

CEO UPDATE



THE LEADING VOICE IN TOURISM

COVID-19 UPDATE – Protocols

Dear Colleagues

Development of Travel and Tourism COVID-19 Protocols

The TBCSA held a board meeting yesterday and amongst issues that were discussed is the need for the industry to develop COVID-19 protocols. These protocols should follow the journey of the travellers and map-out safety protocols that we, as an industry will put in place to safeguard our staff and tourists. In preparation of these protocols, we must take into consideration the guidelines from the Department of Health, WHO, and UNWTO. These include basic hygiene, wearing of appropriate mask, social distancing, and others

We are envisaging the following sub-sector protocols (but not limited)

1. Protocols for transporting tourist

- a. Road transport (shuttles, car rentals, tour buses, tour guiding, tour drivers)

- b. Flights (Check-in, boarding protocol, inflight, offboarding protocol, baggage collection)
- c. Trains (Check-in, boarding, on the journey)
- d. Water (Cruise and boat protocols)

2. Ports of entry protocols

- a. Airport Lounge protocols
- b. Airport duty free shops protocols
- c. Airport restaurant and other shops
- d. Currency exchange counters
- e. Others

3. Accommodation Protocols (Check -in to check-out)

- a. Food handling
- b. Cleaning of rooms
- c. Hotel or B&B restaurants seating arrangements (independent restaurants)
- d. And other related protocols.

4. Tourism Attractions

- a. Protocols at all attractions from arrival to departure
- b. All attractions across the country

5. Conferences and Meetings

- a. Protocols for conferences, meetings, exhibitions, and others
- b. Taking into account social distancing and other measures per health officials
- c. Other related protocols

6. Protocols for restaurants

- a. Sitting arrangements
- b. Hygiene protocols for all staff

7. Protocols for our offices

- a. Protocols for our call centres
- b. General protocols for offices
- c. Protocols for staff who travel on public transport

One of the strategic pillars of the TBCSA strategy is informing government policy; these COVID-19 industry protocols will inform the future policy discussion as well as showing our commitment to mitigating the spread of the virus. All associations must engage their members and put together the protocols for their sub-sectors and send to the TBCSA. The TBCSA will put all proposed protocols in one document for discussion with the government through the Ministry of Tourism and other relevant platforms. The last day to submit the protocols is 23 April 2020.

Regards



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