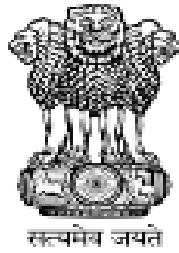


Operational Recommendations for Tourism Service Providers



**Ministry of Tourism
Government of India**

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1. Introduction

The global outbreak of COVID-19 has brought the world to a standstill. This is an unprecedented global health emergency with tremendous impact on societies and livelihoods. Travel and Tourism is among the sectors most affected by this crisis but at the same time, Tourism can also be an integral part of the global recovery efforts.

In the COVID 19 aftermath, countries will need to realise a new reality of the tourism and travel industry and make all efforts to shape the sector accordingly. Tourism Businesses will require a re-thinking of how they will operate in terms of hygiene, health and safety to ensure safety of their clients and staff.

The Ministry of Tourism proposes to recommend Protocols covering all service providers and their related activities to tourism and hospitality sectors, to ensure a safe and prepared approach for a post-COVID 19 revival.



The protocols/guidelines are applicable to service providers engaged in management of both international and domestic tourists. These include, the following in the tourism supply chain:

- Travel Agents
- Tour Operators (Inbound, Domestic & Adventure)
- Tourist Transport Operators
- Tourist Facilitators / Guides

The guidelines have been prepared with primary focus on identifying and mitigating risks for the service provider and for ensuring necessary safety and hygiene practices in interaction with travelers. Minimizing all possible touch points by use of digital technology has been one of the guiding principles for the guidelines. This would not only help in reducing the risk but also make traceability of the guest easier in case a situation in future warrants so.

The protocols would include the requirements that each sub-sector or tourist activity would need to comply with in terms of health and hygiene. The same could be adapted by States/UTs based on their tourism products and service capacity.

2. Tourism Service Providers who have a functional workplace with staff/employees under payroll

For Office Premises

- (i) Office premises must be sanitized regularly, it is recommended that deep cleaning may be conducted twice a week



- All touch points in public areas like door handles, elevator buttons, counter tops, tabletops, railings, etc. are cleaned continuously using a sanitizer/disinfectant.
- AC/Ventilation ducts/ Fans etc. are to be cleaned and serviced regularly.

- (ii) Ensure availability of hygiene and sanitation equipment at pro-active replenishment

- Germicidal disinfectant/hand sanitizers / wipes for surface cleaning
- Tissues
- Face/eye masks (separate or combined, face shield, goggles)
- Gloves (disposable)
- Biohazard disposable waste bag

- (iii) Ensure necessary association with medical practitioner/ hospital for effective response to emergencies



- (iv) Emergency numbers should be displayed at all office rooms, vehicles and made available with all employees

- (v) Separate area to be earmarked to accommodate in case of sudden illness of any employee/visitor

- (vi) Ensure that masks, gloves etc. are disposed carefully based on usage guidelines



- (vii) Ensure the premises has fully functional CCTV cameras to ease tracking and tracing of infected personnel movement

- (viii) Implement clear signage throughout the office premises to inform guests/employees of the enhanced cleaning protocols, social distancing, and recommendations

For Office Staff



(i) Ensure all staff wear masks and practice social distancing and hygiene within the office premises.

- (ii) All employees must mandatorily download Aarogya Setu mobile application



(iii) Ensure daily temperature check via thermal gun thermometer

(iv) Ensure that proper attendance logs of entry and exit are maintained

- (v) Ensure all employees have undergone medical screening and have active medical insurance

- (vi) Ensure **training of employees** in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept)



- (vii) Ensure updates on the health condition of staff and upkeep of vehicle/facilities etc. is done on a regular basis

3. Tourism Service Providers who undertake bookings for different services

- (i) Booking and travels plans are to be accepted for tourists with no medical history of the virus in the last 28 days, especially in case of inbound travelers



- (ii) Necessary medical proof or health declaration (**Format at Annexure**) may be sought for inbound travelers



- (iii) Bookings required to be made online or via an online platform with cashless transactions only

- (iv) Proper record and logs are to be maintained for each traveler



- (v) Information on age, medical history, allergies etc. are recommended to be captured for each traveler

- (vi) Ensure that detailed itinerary is provided to each tourist with details on vehicle, stay, layovers, activities etc.

- (vii) Ensure guidelines based on advice from health authorities which may include the wearing of face masks, guidance on hand hygiene and social distancing is provided to the tourist beforehand

- (viii) All information to the tourists should be disseminated digitally

- (ix) Small group tours recommended with maximum of 10 to 15 people for ease of implementing social distancing.



- (x) Office staff should be trained to answer questions

4. Tourism Service Providers who provide transport facilities for different services

(i) All vehicles must be thoroughly disinfected prior to boarding of tourists.

(ii) High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, small portable TV screens etc.) should be sprayed with disinfectant surface cleaner regularly



(iii) Hand sanitizer dispenser and masks must be kept available in every vehicle



(iv) AC buses - cleaning of interiors of air ducts on weekly basis

(v) Use of disposable seat covers, head rest covers are recommended for all vehicles

(vi) Use of fiberglass partition between the driver and passenger's seat in buses and cars is recommended

(vii) Emergency numbers should be displayed on all vehicles and made available with all employees and tourists

(viii) Ensure only two guests are seated at the rear side of a car and guests (not from the same household) are seated maintaining a physical distance of 2 feet in a bus. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.

(ix) Ensure all information provided to tourist is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)

(x) Strictly follow pre-planned itineraries (to avoid peak hours) with minimum layover at pre-determined stops only

(xi) Limited use of public transport for large tour groups of more than 10 pax is recommended



(xii) Health certificate should be mandatory for all drivers

- (xiii) Drivers/helpers should always wear masks and gloves and should undergo thermal screening before every new assignment
- (xiv) Ensure training of drivers in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept)

5. Tourism Service providers who receive tourists at the port of entry

- (i) Greet the tourists saying “Namaste”. No shaking of hands is recommended
- (ii) Tourism personnel should carry sanitation equipment and wear mask for protection.
- (iii) Face masks and sanitizers should be made available to guests on demand.
- (iv) Ensure temperature check and mask usage before boarding of vehicle



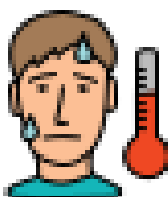
- (i) For large groups ensure at least one personnel is available for coordination with every 10 tourists.

- (ii) Ensure physical distance of 2 feet is maintained between tourists. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.

- (v) Ensure gloves are used while handling of luggage. Spray and wipe luggage handles
- (vi) Ensure sanitizers are used before boarding the vehicle by tourist and service provider



- (vii) All tourists must mandatorily download Aarogya Setu mobile application and fill survey questionnaire



- (viii) Sick or unwell tourist to be immediately taken for checkup to nearest hospital in separate vehicle

6. Tourist Facilitators & Guides providing offline guide facilities involving interaction with tourists

- (i) Greet the tourists saying “Namaste”. No shaking of hands is recommended



- (ii) Ensure tourists are always accompanied.

- (iii) Manage the number of guests within any one boutique, restaurant or specified area and implement queue management systems that support social distancing requirements

- (iii) Small group tours recommended with maximum 10 to 15 people for ease of implementing social distancing. Ensure physical distance of 2 feet is maintained between tourists. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.

- (iv) Limitation of passengers and social distancing to be maintained on shuttle rides, boat rides, jeep safaris, ropeways, etc.

- (v) Ensure temperature check and face mask before entering a destination

- (vi) Ensure that tickets are bought online for destination if available to avoid queuing and long halts



- (vii) At Monuments / Museums, ensure gloves are worn by employees and tourists

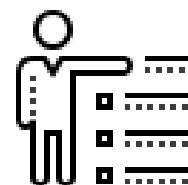
- (viii) Microphones and headsets by guides and tourists is recommended so that physical distancing can be maintained during the tour sightseeing



- (ix) Audio guides/ audio system should be provided to tourists wherever available

7. Tourism service providers engaged in providing adventure tourism services

- (i) Booking of tours and allocation of slots should be adequately done to avoid large gathering
- (ii) Regular temperature checks of employees and tourists/guests
- (iii) At the park/site ensure gloves and masks are worn by employees and tourists
- (iv) Ensure that guests are taken in small groups and physical distance of 2 feet is maintained between guests. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.
- (v) Visitor numbers should be tightly controlled in activities to maintain adequate distancing between guests
- (vi) Ensure queue markers with enough distancing at public attractions, such as zip line
- (vii) Ensure all equipment and safari vehicles are adequately disinfected before and after every use



Note: The above guidelines have been adapted for the tourism services based on information as updated by the Ministry of Health & Family welfare on various Do's and Don'ts, Travel, Testing and Protective measures including hygiene, sanitization, social distancing etc.

8. Annexure - Health Declaration

HEALTH DECLARATION FORM / COVID-19

Read this statement prior to signing it. You must complete this medical questionnaire to travel to India or to participate in any travel/tourism activity in India. If you are a minor, you must have this statement signed by your parent or guardian

MEDICAL QUESTIONNAIRE

The purpose of this medical questionnaire is to ensure that you are medically fit to travel. Please answer the following questions with a YES or NO. If you are not sure, answer YES. A positive response means that there may be a preexisting condition that could affect your safety and the others around you. If any of these items apply to you, we must request that you consult with a physician, preferably a specialist, prior to participating in tourism/travel activities.

Within the 28 days immediately preceding the date of this Health Declaration Form, have you:

- TESTED POSITIVE OR PRESUMPTIVELY POSITIVE WITH COVID-19 (THE NEW CORONAVIRUS OR- SARS-COV2) OR BEEN IDENTIFIED AS A POTENTIAL CARRIER OF THE CORONAVIRUS?
 YES No
- EXPERIENCED ANY SYMPTOMS COMMONLY ASSOCIATED WITH COVID-19 (FEVER; COUGH; FATIGUE OR MUSCLE PAIN; DIFFICULTY BREATHING; SORE THROAT; LUNG INFECTIONS; HEADACHE; LOSS OF TASTE; OR DIARRHEA)?
 YES No
- BEEN IN ANY LOCATION/SITE DECLARED AS HAZARDOUS WITH AND/OR POTENTIALLY INFECTIVE WITH THE NEW CORONAVIRUS BY A RECOGNISED HEALTH OR REGULATORY AUTHORITY?
 YES No
- BEEN IN DIRECT CONTACT WITH OR IN THE IMMEDIATE VICINITY OF ANY PERSON WHO TESTED POSITIVE WITH THE NEW CORONAVIRUS OR WHO WAS DIAGNOSED AS POSSIBLY BEING INFECTED BY THE NEW CORONAVIRUS?
 YES No

The information I have provided about my medical history is accurate to the best of my knowledge. I agree to accept responsibility for any omissions in disclosing my existing or past health conditions. I also commit to inform about any symptom that may arrive after having filled in this declaration and/or having come into contact with someone who has tested positive after signing the declaration.

Full Name Date (DD/MM/YYYY)

Signature

Guardian's Name (If applicable) Date (DD/MM/YYYY)

Signature

1 of 2

ADDITIONAL DECLARATIONS / COVID-19

WILL, if asked, wear a protective mask at all times while participating in the diving tourism / travel activities arranged by Travel Agent/Tour Operator, and will take all reasonable preventive steps that may be recommended by, or any relevant public authority.

I ACKNOWLEDGE and ACCEPT that this declaration will be considered as my consent to retain this declaration and disclose it to any relevant authority or service provider for the purposes of ensuring the safety of any third parties that may come in contact with me prior to, during, and after any travel/tourism activity.

Full Name Date (DD/MM/YYYY)

Signature

Guardian's Name (If applicable) Date (DD/MM/YYYY)

Signature
