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Guidelines

Guidelines for Reopening Tourism

Objective

This document aims to provide a guidelines to implement Public Health Measures by Authorities to prevent and control spread of COVID-19 and its resulting health hazards that can occur as a result of reopening the tourism sector back

Rationale

Tourism is a significant part of many national economies, and the immediate and immense shock to the tourism sector resulting from the coronavirus pandemic is affecting the wider economy. As governments around the world have introduced unprecedented measures to contain the virus, restrictions on travel, business operations and people-to-people interactions have brought the tourism economy to a standstill. Many countries are now entering a new phase in fighting the virus while at the same time managing the re-opening of the tourism economy. These protocols have been designed in order to minimize the potential for contracting COVID-19 and subsequently reducing its spread including specific measures needed to protect safety and health of tourists

General Measures

- The potential tourists should ensure that all travellers are healthy and physically fit before embarking on the journey
- It is advisable for elderly (more than 65 years) to avoid any kind of travelling unless cleared by their physician
- At all entry points to travel areas the local administration will arrange check posts manned by LEA where all travellers have to register and fill up a Health Declaration Form (HDF) (Annex “A”). Filling up of this form is mandatory for all travellers before proceeding further.
- Travellers should ensure adequate supplies of masks and sanitisers before they embark on the journey

Preventive Measures for Hotel Administration

General Precautionary Measures

The preventive measures that should be followed are:

- Ensure hotel or resort is always clean and hygienic



- Ensure cleaning of spaces (lobbies, restrooms, hallways, public bathrooms, parking area, hotel entrance, lobby, restaurant and Spas) and shared items (door handles/knobs, elevator buttons, stair bannisters, tabletops remotes, light switches) with disinfectants. Disinfect the surfaces (e.g. tables and chairs) and objects (e.g. telephones, papers, pens) with disinfectant regularly
- Place sanitizer at entryways
- Put sanitizing hand rub dispensers in prominent places. Refill dispensers regularly
- Display posters promoting hand-washing and maintaining good respiratory hygiene (cough etiquette advice)
- Thermal screening of all the people coming to resorts or hotels
- Sanitize vehicles used by the tourists through disinfectant spray
- Encourage social distancing of 6 feet at all times
- Encourage use of face masks
- It is responsibility of hotel administration for informing the tourists about the local SOPs, precautionary measures and available health-care facilities at nearby hospitals from tourist spots

Measures at Reception

- Disinfect the reception area and hotel lobby at least once an hour and ensure adequate ventilation
- Disinfect the reception desk, payment terminals, room keys after each check-in on a regular basis
- Mark out spaces clearly using measuring instruments to make social distancing of 6 feet easy to follow for the guests at reception
- Encourage use and provide facemasks to all guests and employees

Measures for Check-in procedure

- Carry out thermal scanning and record temperature
- Carry out check-in individually, with the number of people limited to two from one booking
- Minimize the reduction of procedures for check-in
- PPEs must be worn by reception staff while at work (e.g. disposable gloves, medical mask)
- Availability of shoe sanitizing mat at the entrance to the hotel lobby
- Give single room of hotel to not more than two guests and double room not more than four guests

Accommodation

- Disinfect the space of each room thoroughly after checking- out, along with complete disinfection of furniture and equipment available in the room, in particular a telephone, mini bar and TV with remote control
- Change the bedding according to safety standards
- Carry out detailed disinfection of bathroom rooms every day using single-use materials and disinfectants
- Availability of hand sanitizers in all rooms



- Cleaning staff work must wear PPE e.g. gloves, masks while maintaining a safe distance from guests
- During cleaning works, protect the housekeeping carts with a protective foil. Disinfect the vacuum cleaners and keep the cleaning material to only one room

Restaurants

- Open the restaurant and bar daily for a limited time (follow local administration SOPs)
- Deliver meals preferably to room
- Disinfect room service trolleys and waiter trays
- Sanitize the cutlery, porcelain and glass each time in accordance with sanitary procedures

Measures for Tourism Operators

- Protect staff wellbeing by ensuring staff and hygiene measures are in place as well as ensuring workers are complying with health advice and are not unwell
- Provide all staff with a copy of these guidelines
- Have provisions in place to record visitor contact details on booking or entry (details of tourists, including CNIC numbers, phone numbers, and home addresses)
- **The Tour Operators and Hoteliers must share bookings and visit information of each tourist with concerned district tourism office on the attached format (Annex-B).** The manager of the hotel shall be responsible to maintain all record. The AD Tourism will further disseminate it with Directorate/ Secretariat of Tourism and Concerned DC on daily basis

Preventive Measures at Public Space / Tourist Spots

- All tourists must always wear face masks in public places and keep hand sanitizers on their person. Similarly, drivers ferrying people to tourist spots are also required to wear masks and gloves
- Prior to entry to a tourist spot, thermal screening of each visitor is to be carried out
- Anyone found with an elevated body temperature should be subject to further examination and if needed could be placed in quarantine, according to the SOPs
- Direct link of all tourist spots with nearest health facility is to be formalized by local administration

Note: The above recommendations are being regularly reviewed by the Ministry of National Health Services, Regulations & Coordination and will be updated based on the international recommendations and best practices.

The Ministry acknowledges the contribution of Dr. Saira Kanwal and HSA/ HPSIU/ NIH team to compile these guidelines.

For more information, please contact:

HSA/ HPSIU/ NIH, PM National Health Complex, Islamabad

References

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 2. <https://www.newsweekpakistan.com/khyberpakhtunkhwa-issues-guidelines-to-resume-tourism/>
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Annex-A

**HEALTH DECLARATION FORM
(Questionnaire for travelers)**

DEMOGRAPHIC INFORMATION

Name:	
Contact number:	
Nationality:	
Passport or ID Card Number:	
Age:	Gender:
Home Address:	

TRAVEL HISTORY

Recent travel history (with in last 14 days)	
Trip plan: Areas intended to be visited	
Address of Hotel/Place of stay	
Date of return:	

HEALTH STATUS

Any medical history (Diabetes, blood pressure, heart problem etc.)	
Do you have any of the symptom:	
<input type="checkbox"/> High Temperature	<input type="checkbox"/> Cough <input type="checkbox"/> Sneezing
<input type="checkbox"/> Shortness of breath	<input type="checkbox"/> any other specify:

Corona test result if carried out in last 7 days:

Date:

Signature _____



Annex-B

Daily Health Check

DEMOGRAPHIC INFORMATION

Name:
Contact number:
Nationality:
Passport or ID Card Number:
Age: Gender:
Home Address:
Emergency Contact:

DAILY UPDATE

DATE	SYMPTOMS					Areas visited	Signature
	Temperature	Cough (dry)	Flu like symptoms	Difficulty in breathing	others		

Note: Hotel administration will ensure checking of temperature with thermo-gun. Traveler will fill rest of the form and this form will be retained by the Hotel to be submitted to local administration at checkout of traveler.