



REGULATIONS & PRACTICES

Trade Regulations

Marketing Products and Services

Trade Regulations

Tariffs and Import Taxes

Turkey maintains a transparent and open foreign trade regime. The introduction of Turkey's Customs Union with the European Union (EU) in 1996 resulted in substantial revisions to Turkey's tariff regime. Turkey now applies the EU's common external tariff for third country (including US) imports, and imposes no duty on non-agricultural items from EU and European free trade Association (EFTA) countries. Turkey eliminated its mass housing fund surcharge on all imports except for some agricultural products.

Consistent with its WTO commitments, Turkey maintains high border protection on many agricultural goods and food products.

Import Licenses

Turkey requires import licenses for some agricultural commodities, which are issued, based on domestic supplies. The government also requires certification that quality standards are met for importation of human and veterinary drugs and certain foodstuffs. Import certificates are necessary for most products requiring after – sales services, including telecommunications and electronic equipment and vehicles. Importers are also required to establish repair facilities in all seven regions of Turkey. Some telecommunications equipment related to radio frequencies require type approvals.

Standardization

The Undersecretariat of Foreign Trade prepared the “Ministerial Decree on the Regime of Technical Regulations and Standardization for Foreign Trade” and its supplementary legislation with the aim of

providing transparency in the implementations, assembling all the dispersed regulations regarding standardization policies in Turkey and establishing a legal base for the harmonization of Turkish legislation with the Community's.



The “Decree on the Regime of Technical Regulations and Standardization for Foreign Trade” is in conformity with the requirements laid down in the Agreement on Technical Barriers to Trade of the World Trade Organization. It prohibits discrimination among trading partners and it aims to ensure that import products comply with the requirements of protection of human health and safety, animal or plant life or health, or the environment.

Inspection is carried out only for some agricultural products which has mandatory standards in export / imports. The agricultural products within the scope of the 70 standards are performed by the General Directorate of Standardization for Foreign Trade in compliance to the standards which are parallel to the OECD and ECE standards. Industrial products are also subject to inspection by the Turkish Standards Institute (TSE).

According to the Regulation, agricultural products such as fresh fruits and vegetables, dry and dried fruits, legumes, edible vegetable oils, and cotton within the scope of approximately 70 standards are subject to standardization and commercial quality controls in exports. These controls are carried out by the inspection units called as “Inspectorates of Standardization for Foreign Trade”, within the 8 Regional Directorates (Marmara, Western Anatolia, South Anatolia, Eastern Black Sea, Western Black Sea, South Eastern Anatolia, Central Anatolia and Eastern Anatolia) working under the UFT.

The standards that are mandatory in exports are parallel to the UN/ECE standards and the inspections are performed according to the OECD Scheme. Following the inspection carried out by the inspectors, a “Control Certificate” is given to the exporter if the product is found to be in conformity with the relevant standard. The exporter cannot export the product without a Control Certificate.

Import / Export Documentation

Turkish documentation procedures follow the European Union system. All commercial shipments must be accompanied by customs declaration form, a commercial invoice, a certificate of origin and a bill of lading or airway bill, depending on the method of shipment used.

Temporary Entry

A material may be temporarily imported to Turkey without duties and tax if it is to be used in the production of a product that is to be exported.

Temporary admission of goods intended for re-export in their original is permissible free of import duties and taxes with the approval of the Undersecretariat for Foreign Trade. Books, newspapers, magazine, catalogues, pamphlets, brochures and similar advertising materials are exempt from custom duties. Samples of no commercial value are admitted duty free. Samples with commercial value imported into Turkey should be marked "In Transit".

Labeling / Marking Requirements

All packages, cases and bales must bear shipping mark numbers, dimensions and gross weight of the merchandise. Packages and the bills of lading that are to be shipped through Turkey should be marked "In transit".

The Prohibited Goods for Imports

- Hashish and prepared opium
- Spawn of silk-worm
- Any kind of soil, leaf, stem, straw and natural manure used for agricultural aims
- Various game machines
- Products that bear the brand of a manufacture or the brand name of a commercial product, or a commercial title
- False label and packing material
- The materials mentioned in the Importation .../15 notification list II, published yearly by the Undersecretariat for Foreign Trade
- Waste materials mentioned in the Standardization.../3 Notification published yearly by the Undersecretariat for Foreign Trade

False label, packing material, waste materials and dye-materials which are mentioned in the list is published yearly by The Undersecretariat for Foreign Trade.

Also, imports in the context of Vienna Convention on Protection of Ozone Layer and its protocols are prohibited.

On the other hand, some imports are required to have the permission of

certain institutions. For example; imports of some petroleum products are required to have the permission of Energy Market Regulatory Authority.

For detailed information, please visit the web site of The Undersecretariat for Foreign Trade <http://www.dtm.gov.tr>

Marketing Products and Services

Distribution and Sales Channels

Marketing of most foreign products in Turkey is through foreign supplier agents or distributors. Depending on the location of the products consumers/end-users, most distributors have a dealer network throughout the country or in areas where the product is most used.



Use of Agents / Distributors

Unless a firm's interests are large enough to warrant opening an office in the country, the most effective means of selling in Turkey is through a local representative. When dealing with government tenders, an agent is an absolute barrier. Under Turkish Law Agency Agreements private contracts between two parties and their stipulation vary according to whole country or for specifically designed areas or types of business.

Franchising

The Turkish National Franchising Association-Ulusal Franchising Derneği (UFRAD) which is a member of international Franchising Association (IFA) act as a meeting point for franchisers and franchisees. In legal framework, franchising is considered in the same category as foreign investment. The government agency responsible for reviewing foreign franchise transactions is the Undersecretariat of Treasury. Foreign franchise proposals are generally favorably received in view of their potential for employment opportunities, transfer of technology and know-how, and the positive effects of their competition/role modeling on local quality standards.

Public and private sector institutions apply to the General Directorate of Foreign Investment for the registration of license, technical support, management, know-how agreements made with foreign companies. Work permits for foreign administrative and technical personnel to be employed by private sector organizations, with the condition of possessing the sufficient administrative and technical skills, are issued by General Directorate of Foreign Investment.

Direct Marketing

Especially for those firms whose sales potential is large enough to warrant it a local affiliate is the best possible way selling to the market without an agent or distributor.

Joint Ventures / Licensing

The government authority in charge of joint ventures/licensing is the Undersecretariat of Treasury, General Directorate of Foreign Investment. Especially in large urban centers a highly sophisticated infrastructure exists in terms of legal support as well as financial or consultancy services which may be required by potential foreign investors or joint venture partners.



Establishing an Office

Under the Foreign Investment Law, foreigners may invest in Turkey, engage in commercial activities, participate in partnerships, purchase shares, open branch offices and establish liaison offices.

The General Directorate of Foreign Investment (GDFI) of the Undersecretariat of Treasury is responsible for implementing foreign investment regulations. A foreign company is free to choose between

a joint-stock company (Anonim Şirket - A.Ş.), private limited company (limited liability company), or branch office in Turkey. The A.Ş. form is more suitable for larger projects since corporations can attract a large number of shareholders and are preferred by banks for convenient for sales and distribution enterprises. Both types of the companies are easily set up in one or two days.

For detailed information, please visit the web site of the Undersecretariat of Treasury <http://www.treasury.gov.tr>

Selling Techniques

Once a firm appoints an agent, the agent or distributor expects and should receive full support with regard to literature, technical information and advertisement material. Possible government buyers and potential private sector buyers should receive catalogues and other literature clearly indicating the name and address of local agent/ distributors. Both agents and, if possible their principals, should periodically visit existing customers.

Especially in larger Turkish cities international trade promotional events such as fairs, exhibitions and seminars are a common method of sales promotion. These fairs are also opportunities for companies to observe the competition since all major foreign and local suppliers participate in such events.

Advertising and Trade Promotion

Chambers of commerce and Industry, various associations, and specific sectoral publications serve as potential channels for advertisement. TV commercials or ads in major newspapers are also highly effective.



Sales and Customer Services

Local agents/distributors should have the required service and maintenance ability. Through personal contact the potential customer should be convinced about this ability. It is a further advantage if the firm has established its own office in Turkey and has servicing facilities through the country's major centers. Establishment of a minimum number of service centers is a legal obligation for some of the industrial and consumer products.

Public Procurement

For the adoption and harmonization with the EU *acquis* and the norms of the WTO a new law has been prepared by the Ministry of Public Works and Resettlement, the Ministry of Finance and related institutes and institutions. The new law on Public Procurement (No. 4734) is published in Official Journal on 22.01.2002 with a Public Procurement Contracts Law (No. 4735).

The purpose of Public Procurement law is to establish the principles and procedures to be applied in procurements held by all public entities and institutions governed by public law or under public control or using public funds. Any procurement of goods, services and works, the cost of which is covered by any kind of resources that are at the disposal of the contracting entities shall be executed in accordance with the provisions of this Law.

For detailed information, please visit the web site of The Public Procurement Administration <http://www.kik.gov.tr>

Need for a Local Attorney

English speaking attorneys specialized in commercial law, investment legislation, joint ventures, corporate law, tax law, bankruptcy law, public finance, banking corporations, criminal law, civil law, patent and trade mark applications and in other areas are available for consultation by business people.



USEFUL INFORMATION

Frontier Formalities

Practical Information

Frontier Formalities

Visa Information

Make your visa application in person and one month before you proceed to Turkey to avoid any inconvenience.

The information about visa requirements for tourists can be obtained from Ministry of Foreign Affairs.

For detailed information, please visit the web site of Ministry of Foreign Affairs

<http://www.mfa.gov.tr/MFA/ConsularInformation>

Explanations:

The term “official passports” covers diplomatic, service, special and official passports.

If you are going to study or work in Turkey, you must obtain appropriate visa from Turkish diplomatic/consular missions, prior to proceeding to Turkey.

Visa regime for truck drivers of a country may differ from the overall visa regime effective for citizens of that particular country. For further information, please contact the nearest Turkish mission.

Despite the visa regime applied towards the citizens of a country, the travel document holders of that country need to obtain visa from Turkish missions beforehand.

All foreigners, except for those exempt from visa requirement, should obtain their visas at the Turkish missions. Those foreigners, who can obtain sticker type visas at the Turkish border gates, may also have their visas at the Turkish missions, alternatively.



Foreigners, who will shoot a documentary film, conduct a research or an archeological excavation should get a special permission from the Turkish authorities in advance.

If you have a valid visa, you do not need a residence permit up to 90 days. On the other hand, foreigners who shall reside, work or study in Turkey, should register themselves at the nearest local police department upon their arrival in Turkey, regardless of the validity of their visa.

Information on Work Permits

To work in Turkey, you must apply to the nearest Turkish mission to obtain work permit and visa. Your passport, visa application form and a letter from your employer are just needed for your application. Other documents should be submitted to the Turkish Ministry of Labor and Social Security (MLSS) by your employer within three working days after your application.

You may find the list of those documents in the MLSS's website (<http://www.csgeb.gov.tr>). Applications are finalized by the MLSS within ninety days at the latest. Right after your arrival in Turkey (before starting to work), you should be registered at the local police department within one month to obtain the necessary residence permit.

Currency Regulations

Turkish Currency

a. Importation of Turkish currency and instruments denominated in Turkish currency shall be free, while their exportation is free under the following principles:

- i.** Residents in Turkey and non-residents shall be free to transfer Turkish currency abroad via banks.
- ii.** Travelers may freely take Turkish currency abroad on their person, up to the equivalent of USD 5.000.
- iii.** Exportation of instruments denominated in Turkish currency shall be free.

b. Non-residents may freely make payments, collect money and make deposits in Turkish currency in Turkey.

c. Banks shall inform the authorities to be determined by the Ministry about Turkish lira transfers abroad, excluding payments for exports, imports and invisible transactions that are above the equivalent of USD 50,000.-, within a 30 day-period starting from the date of transfer.

Foreign Exchange

a. Importation of foreign exchange to Turkey is free.

b. Residents in Turkey may freely keep foreign exchange; purchase foreign exchange from banks, authorized establishments, PTT and precious metal brokerage institutions; hold foreign exchange in their foreign exchange accounts with banks; use foreign currency banknotes and make deposits in banks in Turkey and abroad.

c. Residents in Turkey are allowed to accept payment in foreign currency from non-residents for the transactions that they conduct in Turkey in favor of such non-residents.

d. Non-residents are allowed to purchase foreign exchange from banks, authorized establishments, PTT, precious metals brokerage institutions and intermediary institutions.



e. Residents in Turkey and non-residents may freely transfer foreign exchange abroad through banks.

Banks shall inform the authorities to be determined by the Ministry about foreign exchange transfers abroad (including transfers made from foreign exchange deposit accounts), excluding payments for exports, imports and invisible transactions that are above USD 50.000 or its equivalent in another foreign currency within a 30 day-period starting from the date of transfer.

f. Travelers may freely take foreign currency banknotes with them abroad up to USD 5.000 or its equivalent.

Non-residents and Turkish citizens working abroad who are also considered as residents in Turkey may freely take foreign currency banknotes abroad on their person in an amount exceeding USD 5.000,- or an equivalent amount in another currency, provided that a declaration is made upon entry to Turkey. Meanwhile, the same is valid also for residents in Turkey, in case they prove that the foreign currency banknotes have been purchased from banks within the framework of invisible transactions.

Customs Regulations

Who is Traveler?

Traveler means Turks and foreigners who live in a foreign country and arrive in the Turkish Customs Territory either by road, sea or air having any purpose, or Turks and foreigners returning either permanently or temporarily from a foreign country to which they went for any purpose, and Turks and foreigners leaving Turkey and going to a foreign country for the same purposes and via the same ways.

Who is not Deemed as Traveler?

The following are not deemed as travelers: captains, crew and servants of ships; servants of railways and sleeping and buffet cars; and people in charge for the transportation and management of automobiles, buses, trucks, planes and other road and sea vehicles and aircraft, and for services in relation to travelers and goods

How Much Jewelry can Travelers Bring into the Country or Take Abroad?

Travelers may bring into the Turkish Customs Territory and may take out of the Turkish Customs Territory jewelry of non-commercial nature crafted with precious metals and the gems the value of which does not exceed USD. 15.000. Such goods having a value more than USD.15.000 may

be taken abroad only if they have been declared at the entry or it is certified that these goods were purchased in Turkey.



What is Relief Granted for Personal Effects?

Whether used or not, personal effects of non-commercial nature that are brought with travelers or brought in a period of two months before or six months after their entrance, are relief from customs duties.

Undersecretariat of Customs is authorized to determine the qualities, features, amount and value of the goods that can be imported as personal effects and to conduct and to conclude enquires into special and obligatory cases.

What is Relief for Goods Received by Post and Valued at €.100?

Goods that have been brought by a person into the Turkish Customs Territory by post, in a parcel or by express cargo service and that have a total value of maximum € 100 for each consignment are relief from the customs duties if the goods do not have a commercial quantity and nature.



What is Relief for Gifts Sent by Post from Customs Duties?

Goods that have been consigned by a natural person residing outside the Turkish Customs Territory to a natural person who is resident in the Turkish Customs Territory by means of postal and express cargo services are relief from customs duties.

This relief can apply to the goods mentioned below;

- Goods that have been sent for the Ramadan Feast, Festival of Sacrifices, New Year and Christmas by post or express cargo service,
- Goods of no commercial quantity and nature,
- Goods that belong to a person, a family or the goods that are brought as gifts
- Goods that are not subject to any payment by the receiver.

How Much Relief Is Applied To Gifts?

This relief is applied to the goods that have a real value of EURO 300. Where the goods contain more than one item, the total value of the items must not exceed € 300.

Where the value of the consignment containing two or more items, exceeds 300 €, the relief of the customs duties will be applied only to the value mentioned above.

Is There any Relief Applied to the Goods Brought by the Travelers As a Gift?

The goods of non-commercial nature that are brought by the travelers (except for the transit travelers) and imported are relief from customs duties.

This relief will apply to the goods mentioned below:

- a. Goods of no commercial quantity and nature,
- b. Goods for the personal use of the importer or his family use,
- c. Goods that are brought as a gift.

The Undersecretariat of Customs has the authority to determine the quality and specifications and the quantities and values; to examine and resolve the special situations and to restrict the relief of the imported gifts with the aim to prevent the exploitation of the right of relief.

This relief is limited with the quantity of the goods below for each traveler.

a) Tobacco products:

Cigarette	200 pieces and
Cigarillos (cigars not exceeding 3 gr. per each	50 pieces and
Cigar	10 pieces and
Minced tobacco (with 200 leaves of cigarette paper	200 gr. or
Pipe tobacco	200 gr. or
Chewing tobacco	200 gr. or
Water-pipe tobacco	200 gr.
snuff	50 gr.

b) Alcohol and alcoholic drinks:

100 cc	1 bottle or
70 or 75 cc	2 bottles

c)

Eau de cologne, lavender water, perfume and lotion (max. 120 ml)	5 pieces
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d)

Coffee	1 kg.
Soluble instant coffee	1 kg.
Tea	500 gr.
Chocolate	1 kg.
Candy	1 kg.

e) Medicine and medical equipment for personal use only.

The relief mentioned in paragraphs (a) and (b) will not be applied to the travelers under 18.

Is It Possible for Traveler to Send Goods by Post or Bring Them into the Country by the Way of Paying Their Duties?

Without prejudice to the goods total real value of which does not exceed EURO 300 and which are to be imported relief from customs duties; the goods of no commercial quantity and nature that have been consigned by post or express cargo service or brought by travelers (at the age of 18 or over) or brought two months before or six months after the arrival of these travelers and that have a maximum value of € 1500 per traveler in each consignment, are subject to a fixed rate duty. This fixed rate duty is 10% of the value of the goods. The goods that have been brought within the limit mentioned above;

- a. should be consigned to the Turkish residents by post or express cargo service,
- b. should be brought by travelers,
- c. should be brought or consigned as a gift,
- d. should be for the travelers own or his/her family use,
- e. should not be subject to any payment made by the receiver,
- f. Should be of no commercial nature and quantity.

What is the Procedure for Goods Imported, Total Value of Which Exceeds € 1500?

Where the total value of the goods imported within this framework exceeds € 1500 the customs duties paid at the importation of the goods are assessed and collected in accordance with the regulations in force.

Where the value of the imported goods exceeds € 1500 the customs duties of these goods are assessed and collected in accordance with the rates determined by the Import Regime Decree.

The declarant may demand that the goods be subject to import duties before any fixed rate duty is assessed. In this case, the importation of the goods is allowed only if the import duties are collected.

The value of the goods brought as above, which will be taken as a basis in the determination of the tax base, is calculated according to the invoice or sale receipt. Where such documents cannot be submitted or the value declared on the document submitted is considered as a low value by the customs officers, the value is determined by the customs administration.

Is there any List Defined for Personal Effects Relief from Customs Duties?**A-) Goods Used for Clothing and Traveling**

- Goods used for clothing
- Goods used for daily life and travel
- Fabric for dresses (not exceeding 5 meters)
- One fur clothing belonging to the traveler holding the right of residence transfer when transferring his or her residence to Turkey permanently.

B-) Electronic Appliances

- 1 black white television
- 1 color television [up to 55 inch screen (excluding 55 inch screen)]
- 1 portable color television up to 16 inch screen (including 16 inch screen)
- 1 black-white television-radio-tape recorder set

- 1 video camera and 5 blank video tapes
- 1 Film projector up to 8mm (with 10 blank films)
- 1 slide projector
- Data-bank with a RAM [up to 132 Kbytes (including 132 Kbytes)]
- Portable Compact Discman
- 1 portable radio and radio-tape recorder (self giving voice) (the features of the radio-tape are determined by the Undersecretariat of Customs)
- 1 walkman or a small pocket-type tape recorder
- Electronic game machines without cassettes and cartridges
- Record, tape or compact disc (maximum 5 of each)
- GSM-cellular phone (with SIM cards)

C-) Musical Instruments

- Harmonica,
 - Mandolin,
 - Flageolet,
 - Brass band,
 - Flute,
 - Guitar,
 - Accordion,
- (Maximum three instruments including only one of each)

D-) Sports & Game Instruments

- A camping tent with two rooms,
- A diving apparatus for underwater sports (quality, spare parts and parts are defined by Undersecretariat),
- Gliding wings (a pair),
- A plastic boat without an engine,
- A wind surf used for water sports,
- Flipper (a pair),

- Each of the other sports equipment and clothing (except sea motorcycle and motorized sea sled) for self-use,
- Chess set,
- Game of checkers set,
- 5 decks of playing cards,

E-) Health Equipment

- Sick beds of the traveler,
- Chairs with movable parts designed for disabled people either with or without an engine,
- Medicines used for personal medical treatment,
- Gas mask and similar protective equipment (maximum 2 units),



F-) Kitchen Utensils

Such kitchen utensils as plate, saucepan, fork, spoon and knife which may be used during the journey,

- A portable picnic stove,
- A samovar,
- Two thermos flasks,
- Coffee machine working with storage battery,



G-) Consumers' Goods

1- Either domestic or foreign;

a) 200 cigarettes (1 carton) and 50 cigars.

In addition,

- 200 gr. Minced tobacco and 200 cigar papers or
- 200 gr. pipe tobacco or

- 200 gr. Chewing tobacco or
- 200 gr. Tumbaki* (* a tobacco used when smoking a water-pipe) or
- 50 gr. snuff,

b) If the goods are bought from Duty-free shops, traveler can bring 200 cigarettes (1 carton), 100 cigars and 500 gr. pipe tobacco,

2- 1.5 kg. Of coffee, 1.5 kg. Of instant coffee, 500 gr. Of tea, 1 kg. Of chocolate, 1 kg. Of candy,

3- A bottle of 100 cl or 2 bottles of 75 or 70 cl of alcoholic drinks

4- 5 bottles of eau de cologne, lavender, perfume, essence and lotion kept in bottles of maximum 120 ml,

H-) Miscellaneous

- A portable type-writer
- A camera (with 5 films),
- A baby carriage
- A bicycle of any size for a child traveler,
- Toys of a child traveler (max. 10 pieces),
- Pocket sized calculator that works with battery,
- An iron (steam or without steam),
- A praying mat at a size of 1x1.5 m. (woolen, cotton or synthetic),
- A small handy binocular (except night vision and sniper binoculars),
- A table clock,
- A portable gas stove,
- In case of transport with vehicle (only for the driver or the owner),
- Screwdriver set (max 5 units at different sizes),
- Wrench set (max 10 units at type used in vehicle),



- Auto pump,
- Car battery charging apparatus,
- Handy vacuum cleaner operating with car battery,
- An ice box operating with car battery,
- An inner and a pneumatic tire in addition to spare tire,

Other goods which can be included in personal effects by the Undersecretariat of Customs according to the traveler,

A passenger can bring along the following pets on condition that they are kept under control:

- one cat or
- one dog or
- one bird or
- ten aquarium fish

(They must have veterinary health certificate, origin and vaccine documents and also identification card if any.)

Importation of Goods from the Ex-Customs Line Sale Stores at the Entrance and Customs Barriers

The travelers may, without paying any customs duties, import the goods listed on the List of Personal Effects for Which Relief is Granted that they bought from the ex-customs line sale stores at the entrance and customs barriers, and the goods brought by the travelers as a gift.

On condition that they pay a tax of 10% of the total value of the goods, travelers may import the goods of no commercial quantity and nature the value of which do not exceed 1500 Euro per traveler and which have been brought by passengers after their duties were paid.

Where either the total value of the goods or the value of the goods that are subject to importation exceeds 1500 EURO, the customs duties of these goods are assessed and collected according to the rates of duties specified in Decree on Importation Regime.

Where the travelers import goods within the framework of the List of Personal Effects for which Relief is Granted and within the framework of the Goods brought by travelers, it is not possible for them to buy the same good from the stores which are located on the customs house.

It is possible to purchase goods from those stores by paying in Turkish Liras or any convertible foreign exchange.

Undersecretariat for Customs is authorized to grant the permission to open stores on customs houses, to determine the list of goods that can be sold in these stores, the people that may purchase goods from these stores and the period within which shopping is possible, to arrange the principles of the establishment and operation of the stores, and the collection of sales taxes and customs duties.

Banderole Fees Collected on Behalf of TRT (Turkish Radio Television Corporation)

A banderole fee is collected and transferred only once by Customs administrations to TRT for color television, black-white television, radio, video, television satellite receivers, combined devices to be brought from abroad for non-commercial importation purposes and all kinds of devices for receiving broadcasting signals, in accordance with Council of Ministers Decree of 20.12.1999 No.99/13768.

The amount of banderole fees will be determined by Council of Ministers Decree annually.

The following items are forbidden to export from Turkey

- Cultural-Historical Works and Natural Fauna,
- Tobacco seeds and plants
- Indian hemp
- Firewood and charcoal
- Angora goats
- Wild animals (alive or dead)
- Some natural flower bulbs
- Datça data palm (phoenix the ophrasti center)

- The exportation of the following tree species: walnut, mulberry, cherry, plum, yew, ash, elm the and linden; in the forms of log, bud, timber, plank
- *Pterocarya carpicifolia*
- *Liquidambar orientalis*
- Saplings of olive, fig, hazelnut, pistachio, sultana, natural mushrooms, vine plant
- Sahlep/Orchis (dust, tablet or any forms)
- Exports in the context of Vienna Convention on Protection of Ozone Layer and its protocols
- Exports of the chemicals listed in Annex of Chemicals Agreement (List-1) to the third countries.

For detailed information, please visit the web site of the Undersecretariat of Customs <http://www.gumruk.gov.tr>

Practical Information

Business Hours

Business Offices	9.00 am to 6.00 pm
Government Offices	8.30 - 9.00 am to 5.00 - 5.30 pm (temporarily arrange for energy saving purposes)
Lunch Break	12.30 am to 1.30 pm
Shops	9.00 am to 7.00 pm
Banks	8.30 am to 5.00 pm
Banks & government offices are closed on Saturday & Sunday	

Public Holidays

New Year's Day	January 1
National Sovereignty & Children's Day	April 23
Atatürk Commemoration and Youth & Sports Day	May 19
Victory Day	August 30
Republic Day	October 29
(Anniversary of the Declaration of the Turkish Republic)	
Three days for Ramadan and four days for Sacrifice Fest holidays depending on the Muslim calendar.	

Weights and Measures

The metric system is in force.

Electricity

Domestic	220 volts, 50 cycles
Industrial	380 volts
Plugs	European round 2-prong plugs
Lamp Sockets	Screw type

Local Time

GMT + 3 hours (April-September)

GMT + 2 hours (October-March)

Postal System and Phone Calls

Telephone, telegram and fax services both domestic and international have been integrated into direct dialing system. Regular mail services, parcel post services (Surface/Air), express mail services are available. Major post offices are open 8.00-24.00 hrs. Public telephones mainly operate on a system of magnetic telephone cards.



Health Care

Hospitals render service for 24 hours. There are private clinics almost in every section of the major cities. Turkish law requires that at least one pharmacy be open in a given neighborhood at nights and weekends

Every year Turkey attracts more than 500 thousand tourists for health tourism. A growing number of patients from all around the world prefer the Turkish hospitals in many fields of medicine; including plastic and aesthetic surgery, hair transplantation, eye surgery, in vitro fertilization, open heart surgery, skin diseases, check-up, cancer treatment, otorhinolaryngology, dialysis and cardiovascular surgery, gynecology, tumor operations, brain surgery, orthopedics, and dentistry, on account of their low cost but high quality and technology standards. The diagnostic, treatment and surgical operation activities carried out with the same techniques and technologies

used in developed countries cost too high in hospitals in other countries than Turkey.

The patients and their families will not only receive health services physically and mentally, but also make the best use of the historical and tourism potentials in the region. The spa and thermal centers in Turkey provide beauty and health with cure methods dating back to the Roman period.

For detailed information, please visit the web site of the Ministry of Culture and Tourism <http://www.turizm.gov.tr>

Currency and Money Matters

On 1 January 2005 the New Turkish Lira (Yeni Türk Lirası in Turkish) entered the Turkish market and become legal tender. In 2005 the old Turkish Lira was gradually phased out of circulation. December 31 2005 was the last day the old lira was accepted in shops.

The main difference is the new lira has 6 less zeros. For example: 1,000,000 old liras will convert to 1 new lira. Values less than 1,000,000 old liras will convert to kuruş (pronounced 'kurush'). 100 new kuruş equals 1 new lira. The symbol for New Turkish Lira is YTL and for New Kuruş, YKr. Exchange rates for the Lira are quoted by the Central Bank and adjusted on a daily basis. Turkish Lira is included among the convertible currencies of IMF, from the beginning of April 1990.

Shopping

Shopping is one of the great pleasures of a trip to Turkey and the rich



variety of Turkish crafts makes it impossible to resist buying something. The most popular objects for the holiday maker or business visitor are; carpets, leather and suede goods, copper and bronze wares, silver and gold jewellery, ceramics, handicrafts, embroidery and the famous Turkish meerschaum and onyx.

Long before the first gold coins were struck in western Anatolia. Now, this same incredible heritage of Anatolian civilizations starts to make the

modern Turkish Jeweler Manufacturers an important contender in the global jeweler market.

Useful Phones

Fire	110
Ambulance	112
Fault Repair Telephone	121
Operator Assistance For Telegraph Service	141
Coastal Zone Security	151
Police	155
Gendarme	156
Martyr To Trafficking in Human Being Information Service	157
Highway	159
Turkish Red Crescent	168
Police (Municipality)	153
Postal Service	169
Consumer Protection	175
Labor Office	180
Environment Information	181
Electricity	186
Tax Information	189
Poison Information	114
Postal Codes	119
Narcotic Information	171
Blood Center (For Boy Scout)	173
Health Information	184
Director Assistance Service	11811
Turkcell Directory Service	11832
Avea Directory Service	11855
Telsim Directory Service	11842
Paging	133

Tipping

Service charge normally is not included in restaurant bills. Tipping at a rate of 10% to 15% of the total is common. However, tipping is not expected by taxi drivers, it is enough to pay the amount recorded by the counter.

Mini Conversation Guide

Hello	Merhaba
Goodbye	Hoşçakal, güle güle
Good morning	Günaydın
Good evening	İyi akşamlar
How are you	Nasılsınız?
I am well, thank you	İyiyim, teşekkür ederim
Please	Lütfen
Thank you	Teşekkür ederim
Yes / No	Evet / Hayır
How much?	Ne kadar?
Where is?	Nerede?
I want	İstiyorum
Help me	Yardım edin
Hospital	Hastane

Numbers

1: Bir	6: Altı	11: On bir	60: Altmış	101: Yüz bir
2: İki	7: Yedi	20: Yirmi	70: Yetmiş	200: İki yüz
3: Üç	8: Sekiz	30: Otuz	80: Seksen	300: Üç yüz
4: Dört	9: Dokuz	40: Kırk	90: Doksan	1000: Bin
5: Beş	10: On	50: Elli	100: Yüz	2000: İki bin

The Time

When?	Ne zaman?
Tomorrow	Yarın
Today	Bugün
Yesterday	Dün
Morning	Sabah
Afternoon	Öğleden sonra
Evening, night	Akşam, gece
One hour	Bir Saat
What is the time?	Saat kaç?
At what time?	Saat kaçta?

The Days

Sunday	Pazar
Monday	Pazartesi
Tuesday	Salı
Wednesday	Çarşamba
Thursday	Perşembe
Friday	Cuma
Saturday	Cumartesi