



European  
Joint  
Support Unit

# In Processing/Arrivals

Istanbul





## WELCOME BY THE UK NSE

United Kingdom National Support Element (UK NSE) Istanbul would like to congratulate you on your new assignment to Istanbul, Turkey. The NSE Istanbul is subordinate to UKNSE Izmir and to European Joint Support Unit, which is based in SHAPE Belgium and is responsible for providing administrative support to all UK personnel assigned to NATO and European post across Europe and Turkey. This guide is prepared in order to make you and your family's transition to Istanbul a stress-free experience. The guide will cover the required administrative processes that need to be completed once you have been formally notified of your assignment. To supplement this guide, NRDC-T, where you are assigned to has their own New Comers Guide.

The information provided herein is the most up to date as of 01 Dec 20. MoD policies relating to travel and subsistence arrangements for assignments do change, so be sure to check with your local admin team for up to date advice. This guide must not be used as authority to submit any JPA claims or provisions of service. Authority for JPA claims remains extant in the relevant publications. This Guide is not a policy document, but merely a guide to help you. After you have settled in your new assignment you may be required to contribute in updating the guide in order to keep it relevant for the next arrivals.

In addition to this guide, you are to read [2021DIN01-050](#) titled Support Available to Service Personnel assigned to EJSU supported post in Europe and the Global Family Removal Service [here](#) on DII (R). You will also be issued an Arrival Guide later. This will explain more of the details require to administrate your posting in Turkey.

## UK NSE IZMIR and ISTANBULCONTACT DETAILS

The NSE Izmir is manned by WO2 Lee Arnold, Head of NSE Izmir along with his deputy Cpl David Griffiths, HNLO Muhsin Mukiyen and an Admin Clerk. The NSE Istanbul is manned by Host Nation Liaison Officer / Logistic Support Officer Mr Irfan Gunal. The NSE Izmir also has one Locally Employed Civilian, Nihat, who is DIO representative. The NSE Istanbul is located at the NRDC-T Barracks Family Support Centre Building C on the ground floor. The contact details for the UK NSE are as follows:

- a. Izmir UK NSE : 0090 2324111687 or 1686
- b. Izmir UK NSE Fax: 0090 2324526989
- c. Izmir NSE Mobile: 0090 530 174 0153/51
- d. Istanbul NSE Irfan : 0090 533 377 8744  
Istanbul NSE Office : 0090 212 276 2696
- e. DIO rep : 0090 530 764 3903
- f. UK NSE Email: [EJSU-Izmir-NSE-Mailbox@mod.gov.uk](mailto:EJSU-Izmir-NSE-Mailbox@mod.gov.uk)



**'TO DO' ON A PAGE**

	Action required by you	Considerations
AO received	<a href="#">Contact UK NSE</a>	Spouse may wish to contact CLO
	Request and complete Pre Arrivals Form from/to <a href="mailto:DESDSCOM-FamSec-Gp@mod.uk">DESDSCOM-FamSec-Gp@mod.uk</a> 0044 3067981013	
	Contact Health Providers	Health Issues Vaccinations
	Check Passports cover duration of assignment	<a href="#">LINK</a>
	Arrange March Out at current quarter	Contact current housing provider
	Complete an offline version of <a href="#">1132 Form</a> email it to the NSE team	
	Schooling, new and current. Contact DEFRA – for advice on travel with pets if applicable	NSE Irfan can assist
3 months to go	Moving your belongings - register your moving date online.	<a href="https://grms.agilitylogistics.com/">https://grms.agilitylogistics.com/</a>
	Book Travel Arrangement on HRG website at least 12 weeks before move and keep receipts for claims. (Recommended)	Differs for married and single SP.
	Cancel UK Contracts: TV, Wifi, Utilities etc...	Armed Forces Covenant
	Apply for visas (family, if required, check on e-visa.gov.tr) SP can travel on NATO Travel Order	<a href="https://www.evisa.gov.tr/en/">https://www.evisa.gov.tr/en/</a>
1 month to go	Disturbance Expense – apply NB 45 days before posting.	JPA
	Leave - including leave pass on JPA for relocation leave.	JPA
	SJAR/OJAR - Complete subordinates SJAR or OJAR's.	JPA
	Contents /Motor Insurance – Check policies cover Turkey, if not, give notice on policies & apply for new policy. GREEN CARD required if driving here.	<a href="http://www.siiap.org.uk">www.siiap.org.uk</a> <a href="http://www.forcesinsurance.co.uk">www.forcesinsurance.co.uk</a> <a href="#">Greencard Info</a>
	Removals Insurance - enquire about removals / marine insurance.	<a href="http://www.siiap.org.uk">www.siiap.org.uk</a> <a href="http://www.forcesinsurance.co.uk">www.forcesinsurance.co.uk</a>
6 weeks	Mail – Arrange mail re-direction if required. To receive mail in Istanbul use this address : Name&Surname NRDC-T Istanbul, BFPO 5403	<a href="https://www.royalmail.com/personal/receiving-mail/redirection">https://www.royalmail.com/personal/receiving-mail/redirection</a>
	Bank (UK) – Fill in change of address at local branch Ensure availability of online banking.	
	Bills – Pay outstanding bills: Mess bills, nursery, school lunches, parking/speeding fines	
	Pets - rabies vaccine required 21 days before travel, worming (dogs) 1-5 days before travel. Ensure your pet has a passport. It is very important to be in the same flight with the pet.	
1 month	Contact Local Stores - for furniture / get you in/out pack.	Current UWO
	Doctors – DO NOT de-register from GP. TV Licence - Cancel TV Licence	<a href="http://www.tvlicensing.co.uk">http://www.tvlicensing.co.uk</a>
	Passes - ID cards, Entitlements cards, NATO pass	Sponsor / NSE
Arrival	Car Registration – have all paperwork ready to process upon arrival	NSE
	Doctor / Dentist – No registration process in Turkey	NSE
	Registering your Vehicles – See guide OPET fuel card application. – See Arrival guide	NSE
	BISI School – Contact to School registrar Ms Tuba Guven	NSE Irfan
	Register  Address and Foreign ID for Spouse process – visit location and discuss process with Irfan	NSE / NRDC-T FSC
	Telephone/Internet Connection – Visit store to set up connection.	NSE Irfan
	Claims– check entitlement for claims etc.	NSE
	Register for LANDCOM FB Page and Social Groups	CLO
	Spouses check in – arrange appointment with CLO	CLO



## NEW ASSIGNMENT – MOVING TO TURKEY CHECKLIST

Administration in Turkey will be the responsibility of the United Kingdom National Support Element (UK NSE), Izmir and will be the first Point of Contact (POC) for any admin matters, parent units will be notified as required.

What	Who	Notes	Done
<p><b>1. <u>Storage of furniture and transit of Unaccompanied Baggage (UB)</u></b>            Arrange through current Unit Admin Office. UK agency is Agility Logistics. Use website at:  <a href="https://grms.agilitylogistics.com/">https://grms.agilitylogistics.com/</a></p>	Service Person (SP)	RSO or UB to Turkey arriving by sea and can take 6 – 8 weeks. Advice on what to bring vs. what to store is available from the UK NSE.	
<p><b>2. <u>Disturbance Allowance</u></b> Submit claim on JPA.</p>	SP	From 45 days prior to assignment date on AO, accommodation in Turkey is classed as SFA/SLA and <u>not</u> privately rented.	
<p><b>3. <u>Flights to Turkey</u></b> Application for flights to Turkey should be booked with Relocation Services through current Unit Admin Office/Travel Cell. Relocation Services are contactable on Tel: 03067 981013</p>	SP	Only Economy Seats but you are entitled to Excess Baggage. Check JSP 800, Vol 2 for latest entitlements.	
<p><b>4. <u>VISA Application</u></b> Relocation Services will inform you that you need to buy an e-Visa at least a few days before flying. Full details are on the e-Visa website.</p>	SP	Family members may need an e-Visa to enter Turkey. Please check if required and apply online at <a href="https://www.evisa.gov.tr/en/">https://www.evisa.gov.tr/en/</a> The service person can travel on a NATO travel order and passport, without the need for an e-Visa.	
<p><b>5. <u>UK NSE Arrivals Form</u></b> Complete personal information on the UK NSE Arrivals Form’.</p>	SP	E-mail to JNCO of NSE. EJSU-Izmir-JNCO-NSE@mod.uk	
<p><b>6. <u>Immunisations</u></b> All family members should be up to date. See Arrivals Brief for requirements</p>	SP	Relocation Services will provide details on how to proceed and what you can claim back.	
<p><b>7. <u>Confirmed Personal Itinerary</u></b>            Provides details of Personnel Travelling and Flight Details UK NSE.</p>	SP & UK NSE Staff		



<b>8. <u>Accommodation/Housing</u></b> Accommodation details will be provided by the NSE/DIO Housing Manager.	<b>SP &amp; UK NSE,DIO</b>		
<b>9. <u>Education Coordination</u></b> If your children will attend school in Turkey please contact the British International School Istanbul (BISI) to get the application started.	SP	To get an application form for the BISI and inform them you have children you want to attend the BISI, please contact Ms. Tuba Guven, Registrar Email: registrar@bis.k12.tr	
<b>10. <u>Boarding School</u></b> If your child is in Boarding School you will be required to renew your CEA Eligibility Certificate.	SP	No CEA claims will be approved until the new CEA Eligibility Certificate has been issued by CEAGT.	
<b>11. <u>Importing a Vehicle</u></b> You are entitled to ship one car free of charge to Turkey under the Small Stations LOA (SSLOA) regulations. All vehicles will need to be registered on arrival.	SP	Please inform the UK NSE that you will be shipping a car to Turkey. All vehicles must be registered in the NATO Members name (not spouses) or you will not be able to register the vehicles.	
<b>12. <u>Security Clearances</u></b> Your original NATO Security Clearance must be brought on arrival for in-processing. This is available through your Current Unit Security Officer (USyO).	SP		
<b>13. <u>Advance of Pay</u></b> Request up to 3 months Advance of Pay (if required) from UK unit admin, authority at: JSP 754, Ch 2, Section 5	SP	To assist in arrivals costs.	



## Post Arrival & First 2 Weeks

What	Who	Notes	Done
<b>1. <u>NATO ID Card</u> For all family members.</b>	SP, UK NSE, G2 NRDC-T	You will need: - Assignment Order - NATO Security Clearance - Copy of All Passport	
<b>2. <u>Residency Permit</u> Needed for family members. The UK NSE AO will guide you through the process.</b>	SP, UK NSE, FSC	This process will involve a trip with the family members to the Immigration Office.	
<b>3. <u>Turkish ID and Tax Number</u> SP and the family members require tax number. The UK NSE will guide you through the process.</b>	SP, UK NSE		



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<b>4. <u>Registering a Car</u></b> The UK NSE will guide you through this process.	SP, UK NSE	The registration costs can change from time to time, currently they are around (4900 TL if shipped under the SSLOA scheme or 4500 TL if driven in to Turkey).	
<b>5. <u>Car Insurance</u></b> Third Party Insurance is mandatory in Turkey and is easily purchased. Fully Comprehensive can be obtained once the vehicle is registered. It is optional and you still need to have 3 <sup>rd</sup> party even you have fully comp. UK NSE is available for advice.	SP	If driving to Turkey, this can be done at the border, if shipped in it is done when registering the vehicle.	
<b>7. <u>Bank Account</u></b> You can open a Turkish Bank Account on any Turkish banks but for Tax free fuel purposes, you must have a bank account at Isbank which is 10 minutes away from the barracks. Irfan will assist you.	SP and UK NSE	Foreigner ID number should be received and Address registration needs to be completed before opening the bank account	
<b>8. <u>Accommodation</u></b> The DIO will allocate SFA prior to arrival.	UK NSE, DIO	There are no SFA or fuel and light charges under the SSLOA scheme.	
<b>9. <u>Move into Accommodation</u></b> Occupy allocated accommodation and the UK NSE will arrange delivery of your personal belongings through the local agent, once it has arrived in country.	SP, UK NSE	You will need a full list of all your electrical items that have been shipped and their serial numbers. Please bring this with you on arrival, it is a requirement but often not asked for.	
<b>10. <u>Mobile Phone</u></b> See the Arrivals Brief for more details. UK NSE is available for advice.	SP, UK NSE	Any handset brought from abroad needs to be registered in Turkey if it is going to be used with a Turkish sim. The fee is 2700 TL at Jan 2022	
<b>11. <u>Telephone &amp; Internet</u></b> See the Arrivals Brief for more details. UK NSE is available for advice.	SP, UK NSE		
<b>12. <u>BFBS &amp; DIGITURK</u></b> The NSE will order your BFBS box and card. We will help you arrange a local firm to install a 90cm dish, the cost can be around 300 TL.	SP, UK NSE		
<b>13. <u>Update Contact Details</u></b> Update on JPA or fill in Form JPA N002 for UK NSE to action new address and contact details.	SP, UK NSE		



Hopefully, you will have had plenty of warning of your posting and you should have plenty of time to prepare. However, you are advised to check frequently that the respective agencies are progressing your move. The following paragraphs give you a few details on what you need to do, *but do seek advice from your local admin staff.*

### **Schedules**

There are some key administrative items (Turkish ID number, tax number, NATO ID card, etc) which are literally the *sine qua non* starting point for all other tasks. These can only be done face-to-face, i.e. you have to be present in country, and even then other admin steps take days and weeks to complete. You might wish to consider flying out to Turkey the day after your previous assignment finishes for a few working days to get over all the essential early hurdles. Then fly back to (UK) to complete any pre-employment courses, pack the household, enjoy leave etc, thereby giving some of the admin a chance to move forward.

### **PRE-POSTING BRIEFING**

**NATO and European Policy (NEP) and Defence Intelligence Services (DIS).** NEP can provide background briefings on the UK's position with current NATO Policy, and information can be found on the defence internet for the current background briefings. You may have to push hard to obtain these since they are not customer focused units.

### **TICKETS, VISAS AND INOCULATIONS**

The Families Section of Relocation Services are responsible for all aspects of your move to Turkey (less unaccompanied baggage – see below). This includes visas, tickets, medical fitness etc. Experiences with Defence Passenger Reservation Centre (DPRC) vary from very quick and helpful to very slow – do not assume you will be lucky. Your current unit are to submit an F/Mov562e or F/Mov/564e. Ensure they book flights to Istanbul Airport (code IST), not Sabiha Gökçen (code SAW). Note that children attending UK boarding school are NOT entitled to public funded travel on assignment; but you can request one of your 6 annual SCV journeys for your children to travel to post with you. You are advised to closely monitor the processing of your tickets, freight, visas, etc.

Families Section, Relocation Services  
MSS Division  
Provider Management  
Elm 2c, Mail Point # 4229  
MOD Abbeywood  
Bristol BS34 8JH

Phone: +44 (0)30 679 81013  
Fax: +44 (0)117 91 38973

Email: DES JSC ProvMgt-MSS-FamGp@mod.uk





## Visas

Service personnel are to travel on a NATO Travel Order, and you do not need a Visa (see para 3-12A below). Also, since May 2020, British passport holder family members do not require visas to enter Turkey. In case the rules change, it is recommended to check [www.evisa.gov.tr/en](http://www.evisa.gov.tr/en). The process takes 10 minutes, currently costs US\$20 for a multiple entry visa, which is valid for stay(s) of 90 days in total within a 6 month period, and is refundable through JPA. Dependants will be issued with Residency Permits by the Turkish authorities after arrival (the NSE and Turkish HQ will help organise this) for which you will need to have original marriage and birth certificates. However, if your dependants have to renew a passport during the tour they will also have to reapply for Residency Permits which is time consuming and well worth avoiding – better to ensure that all passports are valid for the duration of your posting. Once here, military personnel will use their NATO Travel Order and Military ID card issued by Turkish MOD as authority for residence in Turkey.

For the officer's initial arrival in Turkey, you should obtain a letter from the Foreign & Commonwealth Office in London which articulates that, under the terms of the MoU between Turkey and the UK, you do not require a visa to enter the country. Please be aware that British citizens do not require a visa to get in Turkey at Sep 2020. Your host can give you up-to-date contact details for doing this. Alternatively the officer can travel on a NATO travel order prepared by your former unit, which will be easier for the airport staff to recognise and understand.

## Inoculations

If you are given sufficient warning of posting, vaccination programmes should be started at least **6 months** before departure for Turkey. Some of these vaccinations require 2 or 3 jabs at precise intervals, which need to be carefully coordinated, so start these early to guarantee full cover. It is almost certainly more straightforward to complete these at your present Unit Medical Centre, although programmes can be completed after arrival, if necessary. Relocation Services will supply a form for all family members to obtain inoculations (from the family GP) at government expense.

## General Immunisation Needs

All Service personnel and dependants posted to Turkey should be up to date with the full UK schedule of primary immunisation for the area. Medical staff and the various NHS websites will be able to advise on what inoculations are required, but as an indication the following are all likely to be required:

- a. Triple (Diphtheria & Tetanus & Whooping Cough) and Polio. Either an initial course or boosters as appropriate.
- b. Measles, Mumps & Rubella.

## Specific Immunisations for Turkey

There are no immunisations required by law for travellers to Turkey. However, you should be aware of the following diseases against which you should be protected:

- a. **Typhoid.** This disease is still common in countries with low standards of sanitation and hygiene, and the organism is acquired through consuming infected food or drink. Protection is given by immunisation with 2 doses of typhoid vaccine separated by 4 - 6 weeks with a booster given every 3 years.



- b. **Malaria.** Antimalarials are not required: only some parts of Turkey are theoretically at malarial risk - Istanbul definitely is not. A potential malaria risk exists from March to the end of November in the Adana area, and from mid-May to mid-October in South Eastern Turkey. Both regions are over 500 miles from Istanbul so precautions need not be taken unless you are actually planning to go there on holiday or duty.
- c. **Hepatitis.** You should be protected against Hepatitis A and B.
- d. **Rabies.** There have been a few instances of rabies in Istanbul, and it can be a fatal infection. There is a prevalence (even an abundance!) of stray (but mild) dogs in the city and it is recommended that all members of the family, including 'boarding school' children, have the rabies jabs, as an extra precaution. Recent experience suggests that Rabies will not routinely be given to adults or children, but if you consider yourself at high risk (perhaps because you own a dog and expect to meet many strays) then it might be worth pursuing. Despite this, you should not worry unduly about stray dogs, just be sensible.

### General Medical Preparation

Service personnel must be medically and dentally fit on posting on arrival. Serving members and family members are not allowed to visit the dentist in the first or last 3 months of the overseas tour, unless there is a need for emergency treatment. Furthermore, family members should have a thorough medical and dental check-up before departure from the UK/Germany.

Costs for medical care in Turkey fall to the MoD for servicemen and their families, through an insurance / billing arrangement shared with the FCO (called HEALIX). One of the 'in-place' officers will be in touch with you once your assignment is announced to explain the procedure for registering with HEALIX

### Medical Supplies

Most medical supplies can be obtained, though drugs may be marketed under a different name or be difficult to find. Specific requirements and/or brand names may not be available and where they are relied on (Calpol, Imodium, types of antihistamine, etc), it may be wise to bring a stock from the UK.

### PHOTOGRAPHS

The NRDC-T Headquarters require a minimum of 8 colour photos of yourself and 8 each for the other members of your family. A high resolution digital passport style photo of individuals travelling to Istanbul should be emailed in advance to the UK NSE which will help improve the arrival process. Alternatively you can arrive with the required photos and claim for the cost of these through the UK NSE though a receipt will be required as usual. The cost of 8 passport photos at HQ NRDC-T is 40TL (for 8, not each) and they are processed in 2 days.

## UNACCOMPANIED BAGGAGE

The following services are arranged through the Agility Logistics Limited (Google “Agility Logistics MoD” or call +44 (0)844 282 1465).

a. Married Accompanied Personal Belongings. You are entitled to 67.92 cu m of freight stored, or shipped.

(1) Furniture Movement Service (FMS). FMS applies to Istanbul, so you can ship your entire entitlement at public expense. In this case storage is not admissible, and your quarter will be ‘unfurnished’. If you move into your quarter before your freight arrives, you may be dependent on staying in Somerset Hotel for a while.

(2) Removal Service Overseas (RSO). In this scheme you are allowed to move a relatively small volume of effects (13.5 cu m for a family of four) and the remainder of your 67.92 cu m can be stored at public expense.

b. Single/ Married Unaccompanied Personal belongings. The self-pack service.

c. A Car. Service personnel moving on permanent assignment (for more than 12 months) to a Small Station may be entitled to have their vehicle shipped to their new overseas station at public expense. However this is expanded upon in JSP 752 Art 06.0620e where it states that ‘Service personnel are entitled to the conveyance at public expense of one car from and to the UK at the start and end of their assignment’. This may limit the allowance only to those coming from UK. If you are not in the UK then it may be possible to ship from, or to, another overseas posting but this has to be arranged on a case by case basis. Approval has recently been given to ship from Kuwait and to Brussels. GRMS MSS Section are able to advise and provide the necessary forms. Additionally, if posted from a country where you are expected to have winter tyres (e.g. Germany) personnel have had 0.4 cubic metres added to their RSO allowance to account for this.

d. Concise details of the options available, how to apply and the allowances that you are entitled to are contained in the following regulations:

(1) JSP 800 Volume 2 Part 5.

(2) JSP 752 Chapter 7 Section 2.

Shipping time may take as long as 6-8 weeks to arrive at Customs in Istanbul, and a further week to be cleared once you have obtained certain in-country documentation. Hence expect to be without your shipped belongings for at least 2 months, possibly longer. Single personnel with less freight allowance may have to wait even longer, as kit will not generally be shipped until the container is full.



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You are therefore encouraged to take the shipping time into account whilst considering what to pack and when to dispatch your belongings. You should also communicate with your removals / shipping company to ensure that your freight is not packed too early, only to sit on a quayside in the UK.

You will need to send a copy of the Packing List to the UK NSE Istanbul. In addition all significant electrical items (e.g. TV, PC, microwave. but not toaster, toothbrush, camera chargers) which are on the Packing List need another list showing date of purchase, value when purchased, make, model, and the serial number of each item. The UK NSE will translate these documents into Turkish and prepare the NATO importation documents.

In practice, the Turkish Customs are mainly interested in electrical goods and luxury items. Since they are entitled to ask to see them, we advise you to concentrate these items in as few boxes as possible to minimise the unpacking effort in the Customs shed if they do. Number each box on at least 3 sides so that you can easily locate the "interesting ones" in the Customs shed. If necessary, the NSE, in liaison with the HQ NRDC-T Customs Liaison Officer, will make arrangements for you to visit Customs to clear your boxes. Once completed, a local agent will deliver them to your accommodation within a couple of days.

The Customs laws in Turkey stipulate that whatever you bring into the country must be exported. This is why the shipping list becomes a valuable document. As a result, do not assume that bringing an old sofa, TV etc and jettisoning it at the end of your stay is as easy as it would be in Berkshire. There are ways to do this of course, which all seem to involve taxes. This is also the case if, eg, your fridge freezer breaks and needs replacement – the old one will need to be exported! Or disposed at the customs which will cost money. This is particularly relevant if you are bringing a full entitlement with you (67.9cu m under FMS, but only 12.5cu m under RSO) and intend to do 'some big item shopping'. You may end up with too great a volume of goods to send back with MoD unless you pay the excess.

### **ACCOMPANIED BAGGAGE**

If you fly, you will be entitled to excess baggage, arranged and paid for by Relocation Services. The exact allowances and procedures for ticketing excess baggage are available in JSP800, Volume 2, Edition 55 Part 2 Chapter 6 page 140. The reference suggests no entitlement, but practice (married couple permitted 92kg on the plane in August 2015) suggests otherwise.

### **MARITIME INSURANCE**

If you use any removal or shipping service, it is vital that you check that your insurance covers maritime contingencies. In 2009 a ship carrying personal possessions ran aground off Crete and the Arriving Officer's container had to be transloaded to another ship. During this transfer it was dropped causing much woe. In such events, you will be totally in the hands of your insurance company with no assistance from Agility Logistics. They will refer to the official paperwork which states "You are strongly advised to take out Maritime Insurance". You could find yourself facing a large bill to recover or replace your possessions if you don't have the appropriate insurances.



## SECURITY

Istanbul is a mega-city of 18 million people (and growing) and not all of them will have your best interests at heart. However, you should realise that in many ways this is a safer place to live than London, Birmingham or other UK city. The same basic precautions in your own regard to personal security will see you through the vast majority of your time in Istanbul.

**Pilfering.** There are occasions of petty crime, especially in the obvious tourist areas. The deterrence to the opportunist thief is that if he is caught he will be most severely treated by the Police. Passports are good currency given the ebb and flow of immigrants but with handbags properly zipped up, and wallets & phones kept deep inside pockets, a watchful eye on your possessions is likely to be totally sufficient.

**Burglary.** The risk of household burglary is instantly diminished because we live on a gated compound with 24/7 controlled access. There are just 2 instances in UK folklore (ie for the past decade) of items being taken from our houses here which is heartening and far fewer than, say, the UK MOD record in Naples.

**Organised crime.** Extortion, gunrunning, drug smuggling, pimping, and high level corruption are undoubtedly all available but you will need special contacts to find an entry route.

**Scams.** This is a more regular event to be aware of. However well you pick up the language we will always remain foreigners and therefore a source of undeserved income. Beware the shoeshine man who drops his brush in front of you to generate an opportunity; the shop assistant who takes your 100TL note (£10) and out of sight to you swaps it for a forged one; the helpful guide who drops you at his brother's carpet shop; the restaurateur who shows you one menu to order from and a second one with higher prices when you question the bill. These might happen to you once a year so be alert but do not be overly suspicious and for balance here, see para 6-31 below.

**Late night.** The parts of the City you are likely to be visiting late at night are probably less threatening and less of a problem than Clubland in London, Manchester or Glasgow. Certainly, older teenagers can enjoy a night out and providing they have money left over for a taxi home should have no issues on that front.

**Civil disturbances.** The past 2 to 3 years have seen some severe social riots which have often been sharply dealt with (often creating further injustices). These demonstrations are well flagged and predictable set pieces which occur in a few, regular locations. They will be 'controlled' by many hundreds of riot police, tear gas and water cannon and can escalate from mild chanting to fatal exchanges in an instant. We are on the British Consulate network and will receive text messages of all known demonstrations in ample time to avoid them, but if you were to be caught in one then get out of the way and do not hang around to take photos.



**Terrorism.** 2015 and 2016 have witnessed an increase in terrorism in Istanbul and elsewhere in Turkey, following the breakdown of the ceasefire with the PKK, and the rise of ISIS / Daesh. However through the exercise of sensible prudence, all 5 families are getting on with life (Summer 2016) with few restrictions on our behaviour. Updated detail will be provided when you are assigned.

**Honour of the businessman.** Set against the innate suspicion we have of non-Brits, is an extraordinary trust from the Turkish business community. With the barest of acquaintance the merchants will often let you collect a car before paying for the repairs, or take a rug home on approval to try it out. At an individual level this is a joy to be part of and a marked change from other societies.

**Medical Services.** UK military staff and dependents are enrolled in the 'HEALIX' medical system used by the FCO. An application (medical history check) needs to be made to HEALIX before leaving UK – NSE will give you details. Facilities in Istanbul are good, but expensive (for the MoD). The British military community uses a GP-style outpatients clinic, located in Zekeriyaköy, which delivers routine medical care for families and provides a 24/7 service. If necessary, patients are referred to the Acibadem Hospital, some 20 minutes away from Zek. This system works well. Dentists are easy to find and 4 out of 5 families use a very good practice called ConfiDent, located in central Istanbul. Or you can use the dentist in Zekeriyakoy which is 10 minutes away from your house. Procedures for using these facilities will be explained on arrival. Medical and dental provision is intended to be 'at the standard available on the NHS', and appears to live up to, or exceed, this. Individuals are not restricted to the two facilities mentioned above; there are many other medical & dental facilities within Istanbul and individuals can choose whichever they wish, and re-claim the costs.





## GETTING TO TURKEY

### BY AIR

There are no military trooping flights to Turkey. Relocation Services will book your flights (Tel: 03067 981013). If your family accompanies, you only F564e is required. However, if your family travels separately then you need to fill in a F562e as well as a F564e. You should notify NSE and your predecessor / mentor of your arrival details so you can be met at the airport.

### BY CAR (Privately Assisted Passage).

If you elect to drive to Turkey you can apply under JSP752 Chapter 4 Sect 10 to travel under private arrangements. The regulations and the amounts to be claimed can be obtained from your HRF/RAO or by contacting the UK NSE. You should keep all receipts (eg fuel, ferry tickets, hotels, taxes, tolls, etc) for presentation with your claim although, in reality, your entitlement will be capped to a theoretical journey of taxi/train/flights in accordance with your application details – less than £500 in Aug 15. This journey and entitlement MUST be approved through your Losing Unit and DE&S Families before submission through JPA.

Remember that you must still submit Form F/Mov/564 to Relocation Services to trigger visa applications, medical processing and the like for your family.

From the UK, the most direct drive is about 2000 miles through France, Italy and by ferry to Greece and then on to Turkey. However, people have also travelled via the Netherlands, Germany, Austria, Hungary, Serbia/Montenegro and Bulgaria, and/or through Romania. Many of these countries require you to pay a road tax (often called a 'vignette') at or near the border. The RAC or AA websites provide information on this. There are many permutations of the sea and land routes, depending on the time you have in hand, but anything less than 5 days is pushing it. Most people spend a few extra days en route and enjoy a break on the way.

Car ferries run between Italy and Greece (Patras or Igoumenista) but schedules vary so do check. A good web site for ferries is [www.greekferries.gr/international.htm](http://www.greekferries.gr/international.htm). There are plenty of other web sites and [www.turkeytravelplanner.com/trans/Ship/tk-italy.html](http://www.turkeytravelplanner.com/trans/Ship/tk-italy.html) provides useful advice on travelling to Turkey. You are advised to book any ferry well in advance, especially during the tourist season. A ferry crossing from Ancona (Italy) to Igoumenista is run by Superfast Ferries who have regular sailings and are recommended: <http://www.superfast.com/> as are Direct Ferries.



## General Travel Advice.

The journey is not normally a problem but each country has its own peculiarities and you should check regulations. The AA or RAC should be able to advise you, or there are good sources on the Internet. Remember that European countries generally expect cars to carry warning triangles and often require reflective vests for those walking on any motorways (so drivers, at least, must have one). First aid kits, headlamp converters are required, as are driving licenses, insurances etc. You are also advised to check the FCO web site to see if there are any 'local peculiarities' in specific countries through which you intend to travel. Snow chains and tyres are definitely recommended if traveling to Istanbul over the winter months. Above and beyond this, the following Internet sites provide useful advice:

<http://www.fco.gov.uk> – travel advice available.

[http://www.theaa.com/motoring\\_advice/overseas/countrybycountry.html](http://www.theaa.com/motoring_advice/overseas/countrybycountry.html)

<http://www.nationalcar.co.uk/drivesafe/english/index.html> - general advice with a drop down menus to select the country.

<http://www.bugeurope.com/transport/driving.html> - not always the most descriptive but worth a look.

## Night Driving.

Generally, it would seem sensible to avoid extended night driving in Eastern Europe and Turkey, at least on your first journey! Unlit traffic, some of it animal-powered, stray cattle, and axle-bending potholes make driving at night a hazardous business in Romania, Bulgaria, Serbia/Montenegro and rural Turkey.

## Night Stops.

In Germany, Austria, Hungary, Greece and Italy, hotels and camping places are no problem. Thereafter, standards vary and it is best to look for suitable accommodation reasonably early – looking on Booking.com is a good start. This especially applies in winter when many hotels are closed. Also, you should note that the 'star systems' for hotels are not necessarily as those in the UK. As a general rule of thumb, a 3-star hotel in Eastern Europe should be considered to be equivalent to 2-star in NW Europe. Camp sites in Romania and Bulgaria are cheap, but basic.

## Crossing the Turkish Border.

Green cards for car insurance are no longer issued and you cross European Union countries using your normal UK car insurance having informed your provider that you are travelling in Europe. If you route through non-EU countries, you will need to arrange appropriate extra insurance. For entry into Turkey you should produce your Bill of Sale for the vehicle, driving licence and UK Car Registration document to the Turkish customs at the border crossing. On arrival in Turkey, you will find an insurance sales point to buy 90days Turkish 3rd Party car insurance (mandatory). This will be required regardless of any comprehensive arrangements you already may have. Red tape gets steadily worse as you drive eastwards from Kent - expect it and keep cool. It can take several hours to enter Turkey, although in quiet periods with a fair wind and no hiccups you may crack it in 1 hour; 20 minutes is the record. You will need to get your Passport stamped to allow you to drive in Turkey on your National registration until your car is legally registered. This permission should be good for up to 90 days. Either way, this gives plenty of time to register your car on arrival in Istanbul.





### **Motorways and Roads in Turkey.**

See *Istanbul\_Vehicles\_Travel* for information on driving in Turkey.

### **Tolls from the border.**

All Turkish tolls are now cashless. But there is no point you buying a card/ sticker before registering your car with Turkish plates. So advice from Irfan is to ignore the tolls, drive straight on and see him to sort it out within 7 days of first arrival.

### **Maps.**

Good maps by 'Hallwag, Kummerley and Frey' are available in the UK, but if you have time, visit the UK map specialists Stamfords, Long Acre, London. Large-scale maps of Turkey are strictly controlled by the military and seem unavailable anywhere. Sea charts show details of coastal geography including many historical sites. They can be bought in Turkey but are more expensive than in UK.

### **SATNAV.**

The main SatNavs (Garmin, TomTom) all have accurate and near complete mapping and experience has shown that the likes of Tom Tom are generally better than built in SatNavs. Some backwater rural roads will be missing, but they are absolutely good enough in >99% of places. There are sometimes format problems with some Turkish addresses though finding a location on Google Maps and then comparing it to the map on the SatNav overcomes most problems. However good your map and map reading, a SatNav is highly recommended. Yandex is a widely used mobile phone app with good mapping of Turkey and traffic information.



## PRE ARRIVAL CHECK LIST

SERIAL	ITEM	COMMENTS
1	Contact post incumbent in NRDCT	Agree timetable of handover of house/job
2	Contact SNR and NSE	
3	Book flights or submit PAP (Privately Arranged Passage) to DE&S EARLY!	Consider arrival for recce then return later
4	Check dependants' passports for tour duration	Renew if necessary
5	Initiate security clearances if req'd	Through current USyO. Must have a valid NATO Security Clearance to enter HQ.
6	Education coord	Contact British International School if reqd
7	Inoculations programme for self and family	
8	Arrange warm weather uniforms	JSP 752 Ch8 Section 1
9	Packing of household goods and shipping timetable	Agility Logistics. Allow 6 - 8 weeks prior to packing date.
10	Arrange shipping of vehicle	Details thru Agility. Entitlement under SSLOA rules. Ensure log book is in Serviceman's name, not spouse.
11	Claim disturbance allowance	Present Unit Admin
12	NATO Travel order valid for entry to Turkey	Present Unit Admin to supply
13	Visas for family entry to Turkey	Self-help but inform Relocation Services

## INITIAL ACTIONS POST ARRIVAL

1	<b>Turkish citizen number</b>	
2	Spare	
3	Turkish bank account	
4	Register mobile phone(s) in Turkey, if using UK phone with Turkish SIM	Alternatively, buy Turkish phone and SIM
5	Internet and landline connection	
6	BFBS activation	
7	NATO ID cards for all family	
8	Turkish Residency permits for family	
9	Car registration(s)	Inc HGS account
10	Tax free fuel application	Inc Is Bank account (serial 3)