



'SAFE TRAVELS': CORE PROTOCOL REQUIREMENTS

YOUR PROTOCOLS SHOULD:

1. Unless critical, provide recommendations/guidance rather than requirements.
2. Evolve protocols according to level of risk at the destination.
3. Have realistic health, sanitation, disinfection, distancing, and safety protocols that businesses of all sizes can, and can afford to, implement.
4. Aim to reduce physical contact between staff and guests through the implementation of contactless/touchless solutions where possible.
5. Recommend rather than require the use of certain technologies, such as contactless payments or digital menus.
6. Promote online bookings over in-person reservations where applicable
7. Provide personal protective equipment (PPE) for their employees, and make available PPE for guests, if not free, at a cost.
8. Recommend that travellers wear a mask when interacting with people, in all modes of transports, during excursion and when in indoor venues
9. Urge travellers to maintain physical distancing to the best of their ability and wash and sanitise their hands often and thoroughly
10. Consider making available hand-sanitiser, beyond high-traffic areas for sale rather than providing it to all guests to alleviate pressure on businesses.
11. Where possible, ensure employees apply proper hand hygiene rather than enforce the use of gloves which may impede their tasks
12. If travellers present COVID-19 symptoms, respond proactively and with a solution that will ensure the mental and physical wellbeing of the traveller/guest
13. Develop simple rather than complex and costly solutions to protect staff and guests and ensure business continuity. For example, installing plexiglass can be recommended, but should not be imposed due to potential cost / space issues.
14. Have thoughtfully considered sustainability and eco-friendly solutions within the recommended measures, including avoiding single-use as much as possible and instead recommending appropriate cleaning/hygiene measures.
15. Refer to physical distancing rather than social distancing.
16. Recommend that businesses request that their suppliers and partners follow likeminded protocols.
17. In the case of aviation, comply with the International Civil Aviation Organization's *"Takeoff: Guidance for Air Travel through the COVID-19 Public Health Crisis"*



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YOUR PROTOCOLS SHOULD NOT:

1. Have a quarantine periods for travellers.
2. Add friction to the traveller/guest experience unless absolutely necessary.
3. Enforce capacity limitations, unless absolutely necessary (and never in the case of families with children), which make it financially unsustainable to run operations. This is typically anything below a 70% capacity.
4. Require demarcation of physical distancing limits unless specifically for queuing purposes.
5. Enforce physical distancing limits above 1.5m, unless absolutely necessary.