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**TOUR
ADVICE**

Tour Operator & DMC



SURVEY ON THE SERVICES OF ACCOMMODATION PROVIDERS IN SHIRAK, LORI AND TAVUSH REGIONS OF RA

November 2020

Acknowledgements

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Within “The Innovative Tourism and Technology Development for Armenia” project under EU4Business initiative, “Tour Advice” travel agency has carried out “New touristic itineraries taking into account the new sanitary and safety measures” project. In the scope of the project, the staff members of the travel agency conducted a research on the service diversity and quality of accommodation providers of Lori, Tavush and Shirak regions. Afterwards, a questionnaire was prepared in order to conduct a survey on the service range of accommodation providers in the target regions.

The survey was conducted and the results were analyzed by the executive director of “Tour Advice” travel agency Artak Avetisyan, deputy director Varduhi Sevachyan, inbound tour manager Alina Hovikyan and tour manager Arpine Hunanyan starting from the 15th of September to the 16th of November, 2020.

Contents

Acknowledgements	2
Section 1: Executive Summary	4
Section 2: Objectives	4
Section 3: Research Methodology	5
Section 4: Interpretation of Results	5
Conclusion	16
Appendix	17

Section 1: Executive Summary

The questionnaire was prepared by "Tour Advice" LLC within the frameworks of The EU4Business "Innovative Tourism and Technology Development for Armenia" project, co-funded by the European Union and the Federal Ministry for Economic Cooperation and Development (BMZ) and implemented by German Development Cooperation GIZ through the Private Sector Development and TVET South Caucasus Programme. The project is part of the EU4Business initiative of the European Union. The purpose of the questionnaire is to discover the services offered at the accommodations of Shirak, Lori and Tavush provinces. Due to the collected data, the scope of activities, preferred services of travelers, the level of awareness on sanitary norms, and its applicability was determined. As a result, analyzing all the data, new touristic routes will be created, including new accommodation providers, which comply with the existing sanitary and safety standards.

Section 2: Objectives

The objectives of the survey are the following:

- To identify segments of accommodations;
- To estimate the average bed number of accommodations;
- To study the existing facilities/amenities in accommodations;
- To identify the languages staff members communicate with;
- To estimate the number of incoming tourists travelling to Armenia before Covid-19;
- To estimate the average number of overnights tourists spend in accommodations;
- To estimate the average number of tourists that prefer to have lunch and dinner in accommodations;
- To discover travelers' most preferred accommodation services;
- To find out pet-friendly accommodations;
- To discover what kind of touristic attractions are located near the regional accommodations;
- To discover the range of additional services accommodations offer;
- To find out disabled-friendly accommodations in the regions;
- To discover the level of awareness on Covid-19 safety and sanitary norms of accommodations;
- To find out the future plans of accommodation providers on their own service quality.

Section 3: Research Methodology

In line with conducting the online questionnaire, semi-structured interviews were employed with the potential ventures. The method of random sampling was chosen in order to provide more accurate results. The size of the sample largely was based on the existing data on travel websites, such as www.booking.com, www.tripadvisor.com and www.agoda.com. In addition, there was extensive collaboration with the travel professionals of Tavush Tourism Research & Development Center, who provided us with the list of all the accommodation providers of Tavush province. Information about the accommodation providers in Lori province was provided by our expert and experienced tour guide from Lori region, Saro Ohanyan. Data on the accommodations of Shirak region was extracted from the above-mentioned websites.

Section 4: Interpretation of Results

An online questionnaire was prepared and sent to more than 295 accommodation providers located in the regions of Lori, Tavush and Shirak. Here are the results:

- a) 150 accommodations were contacted in Tavush province, out of which
 - Interested - 35
 - Non-response rate - 58
 - Not interested - 29
 - Not working in times of Covid-19 - 28

- b) 55 accommodations were contacted in Shirak province, out of which
 - Interested - 34
 - Non-response rate - 10
 - Not interested - 5
 - Not working in times of Covid-19 - 6

- c) 90 accommodations were contacted in Lori province, out of which
 - Interested - 36
 - Non-response rate - 20
 - Not interested - 10
 - Not working in times of Covid-19 - 24

As a result, 105 responses were accumulated.

Q1 The name of the accommodation

In order to incorporate the accommodations of the target regions into new touristic itineraries to be prepared by the tour managers of Tour Advice LLC together with the selected travel experts, cooperation with regional accommodation providers was made. For that reason, their contact information was gathered in order to cooperate with them. The total number of responses to Question 1 is 105.

Q2 The location of the accommodation

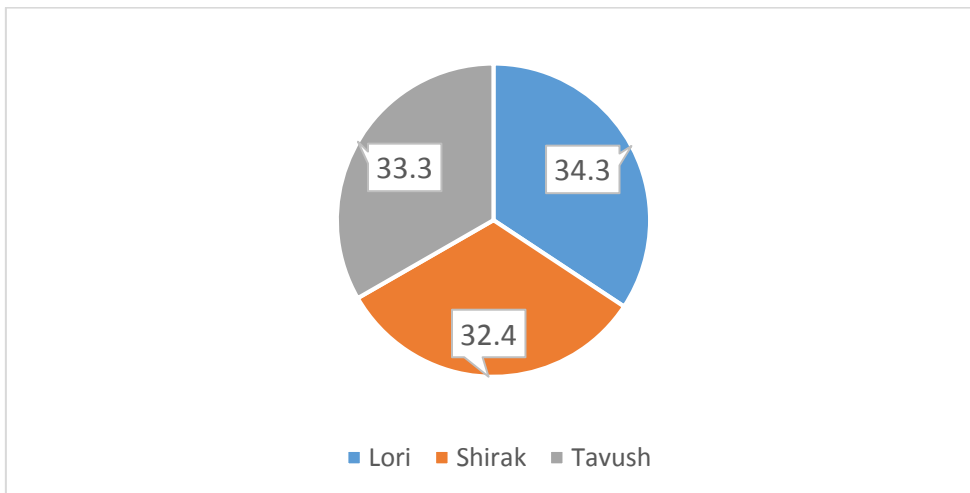


Figure 1. Location of accommodations

Figure 1 shows the distribution of accommodations in Lori, Shirak and Tavush provinces. The overall response rate is 105. The accommodations of Lori province were most interested in the project and were eager to cooperate. They comprise 34.3% of respondents, having overall 36 participants. From Tavush province, information from 35 accommodations was gathered, making up 33.3% of total responses. The lowest rates are recorded from Shirak province, totaling 32.4% of responses. Total number of responses to Question 2 is 105. The results show that there is nearly equal interest from the target regions.

Q3 The type of activity

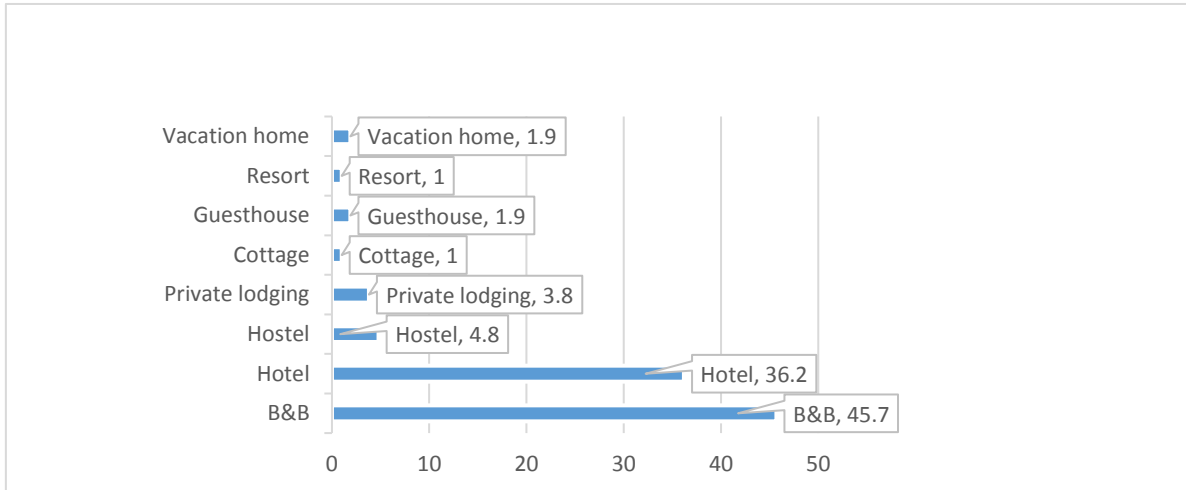


Figure 2. Type of activity

Figure 2 plots the response distributions for accommodation types in the target regions. This question helps identify the type of participating accommodations. It was discovered that the majority of respondents are B&Bs, comprising 45.7%, with 48 responses. Hotels make up 36.2% of responses, with 38 participants. Other accommodation providers include hostels, with 5 responses /4.8%/, 4 private lodgings /3.8%/, 2 guesthouses and vacation homes /each 1.9%/. Total number of responses to Question 3 is 105.

Q4 Which is the segment of your accommodation?

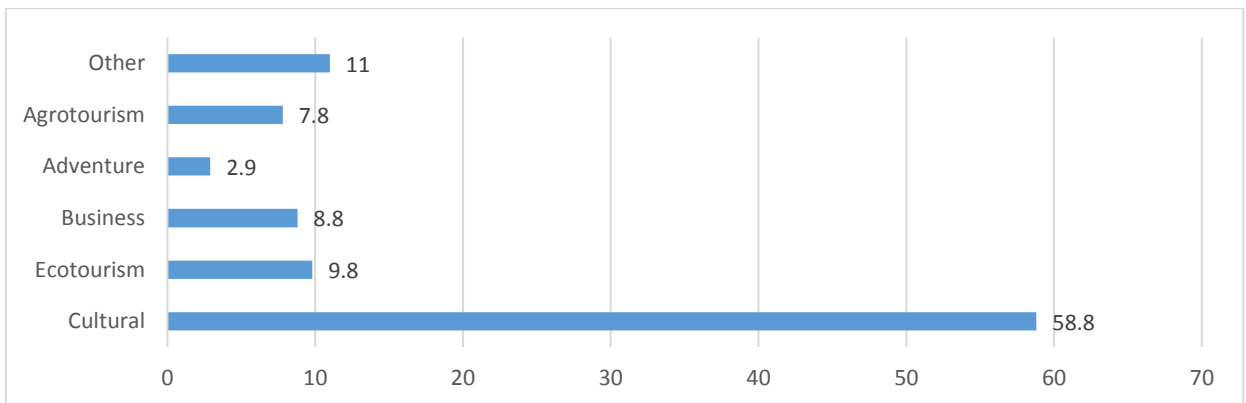


Figure 3. Target markets

Figure 3 showcases the results of tourism segments of the regional accommodations. The most distinguished one is cultural tourism with 60 responses, displaying 58.8% of the total response rate. The second type is ecotourism, which has become very trendy in the target regions and marks 9.8% of total response rate with 10 responses. Business tourism makes up the 8.8% of the total number with 9 responses. Other accommodation providers offer services to people interested in agrotourism, covering the 7.8% of the total rate, with 8 responses. Only 2.9% of accommodations work for travelers interested in adventure tourism, with just 3 responses. Other types of tourism promoted by the accommodation providers include tours for families, medical tourism, etc. Total number of responses to Question 4 is 102.

Q5 What is the number of beds in the accommodation?

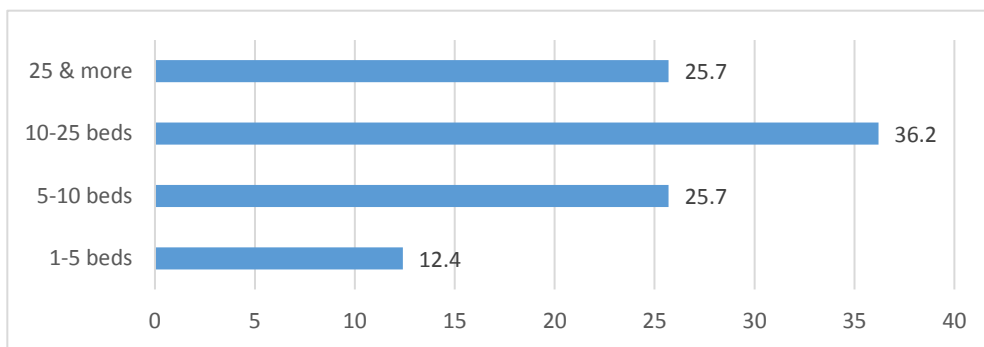


Figure 4. Total beds

Figure 4 displays the average number of available beds in the accommodations of Shirak, Tavush and Lori provinces. Accommodations that offer 10-25 beds dominate in the target regions and comprise overall 36.2%, with 38 responses. Accommodations that have 5-10 beds and 25+ beds, each show a result of 25.7%, with 27 responses respectively. Only 13 accommodation providers boast 1-5 available beds, making up the 12.4% of the total number. Total number of responses to Question 5 is 105.

Q6 The facilities and amenities accommodations offer.

Facility	%	Responses
TV	76%	79
Telephone	29.8%	31
Fridge	66.3%	69
Internet Connection	95.2%	99
Air Conditioner	30.8%	32
Heating system	81.7%	85
Toiletries	84.6%	88
Hair dryer	62.5%	65
Bathroom	90.4%	94
Other	7%	7

Figure 5. Available facilities

The aim of this question is to discover the range of facilities and amenities that are offered in the regional accommodations. A greater percentage of accommodation providers mentioned that they provide all the travelers with internet connection. The number of respondents is 99, displaying 95.2% of the overall response rate. 90.4% of the participants /94 respondents/ mentioned that they have bathrooms and 84.6% /88 respondents/ offers free toiletries. Heating system was available in 81.7% of participating accommodations /85 respondents/. Fridges can be found in 69 accommodations, which comprises the 66.3% of the overall responses. Total number of responses to Question 6 is 104.

Q7 In what languages is the staff able to communicate with the customers?

Language	%	Responses
English	64.8%	68
Russian	97.1%	102
German	3%	7
French	3%	7
Other	2.5%	6

Figure 6.Languages spoken

The purpose of Question 7 is to discover the languages staff members are able to communicate with. The majority of accommodation providers mentioned that their staff could communicate in Russian /102 responses/, comprising overall 97.1% of the response rate. Fewer respondents mentioned the staff could communicate in English /68 responses/, making up the 64.8% of the total number. German and French comprise 3% of the responses, each with 7 respondents respectively. Other languages include Greek, Italian, Chinese, Polish, Arabic, together making up 2.5% /6 participants/ of the total responses. Total number of responses to Question 7 is 105.

Q8 What was the percentage of Armenian travelers before Covid-19 pandemic?

Answer	%	Responses
Non-response rate	3.1%	3
Newly opened	3.1%	3
0% of travelers	2.1%	2
10% of travelers	5.3%	5
20% of travelers	12.7%	12
30% of travelers	11.7%	11

40% of travelers	8.5%	8
50% of travelers	7.4%	7
60% of travelers	5.3%	5
70% of travelers	3.1%	3
80% of travelers	4.2%	4
90% and more travelers	2.1%	2

Figure 7. Number of travelers before Covid-19

The goal of Question 8 is to discover the percentage of Armenian travelers who visited Armenia before Covid-19 pandemic. 12 accommodation providers /12.7%/ mentioned that only 20% of travelers were Armenian. Some other 11 respondents /11.7%/ stated that 30% were domestic travelers. The rest of the respondents noted the following: 8 respondents /8.5%/ mentioned that 40% of travelers are Armenians, 7 respondents /7.4%/ mentioned that 50% are domestic travelers, 5 respondents /5.3%/ mentioned that 10% and 60% are Armenian travelers respectively. The responses are rather scattered and do not give us a clear image. Total number of responses to Question 8 is 94.

Q9 What is the percentage of local travelers who prefer to spend their overnight in the region?

N	%	Responses
1 overnight	24.3%	25
2 overnights	51.5%	53
3 and more overnights	24.3 %	25

Figure 8. Number of overnights spent in the regions

Question 9 is to estimate the number of overnights local travelers spend in the regions. It was found out that 51.5% /53 respondents/ host travelers that prefer to spend 2 overnights. Other accommodations reported that their customers spend 1 overnight /25 responses/ and 3+ overnights /25 responses/, each comprising 24.3% of the response rate. Total number of responses to Question 9 is 103.

Q10 According to your data, what is the percentage of travelers that prefer to have lunch on site?

Answer	%	Responses
Non-response rate	23%	21
Does not offer such service	4.3%	4
0% of travelers	2.1%	2
10% of travelers	10.7%	10

20% of travelers	3.2%	3
30% of travelers	5.3%	5
40% of travelers	2.1%	2
50% of travelers	4.3%	4
60% of travelers	3.2%	3
70% of travelers	2.1%	2
80% of travelers	3.2%	3
90% and more travelers	9.6%	9

Figure 9. Travelers that prefer to have lunch in the accommodation

The goal of Question 10 is to identify the percentage of travelers that prefer to have lunch in the accommodation. The non-response rate is 23%, with 21 responses. Other accommodations do not offer such services and comprise the overall 4.3%, with only 4 responses. Some 10 accommodation providers reported that only 10% of travelers have lunch on site. 9.6% of the respondents mentioned that 90%+ travelers prefer to have lunch on site, with overall 9 responses. Other respondents mentioned that only 5.3% /5 responses/ of their customers have lunch at their accommodation. The average response rate shows that only 10% of customers use the catering services of accommodations. Total number of responses is to Question 10 93.

Q11 According to your data, what is the percentage of travelers that prefers to have dinner on site?

Answer	%	Responses
Non-response rate	23%	21
0% of travelers	3.2%	3
10% of travelers	9.5%	9
20% of travelers	9.5%	9
30% of travelers	6.5%	6
40% of travelers	8.7%	8
50% of travelers	14.2%	13
60% of travelers	5.4%	5
70% of travelers	13.1%	12
80% of travelers	3.2%	3
90% and more travelers	12%	11

Figure 10. Travelers that prefer to have dinner in the accommodation

The aim of Question 11 is to evaluate the percentage of travelers that prefer to have dinner on site. For this question, the response rate is relatively low, which may indicate that accommodation providers either do not have such data yet, or their customers do not use such services. Total number of responses to Question 11 is 79, out of which 13 /14.2%/participants reported that 50% of travelers prefer to have dinner on site. Some other 12 accommodation providers /13.1%/ mentioned that 70% of their customers prefer to have dinner on site. Overall, the scope of responses is rather diverse and mixed, which accounts to the analysis being not very clear.

Q12 Which services are widely used by your clients?

Service	%	Responses
Playground	18.4%	18
Swimming pool	14.3%	14
Gym	3.1%	3
Conference hall	11.2%	11
Bar	24.5%	24
Parking	73.5%	72
Cafe	33.7%	33
Room service	48%	47
Other	17.7%	17

Figure 11. Demand on extra services

Question 12 reveals the scope of services that are requested by customers. The majority of accommodation providers mentioned their customers need a parking place, making up the 73.5% of the total number with 72 responses. Room service was mentioned by 47 respondents, which comprises the 48% of the overall response rate. 33.7% of participants mentioned that their clients prefer to have their meal in a café, while others /24.5%/ prefer bars. The rest of accommodation providers reported that their customers look for a playground /18 responses/, swimming pool /14 responses/, conference hall /11.2%/, etc. Total number of responses to Question 12 is 98.

Q13 Is the accommodation pet-friendly?

Answer	%	Responses
Yes	58.3%	60
No	41.7%	43

Figure 12. Allowance on pets

Question 13 helps discover the percentage of pet-friendly accommodations in the northern regions. Pet-friendly accommodations make up 58.3% of the total response rate, with 60 votes. The rest of the accommodations, which do not allow pets, comprise 41.7% of the responses, with 43 participants. Total number of responses to Question 13 is 103.

Q14 Which of the below-mentioned attractions are found near the accommodation?

Answer	%	Responses
Cultural heritage sites	86.5%	90
Museums	62.5%	65
Theatre	26.9%	28
Restaurant	68.3%	71
Bar/Pub	38.5%	40
Park	69.2%	72
Library	41.3%	43
Other	18%	18

Figure 13. Places of interest near the accommodation

The purpose of Question 14 is to identify the attractions that surround the accommodations of the target regions. Cultural heritage sites make up 86.5% of the total response rate with 90 responses. Parks accounted for 69.2% of the total numbers. Restaurants averaged around 68.3% with 71 participants. Libraries come next, with only 43 responses, making up the 41.3%. Other accommodation providers include the following: 38.5% /40 responses/ for bars and pubs, 26.9% /28 responses/ for theatre, etc. Total number of responses to Question 14 is 104.

Q15 What additional services do you offer?

Service	%	Responses
Guided tours	62%	57
Organizing events	50%	46
Car rentals	28.3%	26
Transfer	78.3%	72
Other	3.3%	3

Figure 14. Demand on extra services

With the help of Question 15, the range of additional services preferred by travelers was sorted out. It was discovered that the majority of accommodations offer their customers transfer, comprising 78.3% of the total numbers with 72 responses. 57 respondents /62%/ mentioned that they can provide their tourist with tour guides. Some 46 accommodation providers /50%/ mentioned that they can organize events for guests. A less popular service offered by accommodation providers is car rental, making up 28.3% with 26 responses. Total response rate to Question 15 is 92.

Q16 What kind of facilities are provided for the disabled?

Facility	%	Responses
Ramps	20.8%	20
Elevator	4.2%	4
Special toilets	4.2%	4
Low grab rails	7.3%	7
Special sinks	3.1%	3
No facilities	74%	71
Other	9%	9

Figure 15. Services for the disabled

Question 16 is aimed at discovering the existing services for the disabled. The majority of respondents /74%/ reported that they do not have any facilities for the disabled. Only a few respondents reported they have special ramps, making up 20.8% /20 responses/. Other responses make up 7.3% for low grab rails /7 responses/, 4.2% for elevators and specially accommodated toilets with 4 responses respectively. Total number of responses to Question 16 is 96.

Q17 What kind of measures do you take against the spread of Covid-19?

Measure	%	Responses
Temperature	66.3%	69
Informative brochures	27.9%	29
Availability of disinfectants	95.2%	99
Availability of masks	63.5%	66
Tables set 1.5 meters apart	47.1%	49
Ventilation of area	84.6%	88
Limited number of visitors	50%	52
Other	5%	5

Figure 16. Practice of Covid-19 measures

Question 17 reveals the level of awareness and applicability of Covid-19 safety and sanitary norms in the accommodations of the northern regions. The majority of accommodation providers follow the preventative measures of Covid-19. Disinfectants are available in 95.2% of accommodations /99 responses/. Frequent air ventilation is done in 88 accommodations, making up 84.6% of the total response rate. Temperature measurement is practiced in 69 accommodations, comprising 63.5% of the responses. 52 accommodation providers /50%/ stated that they restrict the number of guests. The tables of are set apart, with a distance of 1.5 meters. This makes up 47.1% of the responses with 49 participants. Total number of responses to Question 17 is 104.

Q18 Please mention what kind of improvements are you going to make in order to mitigate the impact of Covid-19.

The majority of respondents were highly motivated to make some new plans so that they can attract travelers in the new era of tourism. Almost all of them mentioned the necessity to strictly follow the new rules and make some renovations of toilets. Total number of responses is 105, the non-response rate is 4 and 5 respondents mentioned they do not plan to do any improvements. Others intend to implement the following activities:

- Create open air resting areas;
- Renovate the territory and rooms;
- Add stalls and new furniture;
- Expand the range of services: build cottages, fountain, tennis court, game room, sauna, playground, etc.;
- Organize fishing for guests so that they can be closer to nature;
- Introduce menus via special QR codes;
- Host limited numbers of guests;
- Reduce tariffs and offer discounts;
- Offer master classes of cheese making and honey gathering;
- Make the accommodations more appealing with outdoor swings and paintings;
- Offer individual approach for serving breakfast and lunch in the room;
- Renovate the yard and develop winter tourism /ski/;
- Add solar panels to cut the financial expenses;
- Organize tea-drinking parties;
- Implement a competitive pricing strategy and new marketing campaigns.

Conclusion

Summing up the results of the questionnaire, it can be clearly seen that regional accommodation providers were hard hit by the impact of Covid-19 and plan to establish risk mitigation strategies in order to meet the new standards. Total number of participants is 105, with the highest rates in Lori province. The objectives of the questionnaire are met through the elaborated questions. Based on the accumulated results, the following conclusions about the target regions are drawn:

- ✓ the majority of accommodations that took part in the survey comprise B&Bs and hotels;
- ✓ accommodations that host travelers interested in cultural tourism dominate, as they prefer to get into the history, traditions and cultural aspects of the destination they visit;
- ✓ out of top facilities and amenities, internet connection, heating system and free toiletries are offered by the majority of accommodations;
- ✓ Russian and English are widely acquired by staff members of accommodations;
- ✓ on the average, travelers prefer to spend 2 overnights in the accommodations;
- ✓ a parking place is the first thing local travelers are looking for when choosing an accommodation;
- ✓ the dominating part of accommodations are pet-friendly;
- ✓ the majority of accommodations are located in close proximity to cultural heritage sites, restaurants, parks, museums and libraries, making the overall travel experience of a lot easier and manageable;
- ✓ additional services, such as guided tours, transfers from the airport, car rental opportunities and organization of events are offered by the majority of accommodations;
- ✓ services and facilities offered for the disabled are limited in the region, suggesting only ramps and grab rails;
- ✓ precautionary norms considering Covid-19 are strictly followed in all accommodations, such as provision of disinfectants, frequent air ventilation, limited number of guests and temperature measurement.

To overcome the impact of Covid-19, the majority of accommodation providers plan to offer new services that will adhere to the new preventative measures.

Appendix

Հարցաթերթիկ կեցության վայրերի համար

Հարցաթերթիկը կազմվել է "Tour Advice" տուրիստական ընկերության կողմից՝ EU4Business "Innovative Tourism Action Grants in times of Covid-19" ծրագրի շրջանակներում: ԵՄ-ն բիզնեսի համար նախաձեռնության «Նորարարական տուրիզմի և տեխնոլոգիաների զարգացում Հայաստանի համար» ծրագիրը համաֆինանսավորվում է Եվրոպական միության և Գերմանիայի դաշնային հանրապետության տնտեսական համագործակցության և զարգացման նախարարության կողմից: Այն իրականացվում է Գերմանիայի միջազգային համագործակցության ընկերության (ԳՄՀԸ) «Մասնավոր հատվածի զարգացում և մասնագիտական կրթություն և ուսուցում Հարավային Կովկասում» ծրագրի կողմից:

Հարցաթերթիկի նպատակն է պարզել Շիրակի, Լոռու և Տավուշի մարզերում կեցության վայրերի առանձնահատկությունները և առաջարկվող ծառայությունները: Հավաքագրված տվյալների շնորհիվ հնարավոր կլինի բացահայտել հյուսիսային մարզերում կեցության վայրերի գործունեության շրջանակը, զբոսաշրջիկների նախընտրած ծառայությունները և սանիտարահիգիենիկ նորմերի մասին իրազեկվածության և կիրառելիության մակարդակը: Արդյունքում կստեղծվեն զբոսաշրջային նոր երթուղիներ թիրախային մարզերի չբացահայտված զբոսաշրջային ուղղությունների շուրջ՝ ներառելով տեղական նոր ճաշացանկեր և կեցության վայրեր, որոնք իրենց հերթին կհամապատասխանեն գործող սանիտարահիգիենիկ և անվտանգության նորմերին:

1. Կեցության վայրի անվանումը: *

2. Գործունեության վայրը: *

3. Գործունեության տեսակը:

- Հյուրանոց
- B&B / հյուրատուն
- Մասնավոր կեցության վայր
- Հոսթել

4. Ո՞րն է Ձեր կեցության վայրի թիրախային շուկան տուրիզմի տեսանկյունից:

- Ճանաչողական և պատմամշակութային
- Գործարար
- Սպորտային
- Էկո
- Գյուղական
- Արկածային

- Իրադարձային

5. Որքա՞ն է Ձեր կեցության վայրի մահճակալային ֆոնդը:

- 1 - 5
- 5 - 10
- 10 - 25
- 25 և ավել

6. Համարներում առկա են՝ /հնարավոր է 1-ից ավել պատասխան/:

- Հեռուստացույց
- Հեռախոս
- Սառնարան
- Ինտերնետ
- Օդափոխման համակարգ
- Ջեռուցման համակարգ
- Հիգիենայի պարագաներ
- Վարսահարդարիչ
- Սանհանգույց

7. Անձնակազմի անդամները ի՞նչ լեզուների են տիրապետում /հնարավոր է 1-ից ավել պատասխան/:

- Հայերեն
- Անգլերեն
- Ռուսերեն

8. Այցելող զբոսաշրջիկների քանի՞ տոկոսն էին կազմում հայաստանցի և օտարերկրացի զբոսաշրջիկները նախքան COVID-19 համավարակը:

9. Միջինում քանի՞ գիշերակացով են այցելում տեղացի զբոսաշրջիկները:

- 1 գիշերակաց

- 2 գիշերակաց
- 3 և ավել գիշերակաց

10. Ըստ Ձեր տվյալների՝ այցելուների քանի՞ տոկոսն է օգտվում ճաշից:

11. Ըստ Ձեր տվյալների՝ այցելուների քանի՞ տոկոսն է օգտվում ընթրիքից:

12. Ո՞ր ծառայություններից են ամենաշատն օգտվում զբոսաշրջիկները /առավելագույնը 2 պատասխան/:

- Խաղասրահ
- Լողավազան
- Մարզասրահ
- Կոնֆերանս դահլիճ
- Բար
- Ավտոկայանատեղի
- Սրճարան
- Համարների սպասարկում

13. Ձեր կեցության վայրում թույլատրվո՞ւմ են ընտանի կենդանիներ:

- Այո
- Ոչ

14. Նշվածներից որո՞նք են առկա կեցության վայրի մոտ:

- Պատմամշակութային վայրեր
- Թանգարան
- Թատրոն
- Ռեստորան
- Բար / փար

- Այգի
- Գրադարան

15. Ինչպիսի՞ հավելյալ ծառայություններ եք մատուցում /հնարավոր է 1-ից ավել պատասխան/:

- Զբոսավարի ուղեկցությամբ տուրեր
- Միջոցառումների կազմակերպում
- Ավտոմեքենաների վարձակալում
- Փոխադրումներ

16. Ինչպիսի՞ հարմարություններ են նախատեսված հաշմանդամների համար /հնարավոր է 1-ից ավել պատասխան/:

- Թեքահարթակներ
- Վերելակներ
- Հատուկ հարմարեցված զուգարան
- Հատուկ հարմարեցված ցածր բռնակներ
- Հատուկ հարմարեցված լվացարաններ
- Հարմարություններ չկան

17. Covid-19 համավարակի տարածման կանխարգելմանն ուղղված ի՞նչ միջոցառումներ եք իրականացնում /հնարավոր է 1-ից ավել պատասխան/:

- Ջերմաչափում և մատյանի մեջ գրանցում
- Տեղեկատվական բրոշյուրների տեղադրում
- Ախտահանման միջոցների հասանելիություն
- Միանգամյա դիմակների տրամադրում
- Սեղանների տեղադրում 1.5 մետր հեռավորության վրա
- Տարածքի մշտական օդափոխում
- Այցելուների սահմանափակ քանակ

18. Խնդրում ենք նշել ի՞նչ բարելավումներ կամ փոփոխություններ եք նախատեսում իրականացնել՝ COVID-19 համավարակի ազդեցությունները մեղմացնելու նպատակով: *



ԵՎՐՈՊԱԿԱՆ ՄԻՈՒԹՅՈՒՆԸ ՀԱՅԱՍՏԱՆԻ ՀԱՄԱՐ
EUROPEAN UNION FOR ARMENIA



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համագործակցություն
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