

19 August 2016
Sofia

**TO: MR. BARASAN ULUSOY
PRESIDENT
TURSAB**

Dear Mr. ULUSOY,

Let me first of all convey our heartfelt condolences and sympathy to the families and friends of the victims of the turbulent events affected the people of Turkey on 15 July.

In these difficult for Turkey times you may be sure that Association of Bulgarian Tour Operators and Travel Agents, ABTTA will not save efforts to support the long lasted tourism tradition between our countries and will take any chance to help preserving Turkey' image as one of the most attractive tourism destinations.

For its international nature, Bulgarian outgoing tourism is also severely affected by the events of violence occurred recently in different countries. Especially vulnerable to the Bulgarian tourism industry were the latest disturbances in Turkey due to its position as destination No 1 onto Bulgarian tourism market.

Thus, in the last few months due to customers' withdrawal there were reported increasing number of cancellations of organized travels from Bulgaria to Turkey. Efforts to moderate long term changes in tourists' behaviour and to prevent permanent demand decline of the destination Turkey lead to serious disrupts in routine operations and cause major negative effects on company' financial stability.

It is as per our strong belief that in the light of increasing number of crisis situations all over the world more than ever international professional community needs to work together in order to minimize their impact on the future of global travel industry.

In this spirit and in order to prevent multinational domino effect consequences of the situation in Turkey hereby I would like to place - through Association of Turkish Travel Agencies - an insistent appeal to all Turkish tourism stakeholders to retain a certain degree of flexibility in all operational issues and react swiftly when processing their outbound partners' refund requests.

In particular and taking into account concerns expressed by several big Bulgarian tour operators about their inability to handle alone these large-scale circumstances we would suggest to consider possibility the sums prepaid for services not being consumed due to the recent emergency conditions in Turkey to be redirected as deposits for future contracts between Bulgarian tour operators and their Turkish partners.

Emphasizing on the strategic importance of keeping good relations between Bulgarian and Turkish travel businesses and thanking in advance for your personal engagement in encouraging the above proposal among TURSAB members, remain

With kindest regards

Bayko Baykov

President of Board of Directors of ABTTA