at other airports in Turkey. These services can be summarized as:
 - a.** People with hidden disabilities such as autism, dementia, anxiety disorder, and speech impediments wear the Sunflower Lanyard Card so that the trained airport personnel can recognize them. This way, the personnel will know that they may need more support, understanding, and time during certain procedures. Sunflower lanyard cards are available free of charge at the information desks.
 - b.** ‘You can request assistance from ‘Assistant Call point’ booths at the entrance of the airport.
 - c.** Passengers with visual impairments can move independently through the entire airport without a companion by using their white canes, mobile app support, and the tactile floor of the accessible route.

d. The airport offers a ‘Special Passenger Service Point’ and a ‘Very Special Guest Room’. Passengers who are hypersensitive to and get negatively affected by ambient sound, crowds, and other environmental stimuli can rest there. You must apply at least 48 hours in advance to use these rooms. You will not need to apply again in the future as you can use this service free of charge in the future using the card you will receive during your first application.

e. The airport offers an adult changing room near the G3 door, so passengers who need to change in bed can do so conveniently in this room.

How Do Railways Apply Disability Discounts?

People with disabilities can get reserve seats free of charge in all Turkish State Railways (TCDD) trains, including High-Speed Trains (HST).

TCDD Taşımacılık A.Ş. and/or agency may not refuse selling tickets to people with disabilities and/or limited mobility or impose a carer obligation.

Transportation of passengers with disabilities/limited mobility and their carers or their certified guidance dogs and children between the ages of 13-18 traveling alone are prioritized in trains. Guide dogs of passengers with visual impairments enter the train free of charge and sit next to the passenger provided that the dog has a muzzle and the required medical documents.

Passengers with visual or hearing impairments have a right to receive information through visual and auditory systems that are up to standards.

How can passengers with disabilities use their right to a carer travel companion?

Passengers with disabilities have to present an ID card issued by the Ministry of Family and Social Services stating that the person has the right to a carer in transportation (ULAŞIMDA REFAKATÇİ HAKKI VARDIR) to use their right of free or discounted transportation with their carers.

What facilities are provided for passport procedures?

Individuals with disabilities and serious illnesses that prevent them from coming to passport application offices on their own, individuals who are on life support or too old of age and in similar situations with valid excuses who are aware of their civil liabilities can benefit from certain facilitations in passport procedures.

Those are as follows for e-passports: preparation of necessary documents and their e-passport application form will be processed after ID verification by an appointed civil servant at a location of applicant's choosing. Governorships are informed on how these applications will be processed.

How Do Intercity Transportation Vehicles Apply Disability Discounts?

Public buses, railways (subways, trams, funiculars, etc.), and sea transportation provide free services to passengers who provide a document that shows they have 40% or more disability. Carers use transportation free of charge when accompanying a passenger with a report that states they have a severe disability (Ağır Engelli).

The rights of people with disabilities to park their private vehicles in municipal parking lots in the city may differ between different municipalities.

For example, car owners with a license stating that they have a disability may use roadside parking garages free of charge for 3 hours a day, and multi-story car parks and open parking lots 8 hours a day in Istanbul by registering (1) private car of their own to İSPARK AŞ.

When the free use period is exceeded, the driver and/or the license holder will pay the standard fee for the exceeded period.

Izmir Metropolitan Municipal Council recently announced that people with disabilities can pay ₺6 for 0-12 hours and ₺8 for 12-24 hours by getting a disability parking card from the General Directorate of Traffic Division Office (Emniyet Trafik Şube Müdürlüğü) in Yenışehir district if the disability status is not specified on their plate or license.

Disability Discount in Museums and Archaeological Sites

Entry to museums and archaeological sites operated by the Ministry of Culture and Tourism is free for visitors with disabilities and a carer under "Directive Regarding the Procedures and Principles to be Issued for Entrance to Museums and Archaeological Sites". Visitors can enjoy this right by only showing their disability ID card.

Disability Discount on Entry to National Parks, Nature Reserves, and Nature Parks

Entry to museums and archaeological sites operated by the Ministry of Culture and Tourism is free for visitors with disabilities and a carer under "Directive Regarding the Procedures and Principles to be Issued for Entrance to Museums and Archaeological Sites".

Visitors can enjoy this right by only showing their disability ID card.

Disability Discount on Entry to National Parks, Nature Reserves, and Nature Parks

Entry to national parks, nature reserves, and nature parks operated by the Ministry of Agriculture and Forestry is free for visitors with disabilities if they present their disability ID or documents in the entry. They also enjoy a 50% discount on tent and caravan site fees.

What are the features of the accessible guest room in accommodation facilities?⁴

As of 6.06.2011 “Communique on Implementation of the Regulation on the Certification and Qualification of Tourism Facilities” set standards that must be provided for visitors with physical disabilities in tourism facilities.

According to the communique published by the Ministry of Culture and Tourism; 80-room hotels should have at least 1, 200-room hotels should have at least 2, 300-room hotels should have at least 3 accessible rooms. The minimum number of accessible rooms increases by 1 per 100 rooms.

***You can direct your questions and requests about accessible rooms to the hotel staff and request detailed information and photos about the features of the room before making a reservation.**

How Do Teacher Houses Apply Discount to Guests with Disabilities?⁵

Article 25 of the Ministry of National Education Regulation on Teacher Homes and Evening Art Schools which was finalized on April 29, 2021, states that; Guests with disabilities and their carer with whom they will stay in the same room may receive a 40% discount when they document their 40% or up disability provided the price is not less than the minimum price set in that year's Communique on Social Facilities under Regulation on Disability Assessment of Adults published in Official Gazette no: 30692 dated 20/2/2019 for guests over 18 years, and under Regulation on Special Needs Assessment of Juveniles published in Official Gazette no: 30692 dated 20/2/2019 for guests under 18 years. There is at least one accessible room in the facilities.

What are the consumer rights of people with disabilities for holiday reservations?

Consumer rights in Turkey are protected by Consumer Protection Law No. 6502. However, as Ayşegül Domanıç Yelçe states in her article dated May 17, 2021, in Hurriyet newspaper⁶ that, neither this law nor the " Law on Disabled People and on Making Amendments in Some Laws and Decree Laws" have any regulations on the consumer rights of people with disabilities.

In this law, rights to holiday reservations are limited to obligations under service contracts and are limited to considerations specified in Articles 50 and 51.

COMPLAINT MECHANISMS:

You can use various complaint mechanisms when faced with problems regarding tourism services.

A. If you face a problem regarding your rights protected by the law on Consumer Protection Law No. 6502, you can apply to consumer arbitration committees. You can find detailed information in the following Q&A⁷:

What are the monetary limits that determine the mandate of consumer arbitration committees?

Application limits that determine the mandate of consumer arbitration committees are specified by consumer dispute values according to the revaluation rates announced by the Ministry of Treasury and Finance every year. Under this scope, in non-metropolitan municipalities, disputes under ₺11.330 are resolved in provincial consumer arbitration committees. In metropolitan municipalities, disputes between ₺7.550 and ₺11.330 are resolved in provincial consumer arbitration committees, while disputes under ₺7.550 are taken to district consumer arbitration committees for the year 2011.

For 2021, disputes over ₺11.330 cannot be taken to consumer arbitration committees. The cause of action of those disputes are taken respectively to mediation board and consumer courts under Article 73/A of Consumer Protection Law No. 6502; and to civil courts of first instance where there is no consumer court.

How to apply to consumer arbitration committees?

You can apply to consumer arbitration committees personally or through a lawyer; in person or on the e-Devlet website by Consumer Information System (TÜBİS) (<https://tuketicisikayeti.ticaret.gov.tr>). You can apply by submitting a petition on the dispute and the related evidential documents if there is any to the consumer arbitration committee. Applications to consumer arbitration committees can be made using the application form on the website of the Ministry of Trade.

Applicant's name, surname, ID number, address and additional contact information, the request, the value of the dispute in Turkish Lira, and information about the subject of the complaint must be included in applications not made through the application form. If the dispute value is in foreign currency, it will be converted to Turkish Lira based on the effective foreign exchange sale rate set by the Central Bank of the Republic of Turkey on the date of application.

Electronic applications must be made through TÜBİS. The application form must be completely filled in, and information and any additional documents must be uploaded to the system to be valid.

Which consumer arbitration committees can I apply to?

You can apply to the Consumer Arbitration Committee where you are residing or where the transaction was made.

For more detailed information go to

<https://ticaret.gov.tr/tuketici/tuketici-hakem-heyetleri/sikca-sorulan-sorular> website and see the FAQ prepared by the Ministry of Trade on consumer arbitration committees and consumer contracts.

You can see an example of a consumer arbitration committee application form on:

<https://tuketici.ticaret.gov.tr/yayinlar/basvuru-formlari> website.

CIMER Presidential Communications Center

You can submit your requests, suggestions, and complaints to the Presidential Communications Center (CIMER) for public practice problems you encounter when using tourism services. Applications must be in Turkish.

Who can apply?

-Citizens Of the Republic of Turkey.

Who can apply to consumer arbitration committees?

Natural persons over the age of 12 with the ability to distinguish, Turkish citizens living abroad, individuals who lost their Turkish citizenship by renunciation, citizens with blue cards, citizens with dual citizenship, and interdicted citizens with the ability to distinguish can apply to CIMER.

Private legal persons can apply with the title, address, and authorization certificate of the legal person through an authorized person. By the provisions of Law No. 4982 Right to Information, the information or documents that foreign legal persons operating in Turkey request from public institutions must be related to them or their areas of activity.

Foreigners can apply by letter or fax by international conventions on the basis of reciprocity.

CIMER Presidential Communications Center

How to apply?

- **Electronic applications:** You can apply directly on www.cimer.gov.tr by filling out the relevant sections on the website. You can quickly access the application by going to www.turkiye.gov.tr (e-Devlet website) and typing “CIMER” in the search section.

Can I apply directly to any institution I want?

On electronic applications, you can send your application directly to the institution you want by clicking on the button that says "Başvurunuz, CİMER aracılığıyla en kısa sürede sonuçlandırılmak üzere seçeceğiniz kuruma doğrudan iletilecektir" (Your application will be directed to the institution you choose for a response within the shortest time) after filling out the form. If you do not know which institution will process your application, choose the Directorate of Communications.

Your application will be redirected to the relevant public institution after the Directorate of Communication evaluation.

Note: in your tourism complaints:

A- Choose the Ministry of Culture and Tourism for your complaints about hotels, museums, cultural areas, etc.

B- Choose the Ministry of Transport and Infrastructure for your complaints about transportation.

C- Choose the Ministry of Family and Social Services for all accessibility complaints.

You can file 1 application per day to CİMER by phone and by electronic application. Electronic application text is limited to 1,500 characters. Writing the application subject to the related text field is required for electronic applications to CİMER.

There is also an option to add a file, screenshot, or photo to the application for support.

You can hide your identity and contact information when filing a notification to CIMER. CIMER authorities can also hide this information if necessary. However, you cannot hide your identity and contact information in complaint applications.

- **Application by phone (ALO150):**

When you call ALO 150, a CIMER official in the City Governorship will record your application, ask directing questions and redirect your application to the related institution or send it to the Directorate of Communications for evaluation.

- **Letter-Fax:**

You can apply by a letter or fax addressed to the Directorate of Communications. You can send those to the correspondence address written on the www.iletisim.gov.tr website.

- **Personal Application:**

You can also apply personally through public relations offices in the Presidency, Ministry, City Governorship, and District Governorship. All applications must be in Turkish.

My application was not answered, what should I do?

If the subject of your petition was a specific request, complaint, or notice and you have not received an answer in thirty (30) days, you can apply to CIMER that you have not received a response. In this case, the application is referred back to the relevant institution with a request to reply affirmatively or negatively as soon as possible within the legal period, and the institution will receive a warning if they do not respond.

If you still have not received a response to your application although a long period of time has passed, you will be informed about your legal rights in this situation. You can file a complaint to start criminal proceedings against the competent authorities who do not respond to the petition. If you believe that you suffered damage because of this, you can also file a claim for damages against interested parties.

In addition, you can submit your complaint to the Ombudsman Institute about the failure of the administration to respond. (see: www.ombudsman.gov.tr for more information)

Per the provisions of the Right to Information Law, you can refer to the judicial authority if the institution does not respond.

Before applying to the judicial authority, you can file an appeal to the Board on Access to Information in writing no later than seventy-five (75) days as of the date of filing the application that did not receive a response.

For more information on CİMER:

<https://www.cimer.gov.tr/50sorudacimer.pdf>

Online Portals for Complaints and Comments:

Many businesses, especially corporates look up their company on search engines and read comments on complaint portals and social media channels to resolve those problems. You can also notify them of your problem or appreciation this way.

Most Popular Complaint and Comment Portals:

A-Reviews on search engines such as Google and Yandex,

B- Tourism traveler portals like TripAdvisor,

C- Complaint portal “şikayetvar.com” which is used extensively in Turkey,

D-Social media: you can also share your positive or negative reviews from social media accounts like Facebook, Instagram, and Twitter.

LIST OF ACCESSIBLE BEACHES IN TURKEY

*Beaches with facilities up to Blue Flag standards for people with disabilities are listed below. Our association does not have any connection with the beach operators listed, this section has only informational purposes. Therefore, we recommend contacting the relevant business before leaving for confirmation to avoid any unfavorable situations.

** All beaches on the list **have accessible toilets, lounge chairs, and umbrellas.**

PROVINCE	DISTRICT	Beach/Yacht/Marina	Accessible Restroom Location	Swimming Option
Antalya	Alanya	Grand Kaptan Hotel	Beach & facility	Floating lounge chair
Antalya	Alanya	Sunprime C-Lounge Hotel	Facility	Floating lounge chair
Antalya	Manavgat	Ali Bey Club Manavgat	Beach & facility	Floating lounge chair
Antalya	Manavgat	Boğaz Hotel	Beach & facility	Floating lounge chair
Antalya	Manavgat	Ali Bey Resort Sorgun	Beach & facility	Floating lounge chair
Antalya	Manavgat	Mira Mare Hotels	Beach & facility	Floating lounge chair
Antalya	Manavgat	Mira Mare Hotels	Beach & facility	Floating lounge chair
Antalya	Manavgat	Commodore Elite	Beach & facility	Floating lounge chair
Antalya	Manavgat	Monachus Elite	Beach & facility	Floating lounge chair
Antalya	Manavgat	Kamely World	Beach & facility	Floating lounge chair
Antalya	Manavgat	Side Sun Bella Resort	Beach & facility	Floating lounge chair
Antalya	Serik	Papillon Zeugma	Beach & facility	Floating lounge chair
Antalya	Serik	Limak Atlantis Hotel	Beach & facility	Floating lounge chair
Antalya	Serik	Voyage Belek Golf	Beach	Floating lounge chair
Antalya	Serik	Limak Arcadia Golf Resort	Beach & facility	Floating lounge chair
Antalya	Serik	Calista Luxury Resort	Beach & facility	Pier elevator
Antalya	Serik	Club Megasaray	Beach & facility	Floating lounge chair
Antalya	Serik	IC Hotels Green Palace	Beach & facility	Floating lounge chair
Antalya	Serik	Adalya Elite Lara	Beach & facility	Floating lounge chair
Antalya	Serik	Limak Lara De Luxe Hotel	Beach & facility	Floating lounge chair
Antalya	Muratpaşa	Büyükşehir Bld. Lara Ekdağ Plajı	Beach	Floating lounge chair
Antalya	Muratpaşa	Karpuzkaldıran Özel Eğitim Merkezi	Beach	Disability Elevator
Antalya	Konyaaltı	Sahil Antalya Yaşam Parkı 1	Beach	Floating lounge chair
Antalya	Konyaaltı	Sahil Antalya Yaşam Parkı 2	Beach	Floating lounge chair
Antalya	Konyaaltı	Sahil Antalya Yaşam Parkı 3	Beach	Floating lounge chair
Antalya	Konyaaltı	Sahil Antalya Yaşam Parkı 4	Beach	Floating lounge chair
Antalya	Konyaaltı	Sahil Antalya Yaşam Parkı 5	Beach	Floating lounge chair

PROVINCE	DISTRICT	Beach/Yacht/Marina	Accessible Restroom Location	Swimming Option
Antalya	Konyaaltı	Sahil Antalya Yaşam Parkı 6	Beach	Floating lounge chair, pier elevator
Antalya	Konyaaltı	Sahil Antalya Yaşam Parkı 7	Beach	Floating lounge chair
Antalya	Konyaaltı	Sahil Antalya Yaşam Parkı 8	Beach	Floating lounge chair
Antalya	Konyaaltı	Büyükşehir Bld. Konyaaltı Halk Plajı 9	Beach	Floating lounge chair
Antalya	Konyaaltı	Büyükşehir Bld. Konyaaltı Halk Plajı 10	Beach	Floating lounge chair
Antalya	Konyaaltı	Büyükşehir Bld. Sarsu Plajı	Beach	Floating lounge chair
Antalya	Konyaaltı	Büyükşehir Bld. Kadınlar Plajı	Beach	Floating lounge chair
Antalya	Kemer	Büyükşehir Bld. Beldibi Atatürk Plajı Parkı	Beach	Floating lounge chair
Antalya	Kemer	Grand Park Kemer Hotel	Beach & facility	Sea Ramp
Antalya	Kemer	Amara Prestige Elite	Beach & facility	Floating lounge chair
Antalya	Kemer	Alkoçlar Kemer Exclusive	Facility	Sea Ramp
Antalya	Kemer	DoubleTree by Hilton Antalya Kemer	Beach & facility	Sea Ramp
Antalya	Kemer	Maxx Royal Kemer	Beach & facility	Floating lounge chair
Antalya	Kemer	Limak Limra	Beach & facility	Floating lounge chair
Aydın	Didim	Aquasis De Luxe Resort & Spa	Beach	Sea Ramp
Aydın	Didim	Büyük Anadolu Didim Resort	Facility	Sea Ramp
Aydın	Kuşadası	Ephesia Hotel	Facility	Sea Ramp
Çanakkale	Merkez	Kepez Bld. Halk Plajı	Beach	Sea Ramp
Çanakkale	Merkez	Çanakkale Barış Halk Plajı	Beach	Sea Ramp
Düzce	Akçakoca	Çuhallı Aile Plajı	Beach	Floating lounge chair
İzmir	Çeşme	Alaçatı Beach Resort & Spa	Beach	Sea Ramp
İzmir	Karaburun	Kuyucak Halk Plajı	Beach	Floating lounge chair, sea ramp
İzmir	Urla	Kum Denizi Halk Plajı	Beach	Sea Ramp
İzmir	Foça	Karakum Halk Plajı	Beach	Sea Ramp
Mersin	Erdemli	Kızkalesi Halk Plajı	Beach	Sea Ramp
Muğla	Bodrum	Sea Garden 1	Facility	Sea Ramp
Muğla	Bodrum	Sea Garden 2	Facility	Sea Ramp
Muğla	Bodrum	Kempinski Hotel Barbaros Bay	Facility	Sea Ramp
Muğla	Bodrum	Bardakçı Koyu Azka Hotel	Facility	Sea Ramp
Muğla	Bodrum	Voyage Bodrum	Facility	Sea Ramp
Muğla	Bodrum	Magnific Hotel	Facility	Floating lounge chair, sea ramp
Muğla	Bodrum	Isis Hotel	Facility	Sea Ramp
Muğla	Bodrum	Bodrum Bld. Özgür Halk Plajı	Beach	Floating lounge chair, sea ramp
Muğla	Bodrum	Kumbahçe Halk Plajı	Beach	Sea ramp for visual impairments
Muğla	Bodrum	Kefaluka Resort	Facility	Pier elevator
Muğla	Bodrum	Armonia Holiday Village	Facility	Sea Ramp
Muğla	Bodrum	Swissotel Resort	Facility	Floating lounge chair
Muğla	Bodrum	La Blanche Resort & Spa	Facility	Floating lounge chair
Muğla	Bodrum	Grand Park Bodrum	Facility	Sea Ramp
Muğla	Bodrum	Club Armonia Bodrum Evleri	Facility	Sea Ramp
Muğla	Bodrum	Yasmin Bodrum Resort	Facility	Sea Ramp

Muğla	Bodrum	Delta Beach Resort	Facility	Sea Ramp
Muğla	Bodrum	Vogue Hotel	Facility	Sea Ramp
Muğla	Bodrum	Rixos Premium Bodrum	Facility	Sea Ramp
Muğla	Bodrum	The Bodrum by Paramount Hotel	Facility	Sea Ramp
Muğla	Milas	La Blanche Island	Beach & facility	Sea Ramp
Muğla	Milas	Crystal Green Bay Resort	Facility	Sea Ramp
Muğla	Fethiye	Barut Fethiye Sensotori	Facility	Floating lounge chair
Muğla	Fethiye	Club Tuana Fethiye	Facility	Floating lounge chair
Muğla	Fethiye	Blue Point Beach	Beach	Floating lounge chair
Muğla	Ortaca	Hilton Dalaman Sangerme Resort	Beach & facility	Floating lounge chair
Muğla	Ortaca	TT Hotels Tropical	Facility	Floating lounge chair
Muğla	Ortaca	TT Hotels Palace	Facility	Floating lounge chair
Muğla	Ortaca	Tui Blue Sangerme Resort	Beach & facility	Pier elevator
Muğla	Ortaca	Sarçed Plaj	Facility	Floating lounge chair
Muğla	Ortaca	Tui Magic Life Sangerme	Facility	Floating lounge chair
Muğla	Marmaris	D--Resort Grand Azur	Facility	Floating lounge chair
Muğla	Marmaris	Green Nature Diamond Hotel	Facility	Floating lounge chair
Muğla	Marmaris	Grand Yazıcı Turban	Facility	Floating lounge chair
Muğla	Marmaris	Hotel Aqua	Facility	Sea Ramp
Muğla	Marmaris	Angels Marmaris Hotel	Facility	Floating lounge chair
Muğla	Marmaris	D-Maris The Bay Plajı	Beach & facility	Floating lounge chair
Muğla	Datça	Aktur Tatil Sitesi	Beach & facility	Sea Ramp
Muğla	Datça	Billurkent Devremülk Villaları	Facility	Floating lounge chair
Muğla	Ula	Akyaka Halk Plajı	Beach	Floating lounge chair, sea ramp
Sakarya	Karasu	Sahil Park Plajı	Beach	Floating lounge chair
Sakarya	Karasu	32 Evler Halk Plajı	Beach	Floating lounge chair
Tekirdağ	Şarköy	Büyükşehir Bld. Şarköy Sosyal Tesisleri	Beach	Floating lounge chair

SUPPORTING ORGANIZATIONS & COOPERATORS

Izmir City Council

Izmir Assembly of Persons with Disabilities

Platform of Izmir Universities [İzmir Üniversiteleri Platformu]

Obstacle-free Living Association [Engelsiz Yaşam Derneği]

Mina Association

Living With Disabilities Solutions Consultancy [Engelli Yaşam Çözümleri
Danışmanlığı]

Oder Autism Association [Oder Otizm Derneği]

Federation Of Autism Associations [Otizm Dernekleri Federasyonu]

EHED Disability Rights Accessibility Monitoring and
Supervision Association

[EHED Engelli Hakları Erişilebilirlik İzleme Denetleme
Derneği]

Obstacle-free Access Association [Engelsiz Erişim Derneği]

Emek Obstacle-free Motor Sports Club [Emek Engelsiz Motor Sporları Kulübü]

IZRO Izmir Tourist Guides Chamber Skal Izmir International [İZRO İzmir Turist
Rehberleri Odası]

EGED Association For Persons with Visual Impairment In Education [Eged
Eğitimde Görme Engelliler Derneği]

Claros Tour

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✉ bilgi@herkesicinturizm.org

☎ 0 533 478 06 09

📍 848 sokak No:90 D:311 İkinci
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