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Guidelines

Guidelines for Reopening Tourism

Objective

This document aims to provide a Standard Operative Procedure to implement Public Health Measures by Health Authorities to combat COVID-19 and its resulting health hazards that can spread as a result of reviving the tourism sector back

Rationale

Revival of tourism is an important component of move towards normalcy. Protocols have been designed to minimize the potential for contracting COVID-19 at tourist resorts and reducing its spread. These include specific measures to ensure safety and health of tourists and local populations.

General Measures

- The potential tourists should ensure that they are healthy and physically fit before embarking on the journey
- Mandatory collection of Negative PCR / COVID-19 report along with CNICs by Hotels / guest houses management should be ensured before booking of rooms
- Those guests who are vaccinated should be requested to deposit copy of authentic vaccination certificate
- Hotels / Guest houses would not book rooms for people above 50 years of age without vaccination certificates after 1st June 2021
- Reservation of rooms would not be done for guests over 40 years of age after 1st July 2021 without vaccination certificates
- At all entry points to travel areas the local administration will arrange check posts manned by LEA where all travelers 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.
- Travelers should ensure adequate supplies of masks and sanitizers before they embark on the trip.

Preventive Measures for Hotel Administration



General Precautionary Measures

- Administrations of hotels, motels, guest houses, restaurants & tour operators are advised to disseminate COVID-19 SOPs and ensure their implementation.
- Ensure hotel/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 recommended disinfectant (alcohol or chlorine-based) regularly, e.g 6-8 hourly depending on occupancy.
- Place sanitizers at entrances and exits and in all prominent places. Refill dispensers regularly
- Display posters promoting hand-washing and respiratory etiquette (Annex: B)
- Thermal screening of all the people entering hotels/resorts
- Sanitize vehicles used by the tourists by wiping with disinfectant solution (chlorine-based)
- Encourage social distancing of 6 feet at all times
- Ensure use of face masks
- It is the responsibility of hotel administration to inform the tourists about the local SOPs, precautionary measures and available health-care facilities at nearby hospitals from tourist spots.
- Provinces / Federating Units are directed to formulate mechanism of stringent administrative actions including fines, penalties and closures to ensure compliance of SOPs

Measures at Entrance and Reception

- Ensure thermal scanning. Devise procedures to deal with guest who may have fever
- Masks to be worn by reception (and other staff) staff at all times. Hand hygiene after every encounter with the guests
- Disinfect the reception area and hotel lobby at regular intervals (6-8 hourly) and ensure adequate ventilation;
- Mark out spaces clearly using measuring instruments to make social distancing of 6 feet easy to follow for the guests at reception, lounging areas and in other areas of the hotel/resort
- Ensure availability and use of face masks by all guests and employees
- One Room should be allotted per person or 2 x adults along with kids

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 using recommended disinfectant (alcohol- or chlorine-based)
- Change the bedding according to safety standards
- Daily disinfection of bathroom rooms with chlorine-based disinfectants
- Availability of hand sanitizers in all rooms
- Housekeeping staff work must wear gloves and masks while performing their duties and maintain a safe distance from the guests

Restaurants



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

Measures for Tourism Operators

- Daily health check and thermal screening of staff is essential.
- Protect staff wellbeing by ensuring adequate supply of PPEs and hand sanitizers.
- 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

Foreign Tourists

- Foreign tourists to follow policy on Inbound Passengers regarding test and quarantine; vaccination certificate would be required as mentioned above

Preventive Measures at Public Space / Tourist Spots

- It is mandatory for all tourists to always wear face masks in public places, carry hand sanitizers and use them frequently
- Drivers ferrying people to tourist spots are required to wear masks and perform frequent hand hygiene
- 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
- Restaurants in tourist areas are advised to comply with guidelines issued by NCOC for dining-in / out as part of general NPIs
- Dispersed camping may be allowed with stringent monitoring mechanisms
- Tour operators, tour guides, hotels, guest houses & restaurant staff, porters etc. must be vaccinated according to National Vaccination Policy
- Direct link of all tourist spots with nearest health facility must be formalized by local administrations
- Random sampling / sentinel testing using RAT of tourists by GB at entry points or designated spots and tourist areas
- NTCB / PTDC to carryout regular liaison with all stakeholders to render input for “Review of Guidelines on Tourism” by NCOC with a view to ensure implementation of COVID SOPs



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.

References

1. Operational considerations for COVID-19 management in the accommodation sector WHO (31 March 2020)
2. <https://www.newsweekpakistan.com/khyber-pakhtunkhwa-issues-guidelines-to-resume-tourism/>
3. http://www.tourism.gov.pk/publications/strat_covid.pdf



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.



Annex-C



For more information, please contact:

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

<http://covid.gov.pk/>

<http://nhsrc.gov.pk/>

<https://www.facebook.com/NHSRCOfficial>

<http://www.hsa.edu.pk/>

<https://twitter.com/nhsrcofficial>

<https://www.nih.org.pk/>

<https://www.youtube.com/NHSRC-PK>