



SRI LANKA



## SRI LANKA TOURISM GUIDELINES FOR

SAFE, SECURE AND PROGRESSIVE RESUMPTION OF

TOURISM SERVICES WITH HEALTH PROTOCOLS

VERSION 1 - 29 MAY 2020



# SRI LANKA

# PREFACE / INTRODUCTION

The first set of human cases with symptoms of a disease that was identified as the Novel Corona Virus were found in Wuhan - the capital city of Hubei Province in China in late December 2019. The rapid global spread of this disease, now widely known and referred to as COVID-19 painted a picture of public anxiety and global emergency. This outbreak of the disease became a "Public Health Emergency of International Concern" and was then declared as a "Pandemic" by the World Health Organization on the 11th of March 2020. As of May 29, 2020, the virus has affected over 200 countries with over 5.8 Million confirmed cases and over 360,000 reported deaths.

The COVID-19 instigated lock-downs and shut-downs in almost all countries and halted many sea and air port operations bringing the entire world to a standstill. In the backdrop of a heightened uncertainty, the health authorities all over the world are relentlessly fighting day and night to control the spread of this deadly virus and to find a remedial measure. Globally, countries and economies are struggling to counter the adversely impacted industries and livelihoods in general. The Tourism Industry is undoubtedly one of the worst affected of all major economic sectors.

In Sri Lanka, as a key contributor to country's economy, the Tourism Industry serves multiple purposes. In addition to being the third largest foreign exchange earner to the country, a large number of direct and indirect employment opportunities are created by tourism, while also facilitating inflow of foreign direct investments to the country. In the post-Civil war era that started from mid-2009, the Tourism sector in Sri Lanka showed clear signs of steady progress and reported an all-time high tourism revenue of USD 4.4 Billion in the year 2018. However, the unfortunate Easter Sunday bombing incident of April 2019 caused heavy damages to the industry restricting its revenue to USD 3.7 Billion in the year 2019. But the tourism industry was on a sure and solid path to a speedy recovery, when the unexpected COVID-19 pandemic became the new challenge not only for Sri Lanka, but to the entire Global Tourism Industry. Given the importance of this sector to the national economy of Sri Lanka, it is paramount that we resume tourism activities at the earliest, by ensuring necessary health and safety protocols and procedures are in place.

With the global recognition Sri Lanka gained by effectively managing and controlling the spread of the COVID-19 virus within the country, already there are inquiries from potential travelers and tour groups. While welcoming such gesture of good faith placed in our country by tourists, we realize the importance of implementing planned, organized and well-structured health protocols when resuming tourism in the country, so as to ensure the safety and good health of our guests, all industry stakeholders and the general public.

To achieve the above objective, the Sri Lanka Tourism presents this document which provides the tourism operational guidelines to be followed by the stakeholders in all areas of tourism. The Sri Lanka Tourism, in line with the guidance received from the Ministry of Health (MoH) and World Health Organization (WHO), have ensured the right measures are adopted to minimize chances of re-entry and/or spreading of the COVID-19 virus within the country and to implement them in a way that avoids unnecessary inconvenience to tourists and industry stakeholders. In developing this guideline, the Sri Lanka Tourism also obtained valuable inputs and feedback from all relevant tourism stakeholders, associations and individuals. The guideline provides the road map with key criteria and steps for 'Safe and Secure' restoration of tourism activities amidst the presence of COVID-19. The guide line and the procedures here in are intended to enhance cleanliness and hygiene practices of tourism related venues, services and individuals, where physical distancing, viral infection prevention and controls were considered as key elements in developing the required health protocols.

The execution of the guideline will be carried out by the Sri Lanka Tourism Development Authority (SLTDA) with the cooperation, support and involvement of all tourism stakeholders and other development partners. Further, the SLTDA intends to obtain the services of a reputed independent professional body to assess the Tourism for compliance with the guideline requirements. The

Establishments and Service Providers who pass the compliance audits will be awarded "Safe & Secure" certificate and decals to display on their premise as a trust mark of assurance to the tourists. When tourism resumes, such "Safe & Secure" certified establishments and service providers will be given preference in providing tourism services to foreign guests.

The COVID-19 is a global situation where the medical experts are still on a learning curve to understand how to contain the spread of the virus, let alone eradicating the same. The current thinking of the health experts globally including the WHO, is to co-exist with COVID-19 until an effective vaccine is found and made available, which may take another 12-18 months or more. Under such circumstances, it is imperative to implement this guideline together with periodic health related directions and operational updates that will be provided by the Ministry of Health in Sri Lanka. On the other hand, based on the need, Sri Lanka Tourism too will update this Tourism Operational Guideline from time to time and all tourism stakeholders will be kept informed about any such revisions. However, it should be clearly noted that in the event of different and/or conflicting guidelines from Sri Lanka Tourism and Ministry of Health, the stricter interpretation will be applicable



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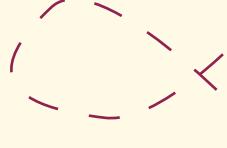
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This chapter was designed mainly to help and guide hoteliers/accommodation providers in a more effective way as the industry personnel should be clear on actions that has to be taken during the “ COVID 19 -post lock-down ”and we strongly recommend that hotels to follow these guidelines be a part of this mitigation and recovery mission for the betterment of the accommodation sector. It must also be clearly understood that any instructions issued by the state authorities from time to time will be binding will override the provisions in this document, and must be strictly complied with.

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## ENTRY PROCEDURES

## | TO THE COUNTRY |





## CHAPTER

# Entry Procedure To The Country

### 1.1 Tour Booking.

**1.1.1** A prior booking of the tour package should be done Online or via SLTDA registered travel agency.

**1.1.2** It is mandatory for all tourists to commit to a minimum stay of Five (05) days in Sri Lanka and book all accommodation in SLTDA registered and "Safe & Secure"certified establishments only.

### 1.2 Visa Procedure.

**1.2.1** The "Visa Free" status and the issuance of "On Arrival" visas are suspended until further notice by the government of Sri Lanka.

**1.2.2** All tourists entering Sri Lanka are required to obtain special On line tourist visas before arrival.

**1.2.3** A special Online tourist visa fee of USD 50 will be applicable for arrivals until further notice by the government of Sri Lanka.

**1.2.4** The following documents are mandatory for processing special Online tourist visa;

**1.2.4.1** A valid travel insurance with health and hospitalization coverage for the entire duration of stay.

**1.2.4.2** A valid return air ticket, providing proof for tourists' commitment to stay minimum of five (05) days in the country.

**1.2.4.3** Travel Itinerary and details of confirmed reservations made at SLTDA registered and 'Safe and Secure' certified accommodation establishments.



### 1.3 Airline Requirement

**1.3.1** Any Airline coming to Sri Lanka will check tourists for valid visas and negative PCR test reports before allowing them to board the flight.

### 1.4 Country Health Authority Requirements

**1.4.1** A Negative PCR report issued by an accredited laboratory within 72 hours prior to the landing in Sri Lanka.

**1.4.2** All tourists should undergo a PCR test at the arriving airport, which will be done Free of charge.

**1.4.3** A repeat PCR test to be conducted 5-7 days after the arrival or if the guest develops respiratory symptoms, whichever comes first.

#### Note:

- ▶ **All necessary PCR/COVID-19tests of tourists upon arrival in Sri Lanka will be conducted free of charge.**
- ▶ **If any tourist is tested positive for COVID-19, he/she will be sent to a hospital or a quarantine hotel and will be charged at the rate of USD 100 per night.**



# PROCEDURE AT THE AIRPORT



## CHAPTER

# PROCEDURE AT THE AIRPORT

### 2.1 Airport Arrival Place

- 2.1.1 Use only traditional Sri Lankan greeting “Ayubowan” at all times instead of handshaking, hugging or kissing.
- 2.1.2 Face masks worn during the flight should be disposed of and new face masks should be worn before entering the airport.
- 2.1.3 Washing hands with soap & water and disinfecting the footwear is mandatory for all tourists before entering the airport.
- 2.1.4 Tourists/airport staff should maintain a minimum distance of 1.5 meters between two people at all times.
- 2.1.5 The tourists' airport entry point upon landing should have a screening process in place to check temperature and to look out for guests with respiratory symptoms such as cough, runny nose and/or shortness of breath etc.
- 2.1.6 The tourists/airport staff should wear face masks at all times.(If using surgical face masks, they should be changed every 4 to 6 hours)
- 2.1.7 Disinfecting procedures to be in place for luggage and travel documents.

### 2.2 Immigration Counter

- 2.2.1 Adjoining the immigration section, there should be a triage area managed by MoH approved staff to check and collect the Covid-19 self-declaration forms from all tourists.
- 2.2.2 A glass/transparent plastic shield (sneeze guard)should be placed in the immigration counters to separate staff and visitors.
- 2.2.3 Immigration officers should check all mandatory documents of visitors including PCR/ medical report, travel insurance, travel/stay details, triage area clearance note and tourists' personal details.
- 2.2.4 All tourists entering Sri Lanka should be electronically registered through the immigration counters in a centralized database with back end dashboard.

### 2.3 Special Counter Handled By Sri Lanka Tourism

All tourists should visit this counter and complete the following;

**2.3.1** Online registration of the personal information with tour guide, accommodation and transport details.

**2.3.2** Obtain information on COVID 19 preventive measures, procedures and emergency contact details.

**2.3.3** Download the mobile app. (once available) and activate it for connectivity and traceability.

## **2.4 Luggage Collection**

**2.4.1** All luggage should be disinfected before placing on the conveyor belt and they should not run on the belt all together, but with appropriate gap to facilitate the safe social distancing of passengers when collecting.

**2.4.2** Ensure 1.5 meter safe distance is maintained at the collection point and at all times of communication.

**2.4.3** Keep 70% alcohol rub/hand sanitizer to use frequently when collecting/handling luggage and at all times inside the airport.

**2.4.4** The trolleys should be disinfected when used by one person and it is recommended to keep disinfected trolleys and used trolleys separately with clear notices for users.

## **2.5 Common Facilities Used By Tourists (Washrooms, Lobby Areas Etc.)**

**2.5.1** Make sure the safe distance of 1.5 meter is maintained at all times.

**2.5.2** In the washrooms regularly disinfect the frequently touched areas like water taps, door / towel / cistern handles, seats & cover flaps, wash basins, door knobs, buttons and switches, using standard and quality disinfectants.

**2.5.3** Washroom cleaning and disinfecting should be carried out at least on hourly basis and more frequently during rush hours. (Refer MoH Guidelines for more details)

**2.5.4** Provide adequate supply of toilet paper, paper towels, hand dryers and liquid soap at all times in the washrooms.

**2.5.5** Ensure convenient availability of hand sanitizers in the common areas of the airport.

## **2.6 Duty Free Shops**

**2.6.1** Ensure 1.5 meter safe distancing between customers at all times inside the shops and limit the number of customers within the store to avoid overcrowding.

**2.6.2** Encourage the use of self-checkouts, cashless or contact-less payments to speed up the payment process and reduce cash-handling.

**2.6.3** Sanitize hands when entering the store, ideally using your own sanitizer or with the sanitizer provided by a staff member at the entrance.

**2.6.4** Avoid contacts with surfaces inside the store as much as possible.

**2.6.5** If using a basket or a trolley to shop, thoroughly sanitize its handles.

**2.6.6** The customers should not be allowed to touch any sale items and there should be dedicated staff to assist customers to select the items they want to buy.

**2.6.7** Duty Free shop Managers should ensure cleaning of the counter tops, trolleys and baskets with suitable disinfectants after each use and/or on hourly basis.

## **2.7 Information And Travel Counters (For General Travel Information) / Banks**

**2.7.1** Always establish glass / plastic shields (sneeze guards)in the counters to separate staff and the tourists.

**2.7.2** The Information/Travel counters should explain clearly about the basic safety measures the tourists should follow during accommodation and when on tour.

**2.7.3** The bank staff should encourage customers to do on-line transactions and credit/debit card payments in order to minimize cash handling;reliable and clear information should be made available about such payment methods to the tourists.

## **2.8 Tourist Police Procedure**

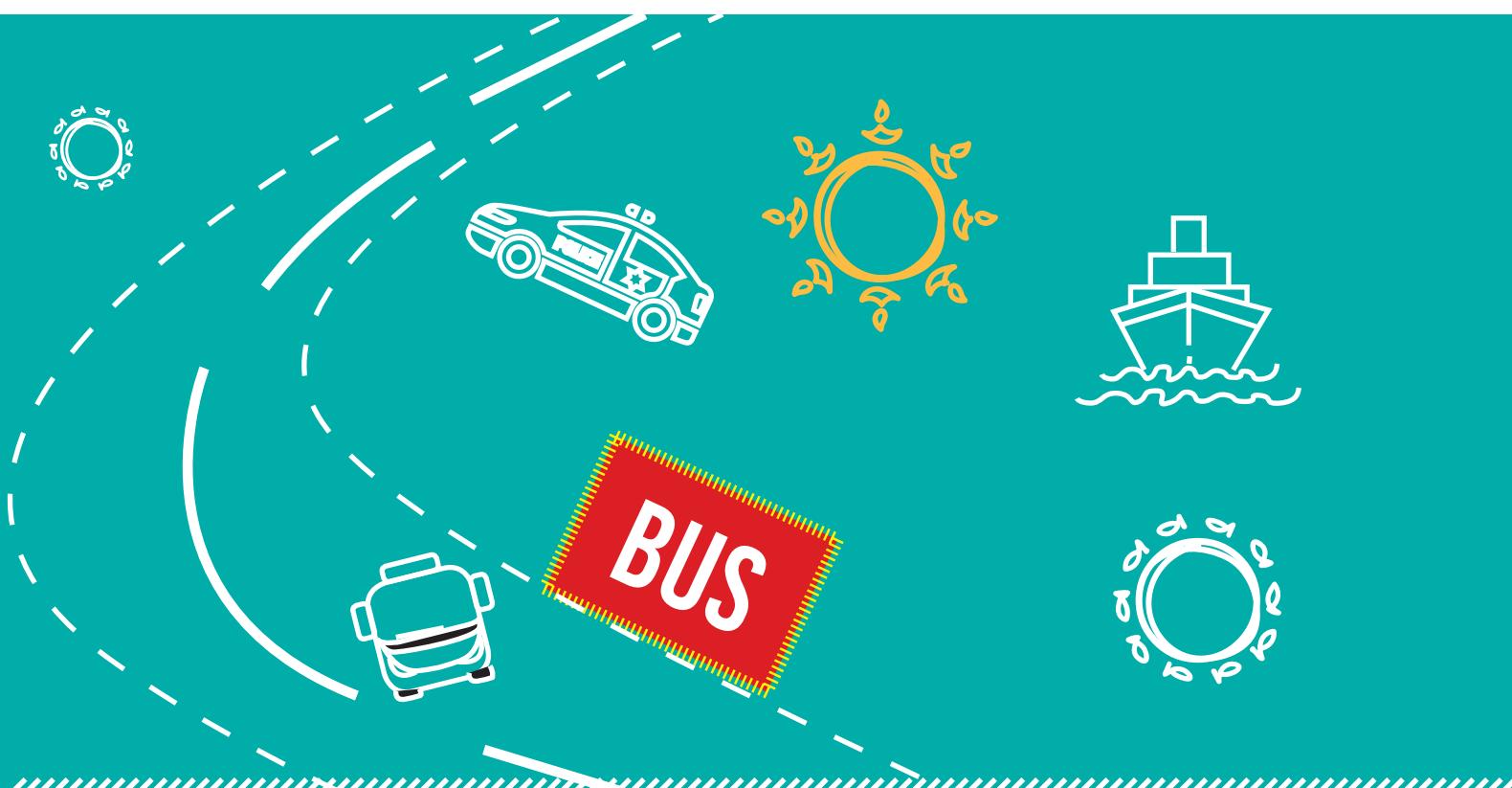
The tourist police will clear tourists and send them to the designated transport pick up area after ensuring the following;

**2.8.1** Availability of the tourists' personal safety equipment (face masks, sanitizers etc.).

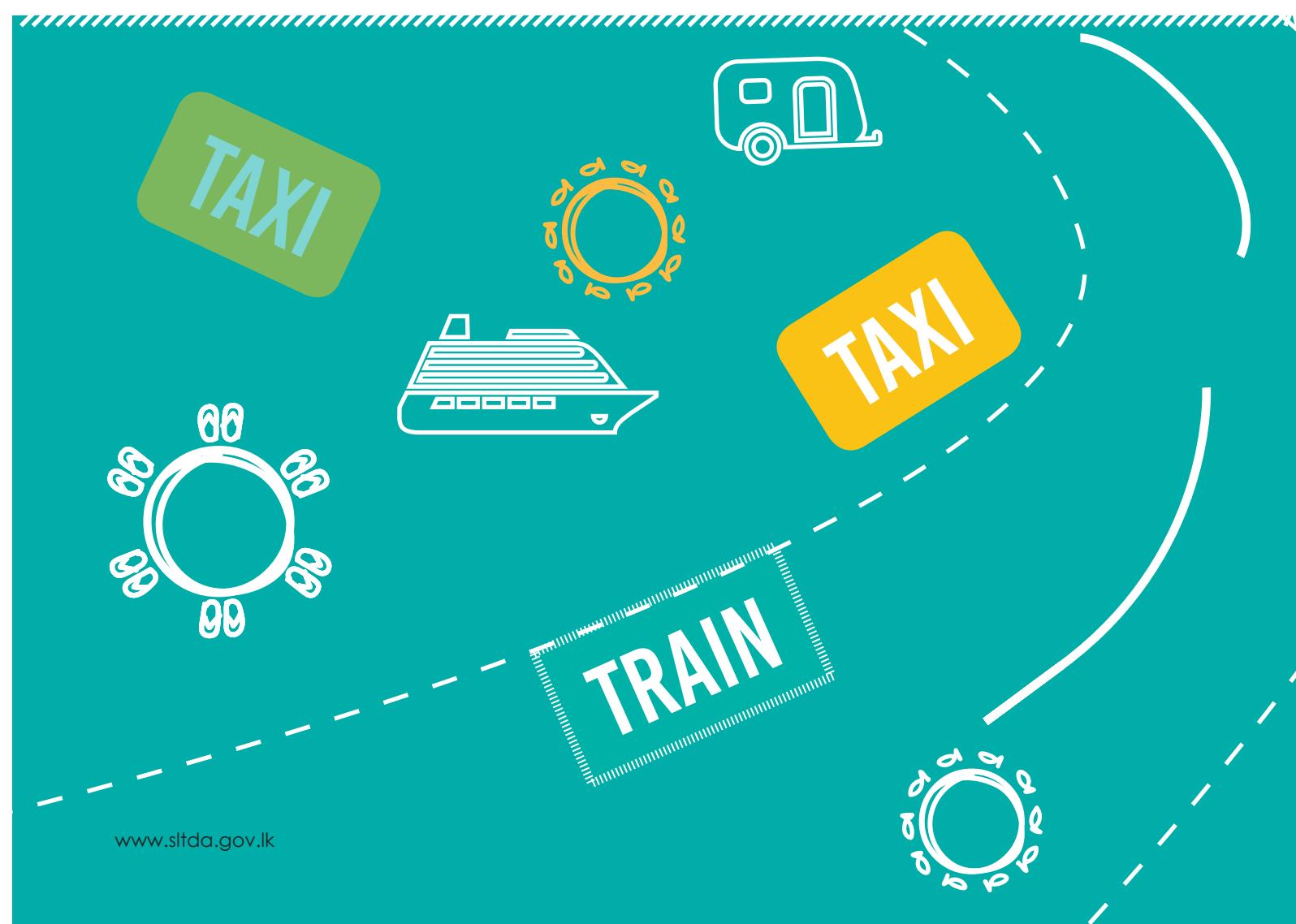
**2.8.2** Detailed Travel plan with transportation and accommodation arrangements.

**2.8.3** Recording of passport numbers of tourists along with details of the pickup vehicle and the driver.





## AIRPORT TRANSFERS & TRAVEL OPTIONS WITHIN THE COUNTRY





## CHAPTER

# Airport Transfers & Travel Options Within The Country

### 3.1 Airport Transfers

- 3.1.1** Tourists transport will be only by per-approved vehicles cleared for all health & safety standards; clearance checks will be done by tourist police at the airport.
- 3.1.2.** The taxi/vehicle driver and other support staff should always keep and display their negative PCR test reports taken within a period of 30 days.
- 3.1.3** Taxi service motor cars should carry maximum of 2 passengers and any group transport vehicles should keep the recommended safe distance between seated people when carrying passengers.
- 3.1.4.** Providing 70% alcohol rub/hand sanitizer inside the vehicle and wearing of face masks by all passengers is compulsory while traveling.
- 3.1.5** Taxi service drivers/pick up personnel should wear face masks and maintain safe physical distance of 1.5 meter at all times including greeting and handling luggage.

### 3.2 Travel Options For Tourist Visits Within The Country

#### 3.2.1 Tourist buses for tour groups

- 3.2.1.1** The driver, support staff and all tourists should disinfectant their footwear prior to boarding the vehicle and all inside the vehicle should wear face masks at all times.
- 3.2.1.2** The bus driver and support staff should always keep and display their negative PCR test reports taken within a period of 30 days.
- 3.2.1.3** The drivers and support staff should ensure that there is adequate stocks of face masks for their use.
- 3.2.1.4** All busesshould have a digital thermometer to check the temperature of the tourists whenever it is required.
- 3.2.1.5** The buses should be cleaned and disinfected (the seats, all handles, Interior door panels, windows, locks, exterior door handles, poles etc.) before transporting each batch of tourists, in order to prevent possible cross contamination.
- 3.2.1.6** No staff and/or guide should be assigned for a tour if they show respiratory symptoms of Covid-19 (sneezing, coughing, fever, stomachache, diarrhea etc.); it is recommended to introduce a declaration form to be filled and signed by the crew/guide stating that they do not possess any of the above stated symptoms.
- 3.2.1.7** The bus driver and support staff should ensure that the recommended safe distance between seated passengers are maintained at all times during the journey.
- 3.2.1.8** Health promotional messages and recommended responsible behaviourof tourists should be communicated inside the bus using audio, video and other appropriate means during the journey.
- 3.2.1.9** After every stop point during the tour, all the touch points within the vehicle should be cleaned by

the bus crew using standard sanitizer liquid.

**3.2.1.10** Group photographs are only allowed if the recommended physical distance can be maintained.

**3.2.1.11** The bus crew should ensure that no stop-overs are made at uncertified shops, restaurants, sites, shopping malls etc.

**3.2.1.12** The bus crew should not consume liquor and/or smoke during the tour, as those habits may reduce the immunity of the human body.

**3.2.1.13** At the end of each day's tour, the bus should be properly cleaned and washed and the interior should be sanitized using disinfectant liquid.

**3.2.1.14** The crew is advised to have a proper bath before proceeding to any other activity or to the driver/staff quarters.

**3.2.1.15** The bus crew should keep records of each tour with the detailed list of tourists and such records should be securely kept for a minimum of 21 days.

**3.2.1.16** If a tourist shows COVID 19 related symptoms during the tour, the bus crew should follow the recommended guidelines and procedures of the MoH.

## **3.2.2 Other Hired Vehicles (from travel agencies) and Registered Taxis/Rented Vehicles**

**3.2.2.1** The registered taxes and/or other motor vehicles certified by the SLTDA should carry a maximum of 2 tourists per car and maximum of 50% seating capacity for vans to maintain the recommended safe distancing.

**3.2.2.2.** The driver and the tourists should disinfect their footwear prior to boarding the vehicle and they should always wear face masks during the journey.

**3.2.2.3.** The driver should always keep and display a negative PCR test report taken within a period of 30 days and he/she should have adequate stocks of face masks for his/her use.

**3.2.2.4** All vehicles should have a digital thermometer to check the temperature of the tourists whenever it is required.

**3.2.2.5.** The vehicles should be cleaned and disinfected (the seats, all handles, Interior door panel, windows, locks, exterior door handles, poles etc.) before transporting each batch of tourists to prevent possible cross contamination.

**3.2.2.6.** Health promotional messages and other recommended behavior should be communicated using appropriate means during the journey.

**3.2.2.7.** After every stop point during the tour, the frequently touched areas within the vehicle should be cleaned and disinfected by the driver.

**3.2.2.8.** Group photographs should be allowed only by maintaining recommended safe physical distancing.

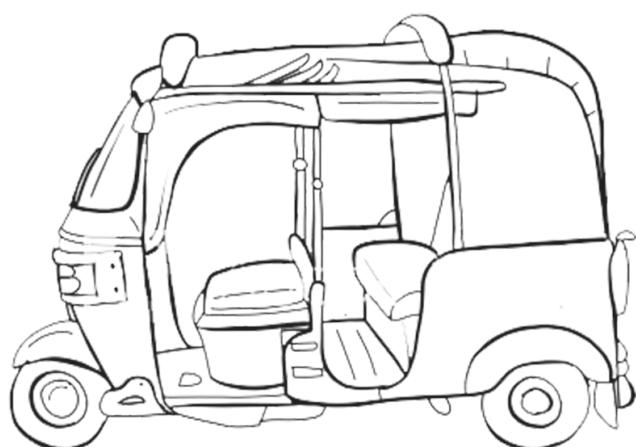
**3.2.2.9** The driver should not stop the vehicle at any uncertified shops, restaurants, sites, or shopping malls.

**3.2.2.10** The driver should strictly refrain from consuming alcohol or smoking during the tour, as those habits may reduce the immunity of the human body.

- 3.2.2.11** At the end of each day's tour, the vehicle should be properly cleaned and washed and the interior should be sanitized using disinfectant liquid.
- 3.2.2.12** The driver is advised to have a proper bath before proceeding to any other activity or to the driver's quarters.
- 3.2.2.13** All taxi/vehicle drivers should maintain records of each tour along with the details of the participated tourists; these records should be kept securely at least for 3 weeks.
- 3.2.2.14.** If a tourist shows COVID 19 related symptoms during the tour, follow the recommended guidelines and procedures of the MoH.

### **3.2.2 Other Hired Vehicles (From Travel Agencies) And Registered Taxis/Rented Vehicles**

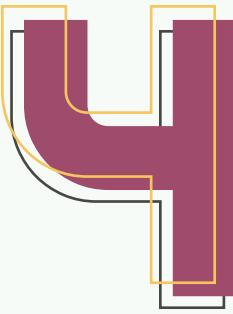
Use of public transport will not be allowed at this stage for the tourists. However, SLTDA approved and certified special buses and/or other per-approved modes of public transport will be considered on request for tourists and tour groups with specific instructions. In such situations follow the guidelines as



# ACCOMMODATION

## SERVICES

HOTEL



## CHAPTER

# Airport Transfers & Travel Options Within The Country

The objective of this chapter is mainly to guide hoteliers/accommodation-providers to be clear on the actions to be taken during the post COVID-19 lock-down. We strongly recommend the accommodation service-providers/hotels to follow these guidelines to improve mitigation and recovery mission of the accommodation sector.

It is also important to note that any instructions issued by the State Health Authorities from time to time will be binding and override the provisions in this document and should be strictly complied with.

**4.1 General information on important measurements to be taken in the accommodation facilities.** All indoor areas such as entrances, lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeterias must be sterilized with a recommended disinfectant.

**4.1.2** 60%-70% alcohol disinfectants must be used to wipe down metallic surfaces such as door handles, security locks, keys etc. Please refer the Ministry of Health guidelines for more information regarding appropriate disinfectants and procedures. (Epidemiology Unit, Ministry of Health [www.epid.gov.lk](http://www.epid.gov.lk))

**4.1.3** Based on the predicted occupancy levels the management should define/pre-plan the operational timings of each area and inform their guests accordingly. (Ex: Restaurant and kitchen operational times)

**4.1.4** Segment teams (Ex: teams within the department such as Team A, Team B & Team C) and make sure not to mix any team up members through different scheduling of shifts; this must be done in order to prevent cross-transmission and total quarantining of the entire staff. If any COVID-19 cases are found, make necessary arrangements to cross-train staff (Inter department) to cope up with any emergency situation of a department.

**4.1.5** Disposal of surgical masks every 4 to 6 hours after use is mandatory. Alternatively reusable face masks can be used as per product specifications.

**4.1.6** Maintain limited staff to minimize exposure to the micro-germs during operations.

**4.1.7** Maintain occupancy level at 50% or below when the tourism operations resume.

**4.1.8** Ensure to have 60%-70% of alcohol hand rub/ sanitizer dispenser at all entrances of every elevator on every floor and in the close vicinity of public area entrances.

**4.1.9** Limit the number of entry points to all parties concerned (visitors, guests, staff etc.) to ensure accurate screening.

**4.1.10** Floor markings to be in place to indicate 1.5 meter safe physical distancing at all busy areas (Ex: reception counters, buffet area etc.)

**4.1.11** Based on room capacity of the facility, adequate number of isolation rooms (suitable, comfortable & well laid out) to be arranged which are equipped with necessary medical equipment, medicines, disinfectant & PPE's as per the directions given by the Health Authorities.

**4.1.12** Adequate supplies of hand washing facilities, hand rub/sanitizers, PPE's (face masks, rubber gloves and impermeable aprons) must be maintained.

**4.1.13** Do not employ any pregnant woman in duties that involve chemicals and disinfectants.

**4.3 Establishing A Rapid Response Team Supervised By The Management Team.** Each accommodation establishment must have two teams, namely The Management Team and the Rapid Response Team in order to prevent incidents, effectively manage cases and mitigate impact among all stakeholders of the premises.

#### The Management Team

This team consists of officials of the higher management and should be headed by the General Manager or the Head of the establishment.

The rest of the team members should preferably consist of,

- **Head of Departments (HOD's).**
- **Hotel Doctor / On-Call Doctor.**
- **The Rapid Response Leader.**

#### **The Rapid Response Team (RRT)**

This team is assigned to respond to emergencies, attend to any training carried out by relevant authorities, carry out tasks assigned by the management team, cooperate with all staff to demonstrate, educate and to collect data and report to the management team with regards to COVID-19 situational updates.

The Rapid Response Team report to the Management Team and consists of:

1. Rapid Response Leader –(A representative of the higher management or a specially appointed officer by the management to lead the RRT)
2. Rapid response team members – Preferably selected and appointed (capable individuals with a sense of willingness) by the management team on the recommendation of the Rapid Response Leader to assist in carrying out the duties and responsibilities assigned to the RRT.

#### **4.2.1 Duties and responsibilities of the Management Team.**

##### **4.2.1.1 Implementing the rapid response plan.**

The management team, in consultation with local MOH, tourism administration and industry associations should establish an action plan tailored to the situation and implement it under the guidelines of SLTDA. The plan should be updated when necessary as a consequence of new guidance, procedures, or regulations.

##### **4.2.1.2 Follow, Implement & Update.**

The management team should instruct and give direction to the RRT to,

**Follow** the declared guidelines of the SLTDA, in consultation with National Local health authorities, Ministry of Tourism and other relevant local institutions.

**Implement** it under recommendations of previously mentioned authorities with the intent to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other parties involved in the operations.

**Update** the entire staff when necessary as a result of the issuance of new guidance, new procedures, new regulations or any change issued by the pertinent authorities. They should review and update the available guidelines with the new evidence in consultation with the health authorities. The same team should be responsible to carry out the standard operating procedures and health and safety guidelines of the respective hotel.

#### **4.2.1.3      *Mobilization Of Resources***

The Management team must ensure that sufficient funds and resources are made available to enable effective plan implementation by the RRT.

#### **4.2.1.4 *Supervision.***

The Management team should frequently evaluate, identify gaps and discuss with RRT to adjust the plan in accordance to ensure the practicality. The Management team should ensure consistent continuation and be alert on unusual and notable incidents.

#### **4.2.1.5    *Log Book Of Actions.***

The Management team must ensure to record all notable, unusual, important incidents & measures taken in detail. The outcome of the collection in this data must be used for program advancements and record must be archived for future references.

Note: It is important to maintain records of all communication made to staff, to guests, to frequent visitors and to other stakeholders, including evidence of acknowledgment in order to avoid any misunderstandings or communication gaps.

#### **4.2.1.6    *Communication***

The Management team should see to the circulation of correct and updated information among staff through the RRT via briefing sessions to ensure;

- ▶ The flow of correct and per-defined information on any incident that may arise in the future.
- ▶ Precautionary measures or any other related information are communicated effectively to the guests and to all other stakeholders to make sure the consistency and alignment,
- ▶ The RRT carries out debriefing in order to identify faulty procedures and discuss any changes required.

Another important factor is to communicate key messages at visible places for the staff (in back of the house areas) and for guests (in public areas, hotel entrances, receptions, entrance to restaurants, all rooms) by using IEC (Information/Education/Communication) materials. Such communications should include;

- ▶ Promoting hand washing and safe social distancing.
- ▶ Respiratory symptoms of COVID-19.
- ▶ Cleanliness and basic hygiene practices.
- ▶ Contact information of key staff personnel.
- ▶ Emergency telephone numbers.

#### **4.2.1.7    *Training And Information***

The Management team should direct the RRT to obtain necessary training and instructions from the Ministry of Health, Provincial or Local Health Authorities and Sri Lanka Tourism Development Authority and brief the RRT accordingly on the prevailing situation and corrective measures to be taken against COVID-19.

#### **4.3 >Protocols & Procedures Suggested For Accommodation-Providers During Post Shut Down And Re-Opening**

##### **4.3.1 Hotel Entrance**

**4.3.1.1** Establish a screening facility prior to proceeding to the Hotel Lobby/ Lobby Lounge to carry out an initial screening of temperature, visible respiratory symptoms (coughing, sneezing etc.) and to obtain a simple self-declaration. Every person must be screened at this facility by trained staff of the establishment equipped with recommended PPE's and medical grade temperature checking devices. (staff training to be carried out by the Ministry of Health/Provincial or Local MOH)

**4.3.1.2** The below given sample questionnaire / self-declaration form should be filled and handed over to the front office counter to proceed with the guest registration. If possible it is recommended to digitally carry out this self-declaration obtaining process.

Note: Entry must be denied and appropriate action should be taken if a person is found to be having a temperature above 37.8 Celsius (100.04 Fahrenheit) and/or with visible respiratory symptoms (coughing, sneezing, breathing difficulties) at this point.

No	Description	Yes	Yes	Remarks
1	Have you had a Fever with cough, sore throat or difficulty in breathing during last 14 days?			..... ..... .....
2	In the past 2 weeks have you been in close (less than 6 feet) prolonged contact (more than 2-3 minutes) with someone suspected or confirmed to have COVID-19 without carrying out infection protection/precaution controls?			..... ..... ..... ..... .....
3	Is your body temperature above 37.8oC (100.04oF) ?			

Individuals who answer YES to ANY on the Initial Screening Questionnaire or have a temperature above 37.8oC (100.04oF) OR refuse to participate in the screening process must be denied access to the premises.

Date : .....

Time : .....

Name of the guest and the group.....

Vehicle number (if any) .....

Access Determination: Yes                          No

Name of the officer/Signature.....

**4.3.1.3** All Luggage of the guests (including hand luggage) must be disinfected using recommended disinfectants before they are permitted to be taken into the hotel premises. A clear sticker, giving the date, must be attached to the luggage certifying that the luggage has been disinfected.

#### **4.3.2 Hotel Lobby / LobbyLounge**

- 4.3.2.1.** Ensure cross ventilation as much as possible.
- 4.3.2.2.** Ensure that the doormen and the other staff members are in proper uniform attire and wear face masks, gloves and other PPEs as directed by the Health Authorities.
- 4.3.2.3** Provide a sanitized doormat or ensure that all guests wipe their shoes when entering the lobby area or use foot disinfectant spray for every entry and ensure the footwear is free from soil at all times.
- 4.3.2.4** The entry of outsiders to meet guests must be discouraged. If an outsider is to be permitted entry, he/she must be screened at the established screening facility and all personal details(name, address and NIC number) must be recorded in a specific/allocated register along with the time of entry and the time of departure together with the name of the guest met by the person. All guests must be discouraged from entertaining the outsider/outsiders anywhere other than in the lobby area.
- 4.3.2.5** The use of food and beverage facilities by non-resident guests must be discouraged. If the establishment decides to permit non-residents to use the F & B facilities, the hotel must develop a protocol and procedure where the details of such guests are carefully maintained.
- 4.3.2.6** Ensure that all handles and surfaces such as table tops, work stations and arms of chairs are regularly (at least on an hourly basis) disinfected using recommended disinfectants (Soap & water or 60%-70% alcohol solution) regularly. Disinfection needs to be carried out every time the surface is touched by guests and when the guests leave. Adequate designated staff with required resources must be detailed for this task.
- 4.3.2.7** Ensure that all guests wear proper face-masks as directed by the Health Authorities. Provide face-mask if required and inform guests that they are expected to wear the masks while in the public areas of the facility. (Exemptions– Only while consuming food or beverages). Ensure that adequate stocks of face-masks and hand sanitizing kits are available to be provided/arranged to the guest if required.
- 4.3.2.8** Provide hand sanitization facilities to be used by the guests, close to the entrance of the lobby area.

- 4.3.2.9** Arrange the furniture in the lobby area/lounge to facilitate the maintenance of 1.5meter safe physical distancing.

#### **4.3.3 Reception /Concierge**

- 4.3.3.1** All staff in the Reception and Lobby area should wear face masks as directed by the health authorities and must maintain the safe 1.5 meter physical distancing at all times.
- 4.3.3.2** If possible arrange a clear glass/plastic shields at the reception counters to protect the staff members on duty.
- 4.3.3.3** A sanitized doormat at the entrance to the lobby must be provided for the staff to sanitize their footwear when entering the area.
- 4.3.3.4** Only the traditional SriLankan greeting 'Ayubowan' should be used at all times and no handshakes or hugs should be carried out under any circumstances.
- 4.3.3.5** Collect the completed screening questionnaire/self-declaration form and attach it to the registration card with key information such as country of origin, flight details, date of arrival in Sri Lanka, whether they have visited any of the infected countries over the past 21days and next destination. (In order to minimize the time spent here, it is recommended that pre-collection of these data is carried out before check-in).
- Hoteliers are suggested to incorporate technology in order to simplify the accommodation facility/hotel process by allowing check-in online via web or through dedicated mobile apps or by installing self-check-in kiosks in the lobby area to avoid interactions.
- 4.3.3.6** Check and record temperature and respiratory infection-related symptoms of in house guests (already checked in) and hotel members, at each entry point, whenever they re-enter the premises. Persons with fever (37.8oC or above) and respiratory symptoms (Cough, sneeze etc.) are to be

subjected to a check-up by a doctor before being permitted to enter the guest rooms/premises. Use the Designated room (suitable, comfortable and well laid-out room) to accommodate the guests during this procedure.

**4.3.3.7** Use disposable towels only and avoid the use of recyclable towels when welcoming guests. The reusable towels must be subjected to all the safety measures to prevent cross-contamination.

**4.3.3.8** Serving welcome drinks is discouraged but if being carried out, disposable gloves must be worn. Ensure that the welcome drinks(if served chilled)are stored in sealed containers. Serving hot beverages or authentic drinks with high immunity enhancement value to the guests is encouraged. Avoid the use of straws and decorations when serving.

**4.3.3.9** Arrange check-in and check-out procedures and any other interactions with guests in such a manner that 1.5 meter safe physical distancing is maintained at all times.

**4.3.3.10** Avoid sharing of telephone instruments with guests and if the guest needs to use a telephone or any other communication-related device during check-in and/or check-out process, have a designated device to be used only by the guests. Ensure the designated device is disinfected with 70% Alcohol based disinfectant after each use. Also encourage guests to cleanse hands with soap/sanitizer before and after using the device.

**4.3.3.11** Do not share pens or pencils with any guests and have separate pens/pencils for the use of guests if required. Disinfect these with 60% -70% Alcohol solution after every use.

**4.3.3.12** While handling credit cards, cash or any other documents given by the guests including passports, after each such transaction hand sanitization should be carried out. If possible let the guest swipe their own credit/debit card or enable use of online transactions through mobile QR code.

**4.3.3.13** Encourage the use of paperless systems for checking in and billing and minimize the use of paper wherever possible.

**4.3.3.14** Sanitize all key card or key tags, whenever they are returned to the reception before issuing and/or reissuing.

**4.3.3.15** Inform the guests verbally or via phone messages not to leave the room, but to inform the reception immediately if they feel unwell or ill. The reception staff should arrange medical assistance through RRT via tele-screening to assess the condition of the guest and take further action as per the medical advice.

**4.3.3.16** Staff must refrain from handling/carrying or playing with children and infants at all times

**4.3.3.17** If guests are to be escorted to the rooms, avoid the usage of crowded elevators as far as possible and also avoid touching any surfaces inside the elevators.

**4.3.3.18** Ensure the availability of adequate supply of hand sanitizers in and around the front desk/elevator/reception counter/ corridor / lobby areas.

#### **4.3.4 Elevators (Both Guest and Service)**

**4.3.4.1** Do not allow overcrowded functioning of elevators and limit the number of passengers permitted inside the lift car at any given moment by prominently displaying safety instructions and lift control practices(ex: not facing each other) in order to maintain safe physical distancing.

**4.3.4.2** Implement a systematic procedure (Checklist to be in place) to regularly disinfect frequently touched areas like elevator controls, buttons and handrails. This should include disinfecting the entire interior of the lift car predetermined intervals using 60%-70% alcohol-based disinfectant.

If the control panels are susceptible to adverse effects due to the continuous application of disinfectants, consider the use of removable clear sheets to cover the control panels and arrange to clean the clear covering sheets regularly and replace as and when necessary.

**4.3.4.3** If the floor covering of the lift car is not an easily cleanable surface like carpets, then consider the use of a temporary cover(such as clear plastic sheeting) conducive for cleaning and disinfecting.

**4.3.4.4** Ensure that the lift car ventilating system is functioning effectively to ensure the designated air changes are maintained.

4.3.5 Guest RoomCorridors and Lift Lobbies.

4.3.5.1 Ensure that the lift lobbies and the room corridors are disinfected regularly.

4.3.5.2 Ensure as much as possible,fresh air supplyto the guest corridors or allowing of systematic air circulationto ensure safety.

4.3.5.3 Implement a systematicmethod to ensure periodic disinfecting of the lift lobby and corridor surfaces.

4.3.5.4 Ensure that all door handles are disinfected regularly with 60%-70% alcohol solution.

4.3.5.5 Display appropriate IEC(Information/ Education/ Communication) materials in prominent places like lift lobbies.

4.3.6 When the Guest Rooms are inuse.

4.3.6.1 All staff engaged in cleaning and setting up the rooms with changing of used linen should wear face masks and other PPEsrecommended by the Local Health Authorities while at work.

4.3.6.2 The footwear of the staff should be disinfected with 60%-70% of alcohol spray before entering the room area and always make sure the footwear are free of soil at all times.

Preferably designateseparate footwear to use inside the workplace to avoid contamination from soil.

4.3.7 GuestRooms: Before the Guest Room is first made available forsale

#### Room Area

The entire room area should be thoroughly cleaned following the procedure below;

4.3.7.1 If there is access to a balcony door or outside window, always keep them fully openedalong with room entrance door to allow cross ventilation of air before cleaning process begins and also during the cleaning.

4.3.7.2 Check all fittings and ensure they are in correctoperational order.

4.3.7.3 Checkespecially the AC systemandcleanthefilter. Ensurethe design fresh air volume is correctly supplied and if needed AC sanitizer tablets should be used.

4.3.7.4 Disinfectallportabledevicessuchasremotecontrols,telephonehandsets using 70% Alcoholsolutions.

4.3.7.5 Disinfectallhardsurfacesoffurniture,TVandaccessoriesintheroom along with doors,windows,wardrobes,safedepositlockers, mini-fridge and mirrors with recommendeddisinfectants.

4.3.7.6 Disinfectthetiledsurfacesofwallsandfloorsandtheceilingwith appropriatedisinfectants / detergents,

4.3.7.7 Provideasmallhandsanitizerforthe useof theguestineach room.

4.3.7.8 Information dockets and the dustbins too must be disinfected and if possible, get rid of paper information dockets.

4.3.7.9 Tumblers must be changed and decontaminated using hot water and disinfectants.

4.3.7.10 Removeallused or unused linenwithextremecareandminimalhandlingandthe linenshould betakendirectlytothelaundryinseparatebags.

4.3.7.11 If vacuum cleaners are used to clean floor carpets in a room it must be donebeforetherestofthecleaningproceduresarecarriedout.Cleaningof allsurfacesmustbecarriedoutonly there-after.

4.3.7.12 Ensurethatallguestamenitiessuchascups,saucers,glasswareandspoons are disinfected and placed in suitable sealed paper containers. Preferably all glassware in the room should be

machine washed.

4.3.7.13 Place a sticker / Tent Card in a very visible place in the room confirming that the room has been disinfected specifying the date and time.

4.3.7.14 If turn down service is carried out, folding clothes should not be done and minimum contact on surfaces are recommended.

#### Attached Bathroom in the Room

4.3.7.15 Deep-clean the entire area including all fittings after flushing the WC with seat cover closed.

4.3.7.16 Disinfect all fittings including bathtubs, vanity counter surfaces, mirrors, shower cubicle surfaces and/or shower-curtain sand surfaces of all racks/shelves.

4.3.7.17 Disinfect the handles/levers of taps, flush devices and door knobs/handles.

4.3.7.18 Take precautions to correctly dispose the used toiletries and replace with new items under maximum safety and care.

4.3.7.19 Towels should be supplied in a sealed paper container if possible.

Note: The most frequent mode of virus transmission in a room is indirect contact of mucosal surfaces via contaminated bed linen, blankets, bed runners, pillows, towels, bath robes, tumblers, curtains, remote controllers etc. Therefore changing these linen hygienically is very important and essential between guests.

Cleaning equipment (brushes/mops etc.) needs to be decontaminated between rooms and adequate amounts of disinfectants must be maintained-at all times.

#### 4.3.8 Room Service (In Room Dining)

4.3.8.1 Room service staff should wear face masks, gloves and other appropriate PPEs when delivering room-ordered items.

4.3.8.2 Food delivery should be made only up to the door entrance of the guest room and the steward should not enter the room.

4.3.8.3 The food and beverages should be fully covered during delivery to the room.

4.3.8.4 Cutlery, crockery and serviettes should be delivered in sealed disposable paper containers or cutlery washing liquids must be placed in the room.

4.3.8.5 All used cutlery, crockery and remaining food must be taken back in covered containers for clearance.

4.3.8.6 The clearance should be as prompt as possible and that too should be only from outside the room entrance and guests should be advised to leave the items for clearance outside the door.

4.3.8.7 If the guest in the room is showing any medical conditions such as fever or COVID-19 symptoms, all returned items must be handled separately; food must be scrapped and all items prewashed separately and hand-washed separately with soap and water before being processed in the automatic washers at recommended temperature levels or at a designated place by using water at recommended temperature levels.

Alternatively disposable food boxes and cutlery can be used for such guests.

4.3.8.8 Room service trolleys must be disinfected using recommended detergents at each serving and a sticker must be placed on the cleaned and sterilized trolleys to indicate the same.

#### 4.3.9 Stewarding / Still Room Area

4.3.9.1 Disinfect the work area including floors,walls,work surfaces and racks before commencement of work.

4.3.9.2 No other staff should be permitted to enter the Stewarding/Still Room area.

4.3.9.3 Staff should wear face-masks,aprons and caps and use disposable gloves when handling clean cutlery, crockery and glassware.

4.3.9.4 Staff should maintain-the 1.5 meter safe physical misunderstanding as practically possible at all times.

4.3.9.5 Footwear should be sanitized before entering the stewarding area and it is recommended to have a dedicated footwear for the stewarding area which should be removed when the staff exit the still room area.

4.3.9.6 Proper hand washing with soap and water for 20 seconds/ Hand sanitizing should be carried out before commencing work.

4.3.9.7 Staff should use clean dry cloth for wiping small utensils/accessories and cutlery, crockery and glassware should be wiped only when necessary.

4.3.9.8 At the start of the day, the work area including floors,walls, work surfaces and racks should be disinfected.

4.3.9.9 After locking up the area, the key should be disinfected before handing over.

#### 4.3.10 Restaurants

4.3.10.1 The traditional Sri Lankan greeting "Ayubowan" should be used to welcome the guests at all times.

4.3.10.2 Disinfect the restaurant area including table-tops,chairs,service-stations before setting up the restaurant for meals as well as at the end of the day and also in between guests when in operation.

4.3.10.3 Maintain the 1.5 meter safe physical distance when serving guests and ensure that the guests too follow the same.

4.3.10.4 All staff in the Restaurant must wear face-masks at all times and use gloves/other PPEs as required when serving-the guests.

4.3.10.5 The staff should use hand sanitize regularly during the service and facility for this must be available close to the staff entrance of the Restaurant.

4.3.10.6 Make arrangements to display the food and beverage menus using information technology at the guest room TVs and if possible by way of other means like Whatsapp,Viber, Messenger or similar to the personal smart phones used by the guests. The bills too may be sent to the smart phones and if traditional billing methods are followed,refer the procedure stated in 4.3.10.19.

4.3.10.7 Use of table cloth should be discouraged and use of disposable paper table mat is preferred; if reusable and washable table mats and table cloths are used, they should be disinfected after each use and laid with minimum handling using disposable gloves.

4.3.10.8 Seating in the Restaurant must be arranged considering the safe physical distancing guide-lines keeping 1.5meter apart. However, guests from a common group or from the same family group maybe seated in large tables with the required number of seating. Guests from individual rooms should be accommodated in tables for two.

4.3.10.9 Encourage in-house guests to reserve the restaurant services in advance, so that the management can allocate a table number and send it to the mobile phone of the guest accordingly.

4.3.10.10 The spacing between seating for different groups and between individual tables should strictly comply with the given 1.5 meter physical distancing guidelines.

4.3.10.11 Maintain the details of diners patronizing the restaurant for every meal (including seating arrangements and details, if possible); these records must be kept for a minimum period of 21 days with the

purpose of tracing the exact people who were in contact if any COVID-19 cases were found/reported later.

4.3.10.12 The crockery should not be laid out on the table and should be delivered hygienically after the guests are seated; it is desirable if the plates can be warm at the time of delivery; glassware should be placed upside down on the table and cutlery on the table wrapped in the serviette.(Sterilize, dry and seal pack to avoid contact, if possible)

4.3.10.13 It is highly recommended to use paper serviettes for all three meals for safety reasons.

4.3.10.14 It is recommended to remove salt and pepper shakers and provide them either in packets or on request.

4.3.10.15 A dedicated hostess/door-man should be deployed to open the door and receive the guests and the door handle must be regularly sanitized.(where applicable)

4.3.10.16 Menu cards and bill folders must be sanitized before use and sanitized again after use by the guests, if electronic methods cannot be implemented.

4.3.10.17 In the event of a buffet service,designated staff, standing behind the buffet counters, should only serve food and guests should not be allowed to serve themselves.

4.3.10.18 Bills must be presented to the guests in a sanitized bill folder and cash transactions must be discouraged. The pen used by the guest to sign the bill must be sanitized immediately after each use.

4.3.10.19 All surfaces of tables, chairs, floors should be properly disinfected before the closure and locking of the restaurant.

4.3.10.20 Wherever possible, doors and windows should be kept open to ensure adequate and proper air circulation.

#### 4.3.11 Kitchens

##### Before opening

4.3.11.1 All staff should be with proper attire and face-masks (and gloves if needed) at all times.

4.3.11.2 All areas of the kitchen including work surfaces, equipment, floors and walls should be thoroughly cleaned and disinfected.

4.3.11.3 The exhaust canopies,including the grease filters, and sanitizer should be cleaned.

4.3.11.4 The exhaust fan(s) should be cleaned and serviced to ensure functionality of the exhaust system.

4.3.11.5 Servicing of the fresh air supply fans should be done to ensure that the supply air is maintained at the designed levels.

4.3.11.6 All equipment checking should be done to ensure they are in good and proper working order; special attention should be given to cold storage equipment and food warmers where the correct temperatures must be maintained. The interiors of the food storage equipment including doors and door gaskets should be sanitized.

4.3.11.7 The dish washer and the glass washer functionalities should be checked and ensure the rinse temperatures are correctly maintained.

##### After Operations

4.3.11.8 Ensure that all work surfaces are sanitized at the end of the day and before commencement of the next work shift.

4.3.11.9 Ensure that all uncooked food are kept covered at all times and under recommended procedures.

4.3.11.10 Ensure that all prepared food are stored at correct temperatures and kept covered at all times.

- 4.3.11.11 Clean and sanitize work surfaces regularly and after each operation.
- 4.3.11.12 Ensure that washed cutlery,crockery and glassware are stored in covered shelves.
- 4.3.11.13 Ensure that there is no cross contamination of washed cutlery,crockery and glassware during storage and transportation to the final user point.
- 4.3.11.14 All staff working in the kitchen area should be in clean uniformed attire including dedicated and sanitized footwear.
- 4.3.11.15 All staff should wear face-masks and gloves when handling food.
- 4.3.11.16 Only kitchen staff should be permitted in the kitchen area.
- 4.3.11.17 The Chef on duty should conduct a briefing at the beginning of each shift and ensure that the staff is in uniformed attire with face-masks (and gloves if needed) and are fully conversant with the required hygiene standards and conditions.
- 4.3.11.18 Kitchen stewarding staff should use proper uniform and appropriate accessories such as waterproof aprons and footwear when performing different tasks such as pot washing.
- 4.3.11.19 All staff should strictly confine themselves to the designated working areas and avoid moving around and mixing with others.
- 4.3.11.20 Kitchen floor should be regularly mopped and sanitized right through the operations.
- 4.3.11.21 Adequate hand sanitizers should be made available in different sections of the kitchen area.
- 4.3.11.22 Dish washers and glasswashers should be cleaned and completely drained at the end of the daily operations.
- 4.3.11.23 All pots, pans and other utensils should be cleaned and sanitized at the end of the day's operation or whenever needed.
- 4.3.11.24 At the end of each day's operation, the chopping boards and knives should be sanitized by immersing in a dedicated sanitizing bath, while all other equipment, working surfaces, kitchen floors and walls should be cleaned and sanitized.
- 4.3.11.25 All mops and brushes used for cleaning purposes should be washed, sanitized and left to dry at regular intervals.

#### Kitchen waste disposal

- 4.3.11.26 Ensure that adequate colour coded, foot operated trash bins in good operating condition are available to correctly dispose the different waste materials.
- 4.3.11.27 All emptied trash bins should be thoroughly washed, cleaned and sanitized and the clean bins should be left to dry and be ready for reuse.
- 4.3.11.28 The staff handling waste should wear suitable protective gloves and boots and other PPEs as required and use proper utensils to minimize physical handling.
- 4.3.11.29 The staff handling waste should remove the protective gear used, clean and sanitize them for re-use and place in the allocated areas at the end of each day's operation.
- 4.3.11.30 The waste handling staff should ensure that they wear clean footwear and have sanitized themselves when returning to the kitchen area.

#### 4.3.12 Menu Planning (to minimize unnecessary food handling)

- 4.3.12.1 All items on the planned menus should be simple and easy to prepare.
- 4.3.12.2 The use of 'Set Menus' and 'Ala Carte' minute' production of food is strongly recommended, in order to minimize the handling/holding of balance food.
- 4.3.12.3 For "In room dining" services, strict and recommended hygiene practices should be followed for food pick up, delivery and clearance.

4.3.12.4 The use of food requiring minimal handling is recommended for the production of appetizers/desserts and the prepared appetizers / desserts should be well covered and stored at the correct temperatures.

4.3.12.5 Hot food production is recommended to be carried out on request, practicing 'Pan to plate' concept to minimize food holding.

4.3.12.6 It is recommended to provide all food pass through counters with sneeze guards and food heaters.

4.3.12.7 During bulk production of food, ensure the prepared food is well covered and stored in hot food holding equipment at minimum+65oC.

#### 4.3.13 Buffet Set up /Service

4.3.13.1 All food displays(buffet counters) should be provided with sneeze guards.

4.3.13.2 All food in the buffet spread should be stored at the correct temperatures.

4.3.13.3 It is recommended to regularly replenish food in order to avoid holding larger volumes in buffet tables.

4.3.13.4 Appoint dedicated staff to serve each item in the buffet and strictly avoid guests handling any spoons/tongs. Ensure to keep lids closed whenever possible and opening of those lids should also be done by staff only.

(Refer 4.3.19 "Banquet operations" for further details/clarifications)

#### 4.3.11 Hot and Cold food production and storage

4.3.11.1 All cold storage equipment(Freezers and Chillers)should be kept clean at all times and the correct temperatures(minimum-18oCforfreezersand+5oCforchillers)should be maintained where the temperaturesare monitored and recorded at regular intervals.

4.3.11.2 All items should be stored in sanitized covered containers with the production and expiry date clearly marked. The containers should be cleaned, sanitized and dried after each use.

4.3.11.3 Strictly practice the basic HACCP guidelines in the preparation and storage of fooditems. Refer below link for clarifications,

<https://www.fda.gov/food/hazard-analysis-critical-control-point-haccp/haccp-principles-application-guidelines>

4.3.11.4 The preparation of deserts in portion size and the use of cut fruits to minimize handling as well as use of simple appetizers to avoid complicated preparations is recommended.

4.3.11.5 Where action counters are used, ensure that the staff in attendance are in fresh & clean uniforms, wear face masks and disposable gloves at all times; the disposable gloves should be replaced at regular intervals to ensure good hygiene practices of usage.

4.3.11.6 Proper serving utensils should be used when serving guests, even while wearing disposable gloves and handling ready to consume foods should be avoided at all times.

#### 4.3.12 Staff Cafeteria

4.3.12.1 Arrangements should be made to maintain the 1.5 meter safe social distancing at all times and staggered times maybe considered for the staff in order to manage crowd with the allowed number of seats.

4.3.12.2 All dining tables should be arranged to ensure maintenance of 1.5meter physical distance between staff and 2 meter distance between tables.

4.3.12.3 All tables and other surfaces should be sanitized at the start of the day and after every meal.

4.3.12.4 It is recommended to install sneeze guards if meals are served as buffet.

- 4.3.12.5 Entire cafeteria floor,walls, glass panels and doors should be sanitized at the end of the each day's activities.
- 4.3.12.6 All cutlery,crockery and glass ware should be washed in an automatic dish washer, glass washer or wash at a designated location using hot water.
- 4.3.12.7 Hand sanitizers should be installed on either side of the main entrance door of the cafeteria to be used by the staff.

#### 4.3.13 Swimming Pool

Considering the sensitive nature of the operations carried out in these facilities, operating of swimming pools are not allowed at present by the ministry of health authorities. But following are the general practices which should be followed in the event a declaration is made by the health authorities to resume the use of swimming pools under 'Safe to use' conditions.

- 4.3.13.1 All surfaces inside the pool should be brushed and cleaned.  
Super chlorinate the pool and leave for a day; Vacuum and filter the pool and check the pH and adjust if necessary.
- 4.3.13.2 Ensure the residual chlorine level and the recommended pH level is always maintained.  
For more information Refer pages 52-53 in the below link  
[http://www.waterboard.lk/web/images/contents/greater\\_kandy/Caring\\_for\\_water/English\\_Final\\_Caring\\_for\\_Water\\_A5\\_Copy\\_Edited\\_on\\_24th\\_of\\_April\\_2015.pdf](http://www.waterboard.lk/web/images/contents/greater_kandy/Caring_for_water/English_Final_Caring_for_Water_A5_Copy_Edited_on_24th_of_April_2015.pdf)
- 4.3.13.3 Life guards and the pool staff should strictly follow safe physical distancing and other health measures and obtain special training from Local Health Authorities as directed by the management on how to act on emergencies during COVID-19.
- 4.3.13.4 Disinfect the hand rails of the pool steps/ladders and the knobs of the external pool showers.
- 4.3.13.5 Clean and disinfect the entire pool deck area and thoroughly clean/disinfect the pool deck furniture and the pool mattresses on regular basis and after every use.
- 4.3.13.6 Establish a procedure to allocate time slots for guests if required to avoid overcrowding and record the details of pool users with names and times(In and out,if possible) and retain such records for at least 21days.
- 4.3.13.7 Ensure that clean disinfected pool towels are stored in a closed container or in a paper wrapping and issued to guests with minimum handling.
- 4.3.13.8 Ensure the pool users take proper shower before entering the swimming pool.
- 4.3.13.9 Check and ensure the proper operation of pool filters with a 'turn overtime' of not more than 6hours; pool filters should be back washed as necessary to ensure proper filtration.
- 4.3.13.10 The pool attendant must wear a mask and disposable gloves when serving guests at all times.
- 4.3.13.11 Thoroughly clean the pool changing rooms and the wash rooms; ensure that all surfaces including the floor,walls, vanity counters,lockers, benches, knobs& handles of fittings and all door handles are disinfected using recommended disinfectants.
- 4.3.13.12 Ensure that the appropriate procedures laid out for food services under the restaurant segment of this guideline are implemented when resuming food and beverage services at the pool.

#### 4.3.14 SPA, Gym and Ayurveda Treatment Centres

Considering the sensitive nature of the operations carried, operating of the Spa, Gym and Ayurveda Treatment Centres are not permitted at present by the local health authorities. These operations can resume only after the health authorities relax the restrictions and allow such activities. When approval to commence Spa/Gym/Ayurveda treatment centres are granted, such operations should be conducted strictly following the procedures given under section 5.4 of this guideline.

In addition, for Gym operations, special attention should be given in adhering to the following procedures;

- ▶ Maintain flexible opening and closing times and accept bookings based on prior appointments only.
- ▶ Limit the number of patrons at a given time inside the gym to avoid overcrowding and unhealthy human interactions.
- ▶ Ensure all staff/patrons wash their hands with soap and disinfect the footwear before entering the gym.
- ▶ Check and observe the patrons and ensure they are free from high fever and COVID-19 symptoms, before permitting them into the gym.
- ▶ Provide adequate hand sanitizer points within the gym to ensure frequent use by the patrons.
- ▶ Follow general health and hygiene measures including wearing of face-masks and maintaining of safe 1.5 meter physical distancing at all times by both staff and patrons.
- ▶ Ensure proper ventilation and air circulation inside the gym by natural or artificial methods.
- ▶ Clean and disinfect all machines/equipment/containers after each use and regularly.
- ▶ Strictly advise/educate patrons not to share any equipment or personal belongings with others when inside the gym.
- ▶ For common bathroom/toilet cleaning and disinfecting procedures refer section 5.4 of this guideline.
- ▶ At the end of the days' operations clean and disinfect floor areas, frequently touched walls, surfaces and all gym equipment.

#### 4.3.15 Bars

4.3.15.1 All patrons entering the bar should wash their hands with soap and sanitize their footwear at the entrance; they should wear face-masks at all times.

4.3.15.2 The bar staff should wear face-masks and gloves (should change gloves regularly) and sanitize the footwear before entering the bar; the staff should also practice good hand hygiene procedures regularly.

4.3.15.3 The staff/patrons should practice the 1.5 meter safe physical distancing at all times.

4.3.15.4 The staff should ensure the availability of an automatic glass-washer in the bar to wash all glasses and if a glass washer is not available, glasses should be washed in a centrally located glass washer at the recommended water temperatures. No glasses should be washed in the bar.

4.3.15.5 Glassware and crockery brought in after washing and disinfecting should be stored in the bar in an enclosed container (Ensure they are not stored on open shelves or counter tops)

4.3.15.6 Ensure the Ice cube machine is connected to a sterilized water supply and before commencing operations, the staff should thoroughly clean the ice cube container and disinfect.

4.3.15.7 If an Ice cube machine is not available, only ice made from a sterilized water supply should be used and stored in a covered container; the container should be cleaned and disinfected daily.

4.3.15.8 Ensure the beverage chilling equipment are in good operational condition to maintain

the correct temperatures and before starting operations, all units should be thoroughly cleaned, both inside and outside, and disinfected.

4.3.15.9 Clean and disinfect all work surfaces, tabletops and arms/solid surfaces of chairs before the bar is opened and preferably after the use by guests.

4.3.15.10 Any food brought from outside to the bar should be brought covered and kept covered until served to the guests.

4.3.15.11 Seating inside the bar must be arranged to maintain the safe physical distancing of 1.5 meter between guests. However, guests from one tour group or guests belonging to one family may sit together.

4.3.15.12 Encourage all in-house guests to make prior bar reservations and limit the number of patrons inside the bar to avoid overcrowding.

4.3.15.13 Maintain complete details of all guests patronizing the bar in each session along with the seating arrangements and these records should be kept for a minimum period of 21 days; this is to facilitate the tracing of exact people who were in contact, if any COVID-19 cases are found/reported later from the bar guests.

4.3.15.14 If the bar is air-conditioned, the bar staff should ensure that the design fresh air supply is maintained. If it is an open bar, make sure to ensure adequate fresh air supply and circulation within the bar area.

4.3.15.15 If food is served in the bar, the required cutlery should be provided to the guests in a sealed disposable paper container.

4.3.15.16 Beverage list and bill folders must be sanitized before use and sanitized again after the use by guests.

4.3.15.17 Drinks should not be served to the guests across the counter, but served only at the seats to ensure guests do not congregate at the bar counter.

4.3.15.18 Bills should be presented to the guests in a sanitized bill folder and cash transactions must be discouraged. The pens used by the guest to sign bills should be sanitized immediately after each use.

4.3.15.19 At the end of the bar operations, all work surfaces, table tops and arms of chairs, door handles and bar counters should be cleaned and sanitized.

4.3.15.20 If the Bar is to be closed and locked, the key should be handed over in a sealed pack after sanitizing.

#### 4.3.16 Banquet operations

4.3.16.1 Ensure all guests are screened at an established screening point in the premises or at a dedicated location in the banquet venue (hall) entrance to carryout temperature checks, visible respiratory symptoms (cough, sneeze etc.) and record the same; keep such records at least for 21 days and anyone with temperature above 37.8oC or with visible respiratory symptoms should be denied the entry.

4.3.16.2 All guests should wash their hands with soap for 20-30 seconds and sanitize their footwear before entering the venue hall.

4.3.16.3 Ensure all guests are wearing face masks and maintain the safe physical distancing at all times.

4.3.16.4 Clean and disinfect the entire venue hall and all equipment/furniture inside before the start of the function.

4.3.16.5 The guests list with contact details to be obtained by the organiser/host 24 hours before the event and preferably the tables should be numbered and the guests should be allocated a specific table and a chair.

- 4.3.16.6 The traditional Sri Lankan greeting "Ayubowan" should be used to welcome the guests at all times.
- 4.3.16.7 Ensure following key messages are communicated to guests using sign age and IEC (Information/Education/Communication) materials.
- ▶ Promoting of hand washing/sanitizing
  - ▶ Respiratory hygiene
  - ▶ Basic Hygiene practices
  - ▶ Contact information of key staff personnel
  - ▶ Emergency Telephone numbers
- 4.3.16.8 All staff in the venue should wear face-masks and other PPEs as needed and if wearing gloves for serving guests, then gloves should be changed at regular intervals, according to the nature of the operation involved.
- 4.3.16.9 All staff should use hand sanitization regularly during the service and such facility should be available closer to the venue "service" entrance.
- 4.3.16.10 The staff should maintain the safe physical distancing at all times during the services.
- 4.3.16.11 Floor markings should be in place to indicate safe physical distancing at common places such as venue hall entrance and buffet area.
- 4.3.16.12 All food chafing dishes(buffet counters) should be provided with sneeze guards.
- 4.3.16.13 Food in the buffet spread should be stored at the correct temperatures.
- 4.3.16.14 Recommend regular replenishing of food to avoid holding of larger volumes in the buffet.
- 4.3.16.15 In the buffet service, proper attired designated staff with face masks and disposable gloves (these gloves should be changed every 30 minutes) and standing behind the buffet counters should serve the guests and the guests should not be allowed to serve by themselves or handle spoons / tongs/chafing dishes.
- 4.3.16.16 The staff should ensure that buffet-lids are closed whenever possible and opening/closing of the same should be done only by the staff.
- 4.3.16.17 Sufficient hand sanitizers should be available within the hall at reachable locations.
- 4.3.16.18 If table cloths are used, it should be disinfected after each use and laid with minimum handling using disposable gloves.
- 4.3.16.19 Seating in the venue should be arranged keeping the 1.5 meter distance between chairs as per the recommended safe distancing; however, the maximum number of guests allowed inside a venue should be equivalent to 1/3 of the full capacity of banquet hall or 100 pax, whichever is lower.
- 4.3.16.20 Crockery should be kept warm at the buffet service counter and glassware should be kept warm in close vicinity to guests or to be served by the service staff on strict hygienic conditions.
- 4.3.16.21 Cutlery should be cleaned, disinfected and kept warm (Ex: under a heating light) at the buffet service counter and to be served ideally wrapped in a paper serviette by a dedicated staff member wearing proper attire with face-mask and gloves; he/she should change the gloves at regular intervals like every 30 minutes.
- Alternatively, cutlery maybe served, hygienically wrapped in a serviette (after carrying out proper cleaning and disinfecting procedures) by the service staff, when requested by the guests or during the meal time.(Sterilize, dry and seal pack to avoid contact, if possible)
- 4.3.16.22 Reusable Napkins are not allowed and ensure the use of paper serviettes to avoid frequent interactions.
- 4.3.16.23 Water dispensers with hot/cold water to be placed inside the venue at reachable levels.
- 4.3.16.24 Trolley/table services to be practiced for alcohol serving (if permitted) and until further notice, operating of a bar inside the venue is not allowed.
- 4.3.16.25 A dedicated hostess should be deployed to open/close the door at the venue entry

point and the door handle should be regularly sanitized (where applicable).

4.3.16.26 Clearance should be as prompt as possible and soiled linen should be handled with face masks and gloves.

4.3.16.27 All surfaces of tables, chairs, floors should be cleaned and disinfected and the venue should be closed and locked to prevent any unauthorized entry and the keys handed over.

4.3.16.28 Doors and windows should be kept open whenever possible to ensure proper air circulation.

4.3.16.29 Dancing and dancing floors are not recommended at this moment; but, if it is allowed by health authorities, still, strict safe physical distancing measures should be maintained at all times on the dance floor.

#### 4.3.17 Toilets in the venue hall and public areas

4.3.17.1 After the use of toilet, wash the hands properly with soap and then sanitize with alcohol solution (60%- 70% alcohol) for disinfecting purposes before re-entering the hall.

4.3.17.2 Implement a regular cleaning schedule (based on usage patterns) to ensure high level of hygiene standards which has to be maintained for the toilets; regularly sanitize the items and surfaces frequently/normally touched by the users, which includes door handles, toilet seat & cover, flushing handle or knob of WC, flushing knob of urinals (if used), wash basin tap handle (knob or lever), vanity surfaces & activating switch of hand dryer (if used).

4.3.17.3 Where practically possible keep the main entrance door of the toilet opened, unless the door can be pushed open in both directions; If not keep a dedicated cleaning staff member positioned at the toilet entrance to handle the door and also to control overcrowding situations.

4.3.17.4 Provide a hand sanitizing dispenser just outside the toilet door and if possible, make it sensor operated.

4.3.17.5 Provide paper towels and hand dryers for the purpose of drying hands and if possible, it is recommended to install sensor taps and dispensers to avoid contamination.

4.3.17.6 Only foot operated waste bins with lids should be placed inside the toilets and such waste bins should be cleaned only by dedicated staff trained for waste handling; they should wear recommended PPE's at all times while at work.

4.3.17.7 Carry out disinfection of all surfaces, including the floor and wall finishes with standard disinfectant every 4 hours when toilets are in use.

#### 4.3.18 Laundry

##### Before the reopening

4.3.18.1 Clean all laundry equipment with specific attention to the interior surfaces of washers and dryers.

4.3.18.2 Remove all washed and unwashed linen from the laundry and wash/disinfect all surfaces of the laundry.

4.3.18.3 Clean all laundry baskets and trolleys as well as tables and shelving, if available, and disinfect them.

4.3.18.4 Provide suitable cloth bags or covered trolleys to bring soiled linen from different places of the accommodation facility/hotel.

4.3.18.5 Provide suitable covered trolleys to deliver clean linen to the linen room (this is needed only if the linen room is physically separated from the laundry).

Once the accommodation facility is in operation

- 4.3.18.6 All staff handling soiled linen should wear face-masks and gloves and regularly practice hand sanitization. Wearing disposable gloves is recommended.
- 4.3.18.7 The soiled linen from the guest rooms should be brought into the laundry in covered cloth bags or covered trolleys.
- 4.3.18.8 The linen received from should be sorted with minimum handling and staff should use hand sanitization immediately after handling soiled linen.
- 4.3.18.9 Always the clean linen should be handled by wearing new disposable gloves or after sanitizing the hands; ensure that clean linen is grouped item wise,before it is sent to the linen room(to minimize the handling).
- 4.3.18.10 Ensure that the flow pattern in the laundry is carefully planned and maintained to minimize the risk of cross contamination of clean processed linen.

NOTE :If laundry is out sourced a protocol must be established to ensure that clean processed laundry is not cross contaminated during transport and/orat storage upon receipt.

#### 4.3.19 Linen storage / Linen Room

- 4.3.19.1 Clean linen,particularly linen to be used in guest rooms,and guest contact areas should be stored covered.
- 4.3.19.2 The guest room linen should be consolidated and issued in a covered pack and the cover can be disposable or recyclable after disinfecting.
- 4.3.19.3 Cloth napkins,if used,should be issued to each restaurant in a covered pack and the cover can be disposable or recyclable after disinfecting.

#### 4.3.20 Goods Receiving Area

- 4.3.20.1 Recommended to inform the suppliers on the expected packaging standards of delivery. (what/how of the 'package')
- 4.3.20.2 Ensure the floor surface of the goods receiving area is impervious and easily washable; any cracks or damaged are as should be attended to and sealed.
- 4.3.20.3 The goods receiving area should be washed,cleaned and disinfected after every single delivery.
- 4.3.20.4 A stainless steel sink with hot and cold water via a mixer tap and a stainless steel table to place the products after washing and cleaning should be available.
- 4.3.20.5 Provide an appropriate facility for disinfecting fruits and vegetables received (using recommended food sanitizers)before they are taken into the stores.
- 4.3.20.6 Ensure that dry goods, fish and meat are brought in covered containers.
- 4.3.20.7 All staff should practice hand washing and sanitizing after handling every delivery and/or after receiving different types of items.
- 4.3.20.8 Ensure that cleanable containers are used to transport goods from the receiving area to the stores and the container sshould be cleaned and disinfected after each use.

#### 4.3.21 Staff

- 4.3.21.1 All staff (executive and non-executive) should wear face-masks when reporting for duty and should enter the premises through one common-entrance.
- 4.3.21.2 Ensure to have an up-to-date list of the contact information of all staff, including emergency contact telephone numbers.
- 4.3.21.3 Check and record temperature and respiratory symptoms of all staff at the point of entry for duty; anyone with high fever than recommended or with visible respiratory symptoms should be sent

back.

4.3.21.4 A staff member found with running temperature or respiratory symptoms during the shift should be kept in isolation and immediately referred for medical attention; a special room to be designated for accommodating such staff members.

4.3.21.5 Resident staff should get their temperature and respiratory symptoms checked on a daily basis.

4.3.21.6 Day staff reporting for duty should not carry any additional clothing with them. Resident staff should carry minimum amount of clothing with them when coming in to the facility; any baggage brought in by staff should be disinfected at the gate before being permitted for taking in.

4.3.21.7 The RRT should regularly check and ensure that no staff members are coming from areas subjected to medical lock-downs or self-isolations.

4.3.21.8 Staff members, after entering the premises should go directly to the staff accommodation or the staff locker room as the case maybe.

4.3.21.9 Establish a procedure to safely deposit the clothes worn by the staff coming from outside to avoid contamination of the fresh uniforms to be worn by the staff; ensure that the hands are washed with soap after handling the clothes worn, before touching the fresh uniforms.

4.3.21.10 Fresh uniforms and disinfected shoes (or clothing,if not reporting for duty immediately) must be worn after taking a shower.

4.3.21.11 Laundry facilities to wash clothing worn by resident staff when coming in to premises should be provided.

4.3.21.12 Bed linen and pillow cases provided for the resident staff should be laundered as necessary.

4.3.21.13 All foot wear belonging to the resident staff should be kept outside the accommodation area in a washable rack provided.

4.3.21.14 Ensure that the staff washrooms,both resident and non-resident,are cleaned and sanitized minimum of 3 times a day.

4.3.21.15 The staff lockers(both resident and non-resident)should be regularly sanitized/disinfected.

4.3.21.16 All uniforms,dusters and wiping cloth sshould be replaced daily with fresh ones.

4.3.21.17 The staff uniforms should be washes department wise as far as practically possible and all dusters and wiping cloths used should be replaced at least 3 times in each shift.

4.3.21.18 Ensure adequate hand washing facilities or sanitization facilities are available at convenient locations for staff to use while performing their duties.

4.3.21.19 The sharing of mobile phones, pens, pencils, food/beverage items,cigarettes,personal grooming items etc. Among staff should be totally avoided.

4.3.21.20 Ensure that safe physical distancing is maintained among staff in the meal rooms and staggered meal times can be considered if necessary.

4.3.21.21 The 1.5 meter safe physical distancing should be maintained by the staff at all times in the staff accommodation, in staff changing rooms and in all other common areas.

4.3.21.22 Ensure that games such as carom,chess etc. which does not permit the safe physical distancing are not allowed in the staff recreation rooms, as safe physical distancing must be practiced at all times.

#### 4.3.22 Drivers, Suppliers, Contractors and Casualworkers

The premises security personnel should be authorized and empowered to implement the procedures below;

4.3.22.1 Check and record temperature and respiratory symptoms of all Drivers, Suppliers,

Contractors and Casual workers at the point of entry to the accommodation premises; anyone found with running temperature or respiratory symptoms should not be permitted to enter the premises.

4.3.22.2 Maintain proper records of personal details (name, address, NIC number and vehicle number) and the time of arrival/departure for all at the security entrance point and in case of drivers of the guests, the details of the guest or the name of the group should be recorded.

4.3.22.3 Any person found to be having high fever or suspected respiratory symptoms of a possible infection should not be permitted to enter the accommodation premises.

4.3.22.4 Any goods brought in by suppliers, if not fully-sealed, should not be accepted unless total decontamination is practically possible.

4.3.22.5 Check and verify that any local person entering the premises, has not travelled overseas and returned within the last 14 days; otherwise, such persons should be refused entry and immediately reported to the management team/RRT for further action.

4.3.22.6 Check and verify that any local person entering the premises, is not coming from an area subjected to a medical lock-down or self-isolation/home quarantine; otherwise, such persons should be refused entry and immediately reported to the management team/RRT for direction and further action.

4.3.22.7 Where accommodation or restrooms are provided for the drivers, ensure that physical distancing is maintained at all times in the drivers' accommodation, drivers' rest rooms and the common meal rooms.

#### 4.3.23 Support Services

It is extremely important and vital to check the below key services and ensure that they are in good operational condition;

- ▶ Electricity
- ▶ Communication channels (Ex: telephone)
- ▶ Water Supply (Central, Hot & Cold)
- ▶ Effluent treatment plant
- ▶ Air Conditioning system (Central, Single, Multi split & VRV)
- ▶ Air side equipment

This need is because any malfunction in the above areas could compromise the measures taken to ensure the health and safety of the guests, staff and all related stakeholders in making the accommodation sector operations safe and secure.

#### 4.3.24 Precautionary measures, Handling COVID-19 incidents and other information

4.3.24.1 The conditions imposed by the Government Authorities, especially the Health Ministry officials from time to time should be strictly adhered to.

4.3.24.2 The officer appointed as the Rapid Response Leader along with the RRT should take the responsibility of monitoring, recording and reporting any shortcomings in the implementation to the Management Team to ensure that the procedures listed out are correctly implemented.

4.3.24.3 It is recommended that the establishment procure sufficient number of non-contact portable medical grade body temperature measuring devices and the relevant staff should be trained in the proper use of such equipment.

4.3.24.4 Adequate stocks of face-masks, disposable gloves, impermeable aprons, disinfecting alcohol (60%-70%) solution, bleach based products for surface disinfection and any other necessary materials should be maintained in the facility.

4.3.24.5 If a guest or a staff member is suspected to be infected with the COVID-19, the person should

be immediately isolated in the designated area and medical assistance (from the hotel doctor, medical team or the Public Health Inspectors of the area) should be obtained as a matter of urgency; such a person should be helped to stay relaxed and treated with great understanding and kindness, but unnecessary interaction with the other guests/staff should be strictly avoided.

4.3.24.6 If a guest or staff member is identified to be COVID-19 positive, arrangements should be made to send the person to a treatment centre, using the Emergency Ambulance Service (1990) or the Medical HotLine (1390 /1999); This should be done in consultation with the house/on call doctor and as advised by the area MOH officials.

In case the COVID-19 identified person is a guest and if a relation or companion accompanying the guest is present, he or she should be immediately apprised of the situation. Any action recommended by the MOH and PHI with respect to the relation or companion should be implemented, exercising great care, understanding and kindness; the person should be made to feel safe, and explained that the steps are being taken in his/her interest and as per the directions of the state Health authorities.

4.3.24.7 All assistance should be extended to concerned parties to contact their families, relatives, travel agents and the offices of the respective embassies/high commissions, as appropriate and necessary, depending on whether it is a staff member or a guest/tourist.

4.3.24.8 The SLTDA should be informed immediately regarding any reported COVID-19 positive cases (both guests and staff) using the Hot Line 1912.

4.3.24.9 Irrespective of whether the identified patient is a guest or a staff member, the method of treating all contacts should be carried out strictly in accordance with the recommendations of the MOH and Public Health Inspectors; instructions regarding the future operation of the facility should be obtained from the public health authorities involved.

4.3.24.10 It should also be noted that the procedures laid out in this guideline demands an increased use of non-bio-degradable items such as polythene; Hence a clear procedure should be established to collect all such materials separately and send for disposal in consultation with the government authorities to minimize the possible adverse impacts of those waste on the environment.

4.3.24.11 The method of disposing or treating linen used by the guests or staff (if resident) should be carried out strictly in accordance with the directions given by the public health authorities.

(Refer Page 14, Operational Guidelines on Preparedness and Response for Covid-19 Outbreak for Work Settings, Interim Guidance 17th April 2020 [http://eohfs.health.gov.lk/occupational/images/2020/Workplace\\_COVID\\_guideline\\_for\\_web\\_20200320.pdf](http://eohfs.health.gov.lk/occupational/images/2020/Workplace_COVID_guideline_for_web_20200320.pdf))

4.3.24.12 It should be noted that the directions and procedures to be adopted will change from time to time as declared by the health and government authorities and the accommodation establishment/hotel management should keep themselves fully updated of such changes and take necessary action to implement the new directions.

Refer the following websites of the Ministry of Health for further details;

► Environment and Occupational Health Directorate website <http://eohfs.health.gov.lk/occupational/>

► Epidemiology Unit website

<http://www.epid.gov.lk>

4.3.24.13 It is strongly recommended that a dynamic and capable RRT Leader is appointed to follow up on government directives and to keep the Management Team fully updated for implementation requirements.

4.3.24.14 Strictly record and maintain details for at least 21 days of all the stakeholders who visit the premises regularly (Ex: Suppliers, contractors, etc.).

#### **4.4 “Safe & Secure” Certification for Accommodations Sector**

- 4.4.1 SLTDA registered five/four star category hotels and boutique villas/hotels will be eligible to apply for certification in the first phase.
- 4.4.2 All "Safe & Secure" certified accommodation providers/hotels will be required to provide an undertaking that they strictly abide by all COVID-19 health and safety protocols.
- 4.4.3 The SLTDA representatives along with MOH and PHIs will conduct spot audits to ensure compliance and action will be taken for those who fail to comply with COVID-19 health and safety regulations.



# TOURIST FACILITIES & SERVICES



## CHAPTER

# TOURIST FACILITIES & SERVICES

### 5.1 > Stand-alone Restaurants, Cafes, Cafeterias (Only registered eateries) and Delivery/Take-away Services for Tourists.

#### 5.1.1 Preparation prior to opening for tourists

- i. Conduct PCR tests for all food preparation/ handling and serving staff and ensure they are free from COVID 19.
- ii. Appoint a dedicated senior officer to check on safety and proper implementation of given guidelines.
- iii. Arrange awareness/training sessions for the staff on personal hygiene, food hygiene and how to follow proper safety procedures when operating during the Pandemic.
- iv. Arrange plans to have back up teams in case of an employee get affected with the virus.
- v. Provide adequate supplies of staff uniforms, facemasks, gloves, hand sanitizer, hairnets and other required PPEs.
- vi. Educate all to maintain the safe 1.5 meter distance among the guests and also during communication at all times.
- vii. Importance of encouraging customers to use cashless payment methods (Debit Card, Credit Card, online and etc.) for transactions and arranging facilities for the same.
- viii. The maximum number of people allowed inside the restaurant should be determined maintaining recommended physical distancing of 1.5 meters in seating arrangements.
- ix. A prior-reservation mechanism is recommended to avoid over-crowding and unnecessary disappointments for guests.
- x. If steel cutlery are used, they must be washed in hot water and the same applies for glassware and crockery.
- xi. It is a must to use hot water (50 to 60 Celsius) for washing purposes.
- xii. Keep proper records of all suppliers and the dates of supply of each item.
- xiii. Maintain records of all customers by line listing of all personnel entering the restaurant.
- xiv. Make arrangements to maintain a good flow of air inside the restaurant.
- xv. Usage of table clothing is only allowed if the table clothes can be changed with each serving.
- xvi. Notices on procedures should be displayed or announced and automated if possible.

#### 5.1.2 Front of House Cleaning

##### 5.1.2.1 Checklist for Restaurant/Cafes/Cafeterias(Only registered eateries)

Front of house is vital especially during pandemic situation, as it reflects the cleanliness & hygiene measures taken to ensure the safety of guests.

Before Opening:

- i. At the entrance a dedicated staff member should ensure safe entry of the guests by disinfecting hands and footwear.
- ii. All staff in the Reception and Lobby area must wear face masks as directed by the health

authorities.

- iii. Make sure the 1.5 meter safe distance is maintained by the staff as well as the guests at all times.
- iv. Make sure all the staff are using recommended PPE's including facemasks.
- v. Use hand sanitization frequently during the service and facilities for this must be available closer to the staff entrance in the Restaurant.
- vi. Menu cards and bill folders must be sanitized before use and sanitized again after used by the guests. Alternatively, display the menu on TV screens, display boards or under the glass pad of each table to avoid using printed menu cards.
- vii. Spray and wipe down high traffic surfaces like door handles, railings, seats and table tops frequently as required.
- viii. Avoid using any communal condiments that usually live on tables, like ketchup bottle, Salt & Pepper; Provide them only on request and wipe them down after each use.
- ix. Only paper napkins are allowed.
- x. Ensure all bins used are foot operated to avoid touching and maintain the cleanliness of the washrooms at all times.

After Operations:

- i. Disinfect the floor, walls and furniture in the premises.
- ii. Wash all glassware, cutlery, crockery, pots & pans and cooking utensils with hot water.
- iii. Thoroughly clean and sanitize bathroom surfaces.
- iv. Empty all bins using proper safety procedures.

#### 5.1.2.2 Checklist for Bars (Registered Restaurants/Pubs)

Before Opening:

- i. Wipe down the surfaces of the bar frequently, use sanitizing solutions.
- ii. If a bar glass washer is not available, glasses must be washed in a centrally located glass washer and no glasses should be washed in the bar.
- iii. The glasses washed away from the bar as recommended must be brought and stored in an enclosed space inside the bar.
- iv. Before commencing operations, thoroughly clean the ice cube containers and disinfect them.
- v. Refill disposables like napkins, stirrers, and straws, in such a way that avoids contamination.

After Operation:

- i. Clean and empty garnish trays using proper safety methods.
- ii. Disinfect bottles and speed wells.
- iii. Clean soda guns.
- iv. Completely empty and sanitize ice wells.
- v. Remove floor mats for cleaning & disinfecting.
- vi. Sanitize the floor, walls, bar counter and all other furniture.

#### 5.1.3 Back of House Cleaning Checklist (Kitchen Operation)

Before Opening

- i. Only kitchen staff must be permitted in the kitchen area.
- ii. Check temperature of all staff and observe for any symptoms of cold, cough or fever at recommended intervals.
- iii. All food preparatory staff should be dressed with disinfected proper attire provided by the management including facemasks and they should wash hands with soap before entering the kitchen.

- iv. Disinfect all surfaces before starting preparations and also enforce surface sanitization when required.
- v. Check the temperatures on hot or cold food holding units.
- vi. Clean the exhaust canopies, including the grease filters, and sanitize.
- vii. Scrape down griddles and grills between use.
- viii. Clean up any big spills or splatters.
- ix. Wrap and date after they are placed into a new container.
- x. Shuttle tools to the dish pit as and when needed.
- xi. Chopping boards and knives must be sanitized.
- xii. Use water or recommended food sanitizer for cleaning fruits, vegetables etc.
- xiii. Check and ensure all equipment are in good and proper working order with special emphasis on below:

- a. The Cold storage equipment and food warmers where the correct temperatures must be maintained.
- b. The interiors of the food storage equipment including doors and door gaskets must be sanitized.

**After Operations:**

- i. Clean and disinfect the entire premises including equipment..
- ii. Clean equipment and tools including cutting boards, bowls, containers, etc.
- iii. Ensure that all uncooked food are kept covered at all times and under recommended procedures.
- iv. Ensure that all prepared food are stored at correct temperatures and kept covered at all times.
- v. Only permitted kitchen staff must be permitted in the kitchen area even after operations.
- vi. Wipe and sanitize food preparation surfaces and polish all stainless steel surfaces including ice makers and refrigeration units.
- vii. Refill soap and paper towel dispensers.
- viii. Place dirty towels and linens in the appropriate bins.
- ix. Empty trash bins using proper safety methods.

#### 5.1.4 Checklist for the Dish Pit

**Before Opening and during Operations:**

- i. Empty the dishwasher area from the previous days' operation.
- ii. Mop and disinfect the entire area before commencing operations.
- iii. Collect, wash, and return food preparation equipment during gaps between runs of dishes and glassware.

**After Operations:**

- i. Place all remaining kitchen tools, containers and gear in the dishwasher and run overnight.
- ii. Hand wash (following proper recommended procedures) any gear that cannot be run through the dishwasher.
- iii. Clean and sanitize the washing station and sinks.
- iv. Lift up floor mats and run through the dishwasher or spray with a power washer.
- v. Sweep, mop and disinfect.
- vi. Place dirty towels and linen in the appropriate bins.

#### 5.1.5 Communication and Hygiene Measures for the staff/operations

- Good staff hygiene practices in the food preparation premises should continue to meet the highest established international hygiene standards. The key requirements for staff and operations include;
- i. A negative PCR test report with 30 day validity is compulsory for the food preparation, food handling and serving staff.

- ii. Body temperature of staff should be checked daily and they should be constantly observed for any symptoms of respiratory illness such as coughing, sneezing, breathing difficulties etc.
- iii. The staff should wear clean clothes within the premises and it is mandatory to wear facemasks, gloves and aprons at all times.
- iv. Practice proper hand hygiene of washing hands with soap and water for at least 20 seconds whenever entering premises and inside the premises frequent use of 70% alcohol-based hand sanitizers.
- v. Follow recommended cleanliness & hygiene procedures of the MoH.
- vi. Frequent cleaning/disinfection of work surfaces and touch points such as door handles etc.
- vii. Keep 1.5 meter safe physical distance between staff and customers at all times.
- viii. At all-time use the traditional greeting of Sri Lanka, "Ayubowan" and avoid touching, hugging, kissing or handshaking.
- ix. If buffet services are provided, ensure there are dedicated staff member(s) to serve the food to avoid customers handling any spoons and/or other utensils in the buffet and also make sure the customers do not share crockery and culinary equipment.
- x. Disinfect all the surfaces of chairs and tables after each use.

#### 5.1.6 Guest Wash Room Facilities in the Premises

- i. Regularly disinfect all frequently touched areas such as door handles, water taps, door/towel/cistern handles, seats & cover flaps, wash basins, door knobs, buttons and switches.
- ii. Provide adequate supply of toilet paper, paper towels, hand dryer facilities and liquid soap at all times.
- iii. Ensure toilet-flushing apparatus is functioning at all times and is possible make them sensor operated,
- iv. Ensure all sanitary pipes and fittings are in good working condition.
- v. Provide foot operated bins inside the washrooms with trash bags in it.
- vi. Provide hand sanitizers outside the washrooms, preferably sensor operated.

#### 5.1.7 Staff Cafeteria

- i. Arrangements must be made to maintain the safe social/physical distancing of 1.5 meter at all times.
- ii. Staggered timings to be considered for the staff in order to manage the allowed number of seats to maintain the recommended distancing.
- iii. All dining table surfaces must be sanitized at the start of the day and after every meal.
- iv. Entire cafeteria floor, walls, glass panels and doors to be sanitized at the end of the day.
- v. All cutlery, crockery and glassware must be washed in an automatic dish washer / glass washer.
- vi. Hand washing facility with soap must be installed at the entrance and hand sanitizers should be made available inside to be used by the staff.
- vii. Ensure the adherence to all other general guidelines recommended by the MoH.

#### 5.1.8 Delivery & Take Away Services

For delivery and Take away services the following should be followed;

- i. Restaurants/Cafes/Eateries as well as the tourists should consider using a contactless payment methods that requires limited or no interaction between the restaurant staff, delivery person, and the tourist.
- ii. Ensure standard guidelines are followed when packing the food to avoid cross contamination.
- iii. Maintain the 1.5 meter safe physical distancing between the restaurant staff and the customers at all times.
- iv. Food Delivery party should strictly follow the cleanliness & hygiene guidelines of the MoH.

## 5.2 Shops /Shopping Malls/Super Markets

### 5.2.1 General Procedures:

The operators of shops/shopping malls/super markets are required to implement the necessary cleanliness and hygiene measures to ensure health safe environments at all times. The operators can follow the below general guidelines and procedures to facilitate this requirement;

- (a) Entry point to shops/shopping malls/super markets should have a method or a dedicated person to check body temperatures of the patrons and observe them for symptoms of COVID-19.
- (b) At the entrance point necessary arrangements should be there for hand washing with soap and to disinfect footwear.
- (c) Demarcate queues to ensure patrons stand in the queue at least a 1.5 meter apart from one another.
- (d) Make queues outside restaurants or at retail stores fast-moving by ensuring that all checkout counters are opened.
- (e) Arrange self-checkouts wherever possible to minimize cash handling and contact with counter staff.
- (f) Food and beverage venues should maintain the recommended safe physical distance of 1.5 meter between tables, and between seats; if seats are fixed, the operators should ensure alternate seats are marked out; family members who wish to sit together should continue to do so, but there should be a safe distance maintained between different groups.
- (g) Members of the public are strongly advised to comply with 1.5 meter safe distancing measures at all times when inside shops/shopping malls or supermarkets.
- (h) Place adequate hand sanitizers in close proximity to high touch surfaces and in selected other points/stations inside the premises so that patrons can frequently sanitize their hands during their stay.
- (i) Frequently disinfect common areas of the shopping mall/shops/super markets and the frequency of cleaning and disinfection should be increased based on the volume of traffic in the shopping mall/premises.

### 5.2.2 Guideline procedures for staff:

- i. All operators should provide hand sanitizers to frontline staff who handle cash and other devices and who are unable to wash their hands frequently with soap and water.
- ii. All frontline staff must wear face masks at all times and use gloves/other PPEs as appropriate.
- iii. Place hand sanitizers in close proximity to high touch surfaces like door handles so that staff and diners can sanitize their hands after touching these surfaces.
- iv. Frequently disinfect common spaces, and increase frequency of cleaning for high touch surfaces and interactive components within the establishment (e.g. turnstiles and smart kiosks).
- v. Train the service staff to provide clear communication on safe distancing measures to customers and remind them as and when required to ensure the same.
- i. Display simple signage boards or any other appropriate methods in the common areas like store entrances, common corridors, lifts, escalators and concierges, to clearly communicate/remind the recommended health and hygiene practices to shoppers/patrons.
- vi. Limit the number of shoppers inside the premises at a given time to facilitate the safe physical distancing.

### 5.2.3 Suspension of Common large group and communal activities

The following will be suspended until further notice and until clearance is issued;

- i. Common amenities such as infant and children's play areas or playgrounds, both indoors and

outdoors.

- ii. All entertainment venues such as night clubs, bars, pubs, discos, karaoke outlets, arcades and other similar venues.
- iii. All Fitness studio activities and events like exhibitions, musical shows etc.
- iv. All Open atrium sales events and promotional activities.
- v. All open and lobby activities such as busking or live music performances, which are likely to cause patrons to gather.

#### 5.2.4 Role of Premises Security Personnel

- i. Manage and implement temperature screening at every entry point; those with temperatures above 98.4 F or 37.6 C or with COVID-19 symptoms should not be allowed in and directed to seek medical help.
- ii. At all entry points ensure all patrons wash their hands with soap and get the footwear sanitized before entering the premises.
- iii. Make sure continuous refilling of sanitizers at all points based on the movement cycle of patrons.
- iv. Inspect common areas with heavy customer contact and ensure they are disinfected regularly before, during, and after operating hours.
- v. Monitor and ensure that toilets and wash rooms are sanitized and cleaned frequently based on the usage.
- vi. All security guards should wear face masks and other required PPEs as required at all times.

#### 5.2.5 Additional measures and procedures during operations

- i. Limit the number of people entering the premises to manage overcrowding, especially during peak periods, so that the occupant load does not exceed one person per every 20 square feet of usable space. Preferably use technological support to monitor and display this at entry points.
- ii. Where queues are unavoidable, clearly mark standing areas spacing out a 1.5 meter safe distance between two people.
- iii. Safe physical distance of 1.5meter indicators to be implemented for escalators and lifts as well.
- iv. Reduce or eliminate of public seating that encourages gatherings and in the case of fixed seating, clearly mark out seats that should not be used.
- v. Maintain occupancy ceiling of 30% for common and vacant areas within the premises.
- vi. Recommended to limit customer entry to 1 per family when entering shops and super markets or wherever applicable.
- vii. In shopping malls and other parking areas, suggest to close 50% of the parking slots to control the visitor trafficking.
- viii. Temporarily close all entertainment and tourist attractions to restrict crowding.

#### 5.2.6 Housekeeping / Refuse Management (Only applicable for Shopping Malls)

- i. Assign trained and dedicated teams of staff to carry out cleaning and housekeeping daily.
- ii. Regularly disinfect frequently touched areas such as handrails, lift buttons, door knobs/handles, letter boxes, notice boards, digital displays, touch screen panels and tables and chairs in the common areas.
- iii. Ensure refuse bins are covered at all times and cleared daily.
- iv. Tie refuse contained in plastic bags properly before disposal at the bin center.
- v. Clean up any refuse spillage immediately and wash / disinfect all refuse bins, bin chambers and bin centers where necessary.
- vi. Engage licensed waste contractors to remove refuse daily.

- vii. Cleaning staff are encouraged to soak cleaning cloths in household bleach at the proper concentration according to manufacturer's instructions and wash the cloth after use or before reuse.
- viii. Clean and disinfect all cleaning equipment immediately after use.

#### 5.2.7 How to operate a supermarket(Both stand-alone as well as supermarkets inside a shopping mall)

- i. Assign a staff to control the entry and exit of customers to limit overcrowding.
- ii. Make necessary facilities available to clean and sanitize trolleys and baskets between usages.
- iii. Provision of hand sanitizers (with a minimum alcohol content of 70%) at entrances and exits as well as at few other points inside the super market.
- iv. Clear marking on floors to help customers keep to physical distancing measures, especially while standing in a queue.
- v. Display posters and use public address systems to remind customers and staff to keep safe physical distancing of 1.5 meters at all times and follow other recommended cleanliness and hygiene procedures at all times.
- vi. Staff must strictly practice safe social distancing on the shop floor and ensure customer follow the same.
- vii. Baked food (such as bread, croissants, cakes) to be appropriately covered to protect from sneezes and coughs.
- viii. Sneeze shields must be in place to protect staff at service counters and checkouts.
- ix. Customers should be encouraged to use contactless payment methods rather than cash methods.
- x. Consider allocating a special separate shopping time for vulnerable people, such as the elderly and people with health complications.
- xi. Depending on the layout of the supermarket, if possible facilitate one-way system for shoppers (as many supermarket aisles do not allow for social distancing measures)

#### 5.2.7 Common Wash Room Facilities

- i. Regularly disinfect frequently touched areas such as water taps, door/towel/cistern handles, seats & cover flaps, wash basins, door knobs, buttons and switches.
- ii. Provide adequate supply of toilet paper, paper towels, hand dryers and soap/liquid soap at all times.
- iii. Ensure toilet-flushing apparatus is functioning at all times and if possible make them sensor operated.
- iv. Ensure all sanitary pipes and fittings are in good working condition.

#### 5.2.8 Some precautionary measures for customer safety during the COVID-19 emergency period, while in a Shopping Mall/Super Market/ Retail Shop

- i. Sanitize your hands regularly when you are inside the premises, ideally with your own sanitizer and if not, with the common sanitizers at the premises.
- ii. Take your own shopping bags and, if possible put items directly into the bags and avoid contact with baskets or trolleys.
- iii. Avoid contact with surfaces as much as possible and if using a basket or trolley to shop, sanitize its handle.
- iv. Try to use your non-dominant hand to pick up goods and avoid touching your mouth, nose or eyes. (as most people are far more likely to touch their face/nose/mouth with their dominant hand)

- v. Keep a safe physical distance of 1.5 meter from all other shoppers and staff at all times which includes routes into and out of the premises.
- vi. Avoid lingering in the shop for any longer than necessary by stopping to chat with staff and fellow shoppers.
- vii. Avoid shopping in groups and, wherever possible, avoid taking your children to the premises.
- viii. Always make cashless/contactless payments if possible.
- ix. Sanitize your hands frequently even after you leave the shopping premises.
- x. When using elevators, make sure you only get in only if the elevator usage is no more than 30 per cent of its capacity.

### 5.3 Service areas/ Roadside vendors / Beach vendors

This part of the document provides information and advice on how to shop safely during the COVID-19 pandemic, especially in service areas and when dealing with different types of vendors.

#### 5.3.1 How to shop safely in Service Areas and with Roadside/Beach Vendors

The tourists are recommended to shop only in places where cleanliness and hygiene practices are followed according to the personal observation and judgment of a tourist. Further, the tourists are strongly encouraged to take following measures to ensure their own safety during the shopping experience;

- i. Take your own shopping bags and make sure to wear facemask/s at all times
- ii. Wash hands with soap and running water for at least 20 seconds using a facility if available in service areas and if not, sanitize your hands. (Ideally with your own sanitizer and avoid contact with surfaces as much as possible)
- iii. Avoid touching your mouth, nose or eyes with your hands and always try to use the non-dominant hand to pick up goods. (As most people are far more likely to touch their face with their dominant hand)
- iv. Keep a safe physical distance of 1.5 meter from all other shoppers, staff and vendors at all times and during every interaction.
- v. Avoid shopping in groups and, wherever possible, avoid taking your children and people who are above 60 years to the shop/vendor.
- vi. Wherever possible, use cashless and smart payment methods for the transactions (credit cards/ debit cards).
- vii. Wash hands with soap if possible or sanitize hands, after completing the transaction.
- viii. If possible visit only "Safe & Secure" certified service areas for shopping and other services.
- ix. Strictly ensure No sharing of any food, alcohol and/or cigarettes with Roadside/Beach vendors and/or others.

#### 5.3.2 Responsibilities of shop operators in Service Areas and other Roadside/Beach vendors

- i. Retail establishments and all shop vendors that are permitted to operate must strictly adhere to 1.5 meter safe distancing measures at all times during business operations and transactions.
- ii. Based on the required, they need to introduce crowd and queue management system to minimize overcrowding within their premises if applicable.
- iii. Encourage cashless payments methods if possible and use floor markers to clearly demarcate queue lines for customers at cashier counters, or where required.
- iv. Make sure both staff/vendors as well as tourists/customers always wear face masks and practice hand sanitizing and other recommended COVID-19 precautionary measures during the business operations.

### 5.4 Spa & Wellness

As of now, operating of these facilities are not permitted as recommended by the authorities of the MoH. However, following are the operational practices that should be followed by Spa and Wellness center

operators/staff, whenever the health officials decide to relax restrictions on these operations.

#### 5.4.1 Front Desk Operations

- i. Use the traditional greeting of Sri Lanka, "Ayubowan" at all times.
- ii. All clients/staff must wash their hands with soap before entering for treatment.
- iii. Ensure the clients change the facemask and wear a new one provided by the staff at the entry point. The disposal of the old face masks should be carried out following recommended procedures.
- iv. Maintain a clear list of clients and the relevant therapists for tracking purposes.
- v. Check and record temperature and respiratory symptoms of all staff and clients at the point of entry. If any client is found with temperature higher than the required level or having respiratory symptoms, do not allow the entry.
- vi. Make arrangements for contactless payment acceptance and encourage clients to pay through smart payment methods.

#### 5.4.2 Measures to be taken during operations hours :

During the operations, the staff should abide by the following instructions:

- i. Wipe the stations and chairs with 70% alcohol solution after each treatment.
- ii. Wipe down frequently used surfaces, such as countertops, door handles, tabletops, elevator buttons, doorknobs, light switches, cabinet handles, faucet handles, toilet handles, fridge doors, washer/dryer buttons, telephone handsets and any other area identified by the staff as being touched by multiple people using sanitizers.
- iii. Sanitize combs, brushes and other tools after each use.
- iv. All staff should wear face masks at all times and other PPEs as and when required.
- v. Advise the staff not to report to work if they feel not well.
- vi. Always maintain the 1.5 meter safe social distancing between 2 people when inside the premises.
- vii. Recommended to accept pre-bookings and conduct spa/wellness center operations on appointments only.
- viii. If any staff member appears sick during operations, isolate him/her and take necessary actions as directed by the MoH guidelines.

#### 5.4.3 Procedures for Staff in treatment:

- i. Increase the frequency of hand washing with soap and repeat it always before a new treatment and also after using the washroom, before eating, after blowing your nose, after coughing, or sneezing. Also provide adequate hand sanitizing facilities for the staff inside the premises.
- ii. Cover your coughs and sneezes with a tissue or cough/sneeze into your elbow.
- iii. Refrain from hugging, shaking hands or other close contact with other staff/clients..
- iv. Please avoid sharing food/drinks with clients and fellow staff.
- v. Discharge all the wet and dry towels immediately after each use.
- vi. Discharge all the ointments used during the treatment period and place dirty towels and linens in the appropriate bins for washing.
- vii. Always staff should wear disposable gloves if possible.
- viii. Do not offer any kind of cold beverages to the clients.
- ix. Disinfect spa chairs and/or any other surfaces or stations that are shared and touched by clients, before, during and after operations.
- x. Disinfect any tools/items that are contactable or shared by therapists before using them.
- xi. Staff meal area to be disinfected frequently and maintained in clean and orderly manner at all times.

#### 5.4.4 Common Bath/Wash Room Facilities

- i. Regularly disinfect frequently touched areas such as water taps, door/towel/cistern handles, seats & cover flaps, wash basins, door knobs, buttons and switches.
- ii. Provide adequate supply of toilet paper, paper towels, hand dryers and soap/liquid soap at all times.
- iii. Ensure toilet-flushing apparatus is functioning at all times and if possible make them sensor operated.
- iv. Ensure all sanitary pipes and fittings are in good working condition.

#### 5.5 Cinemas / Theatres

Considering the sensitivity when operating under COVID-19 conditions, the functioning of cinemas/theatres are not permitted at present as per the recommendations of the health ministry authorities. But when the restriction is taken out by the MoH, there are general guidelines which should be practiced in order to maintain the cinemas/theaters in clean and hygienic state while operating under the pandemic situation. The understanding and practicing of these are essential for both operational & support services staff in order to ensure the health & safety of patrons, suppliers as well as the staff during operational and non-operational times.

##### 5.5.1 At the Entrance to Cinema/Theatre Premises

- i. The patrons as well as the staff should undergo the disinfection process at the entrance; they should use hand sanitizer or preferably wash hands with soap and running water for 20-30 seconds; it is also a requirement that footwear is disinfected (with 0.1% Sodium hypochlorite solution) before entering the premises.
- ii. All patrons/staff should undergo a temperature check at the time of entering the cinema/theatre premises and if any person records a temperature above 98.4 0F or 37.8 0 C, it will be re-checked after 10-15minutes of rest and if still recorded higher, that person should not be allowed to enter.
- iii. All patrons/staff are required to wear a face mask properly and maintain the safe distance of 1.5m between two people at all times.

##### 5.5.2 At the Ticketing Counters

- i. The staff at the ticket counters should sanitize their hands after each encounter with customers and adequate supply of 70% alcohol rub/hand sanitizer should be provided for staff as well as at the counter for the use of patrons.
- ii. Cash handling should be minimized and patrons should be encouraged to use Credit/Debit Card or paying through an App. When using Credit/Debit Cards, if possible the patrons should use payment terminal to swipe their own cards.
- iii. If possible, online ticketing should be practiced and the patrons should be advised to bring their own pen to sign receipts, where necessary.
- iv. If possible arrangements should be made for the patrons to obtain tickets through KIOSK machines, but if counters are used, proper systems should be practiced to ensure the queues maintain 1.5 metersafe physical distancing between two people.

##### 5.5.3 Inside the Cinema/Theatre Hall

- i. The patrons should not touch or scrape walls or surfaces on their way to the hall.
- ii. The door knobs/handles should be cleaned and disinfected and a separate staff member should be placed to open/close doors.
- iii. At the show starting and closing time, the doors should be kept open between sections to reduce unnecessary handling by the patrons.
- iv. By cross allocating the seats inside the hall and also by limiting the number of show tickets, the

management should ensure that the safe 1.5meter distance is maintained between two seated patrons. Only members of the same family should be allowed to sit together.

- v. All patrons/staff inside the hall should wear face masks during the entire show.
- vi. Ensure the entire cinema/theatre hall area should be cleaned appropriately; this means disinfecting, sanitizing and cleaning of all seats and carpets after each show and before the start of the next show.
- vii. Strictly food and drinksshould not be allowed to use and/or serve inside the hall.

#### 5.5.4 Food Court/ Cafeteria

- i. It is recommended to supply/sellonly packaged food items like mixtures, bites, biscuits, popcorn, gram items.
- ii. Avoid serving alcoholic beverages and sell only bottled soft drinks and packed ice creams.
- iii. Operating the kitchen activities and serving prepared food is not allowed at this stage.
- iv. 1.5m safe social distancing should be maintained at the cash/supply counters all the time and the food court/cafeteria staff should always wear face masks and other PPEs as appropriate.
- v. Provide foot operated trash bins inside the food court/cafeteria with trash bags in it.

#### 5.5.5 Wash rooms and common areas

- i. At the end of each show and before the start of the next, disinfect allfrequently touched areas in toilets such as door handles, water taps, door/towel/cistern handles,seats &cover flaps, wash basins, door knobs, buttons, switches etc,
- ii. During show times, when toilets are in use, make sure they are continuously checked and disinfected as necessary.
- iii. Appoint a dedicated staff member to ensure proper cleaning of toilets while in use and also to manage the usage to avoid overcrowding.
- iv. Provide adequate supply of toilet paper, paper towels, hand dryers and liquid soap at all times.
- v. Ensure toilet-flushing apparatus is functioning properly and if possible make them sensor operated.
- vi. Ensure all sanitizer dispensers are re-filled after each show and ready for the next.
- vii. Ensure all sanitary pipes and fittings are in good working condition.
- viii. Provide foot operated bins inside the washrooms and also in common areas with trash bags in it.
- ix. Make sure the safe distance of 1.5 meter is maintained in the common areas.
- x. Ensure gathering or taking group photographs in the common areas are not allowed.
- vii. Ensure that the common area is cleaned and disinfected by the cleaning staff after each show; this includes floor mopping, sanitizing, cleaning kiosk machines, disinfecting door handles and common glass surfaces.
- viii. Provide hand sanitizers, preferably sensor operatedin the common areas as well as outside the washrooms.

#### 5.6 Local Communities

Many tourists usually enjoy moving with the local communities residing around their accommodation places for variety of reasons, including shopping and experiencing the local culture. However, this activity is currently restricted for safety reasons as per the MoH direction. However, when these restrictions are gradually relaxed and such movement with local communities are allowed, the procedure below should be followed in order to ensure maintenance of cleanliness and good hygiene practices;

##### 5.6.1 Procedures for Tourists

- i. Always better to get an update about the safety of the local area from the management/staff of your accommodation place before deciding to step out for shopping and/or sightseeing.
- ii. Use your own judgment based on the observations to move only within places in the local

community where cleanliness and hygiene measures are practiced.

- iii. During shopping, take your own shopping bags if possible and make sure you wear facemasks at all times during your walk/tour.
- iv. Wash your hands with soap or Sanitize your hands at all times when you enter a store/shop and ideally carry your own sanitizer.
- v. Avoid contact with surfaces as much as possible and also avoid touching your mouth, nose or eyes with your hands.
- vi. For safety purposes, always use your non-dominant hand to pick up goods from stores/shops or when touching anything.
- vii. Always and in all places maintain the 1.5 meter safe physical distance whenever you deal with stores staff, shoppers and/or local community.
- viii. During your journey, if someone encroaches your 1.5 meter safe distance space, calmly and politely remind him/her of the physical distancing requirement. (Especially when dealing with beach/ roadside vendors and local community people)
- ix. Avoid shopping in groups and, wherever possible, avoid going inside a shop/store with your entire family.
- x. Always try to make cashless payment using smart payment methods. (Credit Cards/ Debit Cards etc.)
- xi. Sanitize your hands frequently during your journey and whenever you come across an opportunity, take the trouble to wash your hands with soap.
- xii. Do not unnecessarily hang around for a long time with the local community and be cautious about your health and safety if you decide to eat food from the local vendors.
- x. Be responsible during your tour not to get carried away with any activities or events in the area that you are not sure of and try to avoid using any public toilets during your tour.

#### 5.6.2 Procedures for Local Communities

- i. All local retail establishments/shops/stores must adhere to safe distancing measures by putting in place a crowd and queue management system if required to minimize crowds within the premises.
- ii. Depending on the crowd, use floor markers to clearly demarcate queue lines for customers at cash counters or wherever required.
- iii. Ensure at least 1.5meter safe spacing between customers and staff is enforced at all times, and if required limit the number of customers within the service area to allow the 1.5 meter spacing.
- iv. Make arrangements to facilitate self-checkouts, cashless/contactless payments if possible.
- v. Always provide hand washing with soap and/or sanitizing facilities before entering the store/shop.
- vi. Ensure the local community maintains the 1.5 m safe distance when dealing with any tourist and even, if mistakenly the tourist encroaches your safe space, educate them to politely remind him/her about the distancing requirement.
- vii. Use only the traditional Sri Lankan greeting 'Ayubowan' to welcome tourists and never engage in hugging or hand shaking.
- viii. Within the local community, provide only the absolutely necessary and essential helper services to tourists and provide an identification for such helpers.
- ix. Discontinue any unregulated and unwanted people getting involved in providing services to tourists.
- x. Discourage group photographs with visitors, unless the recommended safe distance of 1.5 meter can be maintained.
- xi. Always observe for COVID-19 symptoms of the tourists and have few places where the temperature of the tourists can be measured to ensure it is below 37.6 degree Celsius; any tourist having higher temperature and/or displaying respiratory symptoms should be immediately directed by the local



summer

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# TRAVEL AGENCIES'

Tour Guides & Tour Operators.

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## CHAPTER

# TRAVEL AGENCIES, TOUR GUIDES & TOUR OPERATORS.

### 6.1 Travel Agents / Tour Operators

#### 6.1.1 Pre identification and travel plan

**6.1.1.1** The travel agents/tour operators are responsible to obtain the travel plans before the tourist arrivals.

**6.1.1.2** It is recommended to obtain records of past travel details from the tourists prior to confirmation of the booking.

**6.1.1.3** If the pre travel plan does not match with Sri Lanka Tourism guidelines and requirements, inform to the tourist to change or amend the travel plan accordingly.

**6.1.1.4** To check and ensure the travel plan mentioned hotels or accommodation/restaurants, sites or attraction places and etc..are the SLTDA registered and "Safe & Secure" certified places.

#### 6.1.2 Responsible for managing the tourist movements.

**6.1.2.1** The tourists/ tour operators / staff to maintain a minimum distance of 1.5 meter at all times.

**6.1.2.2** Travel agency / tour operators to regularly check temperature and look out for tourists with respiratory symptoms such as cough or runny nose or shortness of breath frequently during the tour.

**6.1.12.3** Where feasible and applicable, the observations of all tourists should be recorded in declaration forms.

iv. Those who are unwell with temperature of 37.6 degree Celsius or higher, and/or display respiratory symptoms should be directed by the organization for immediate medical (call 1390 /1999) and report such occurrences to local MOH office and the SLTDA.

v. Encourage the use of self-checkouts, cashless or contactless payments to speed up the payment process and reduce cash-handling.

vi. Travel agency/ Tour operators should keep a record of their each tour and should be kept securely for about 3 -4 weeks.

vii. Health promotional messages and recommended behavior should be communicated using appropriate means during tourist movements.

viii. Encourage to visit the "Safe & Secure" certified sites or attraction places.

ix. Keep 70% alcohol rub/hand sanitizer, wear the face mask is compulsory while tourist movements.

#### 6.1.3 Handling COVID-19 suspect cases

Develop processes to identify and manage unwell personnel showing covid-19 symptoms in collaboration with Local MOH staff. Including tourists, employees and suppliers with:

i. Knowledge and availability of details on quarantine centers/areas for unwell or suspected cases.

ii. Designation of an isolation route to the quarantine areas and transport pickup area.

iii. Arrangement of transport to designated hospitals, where applicable.

### 6.2 Tour guides / Translators/ Drivers

#### 6.2.1 Pre-Tour Measures (for Guides, translators and Drivers)

i. Mandatory to carry enough personal clothes with them to maintain good health & hygiene throughout the tour.

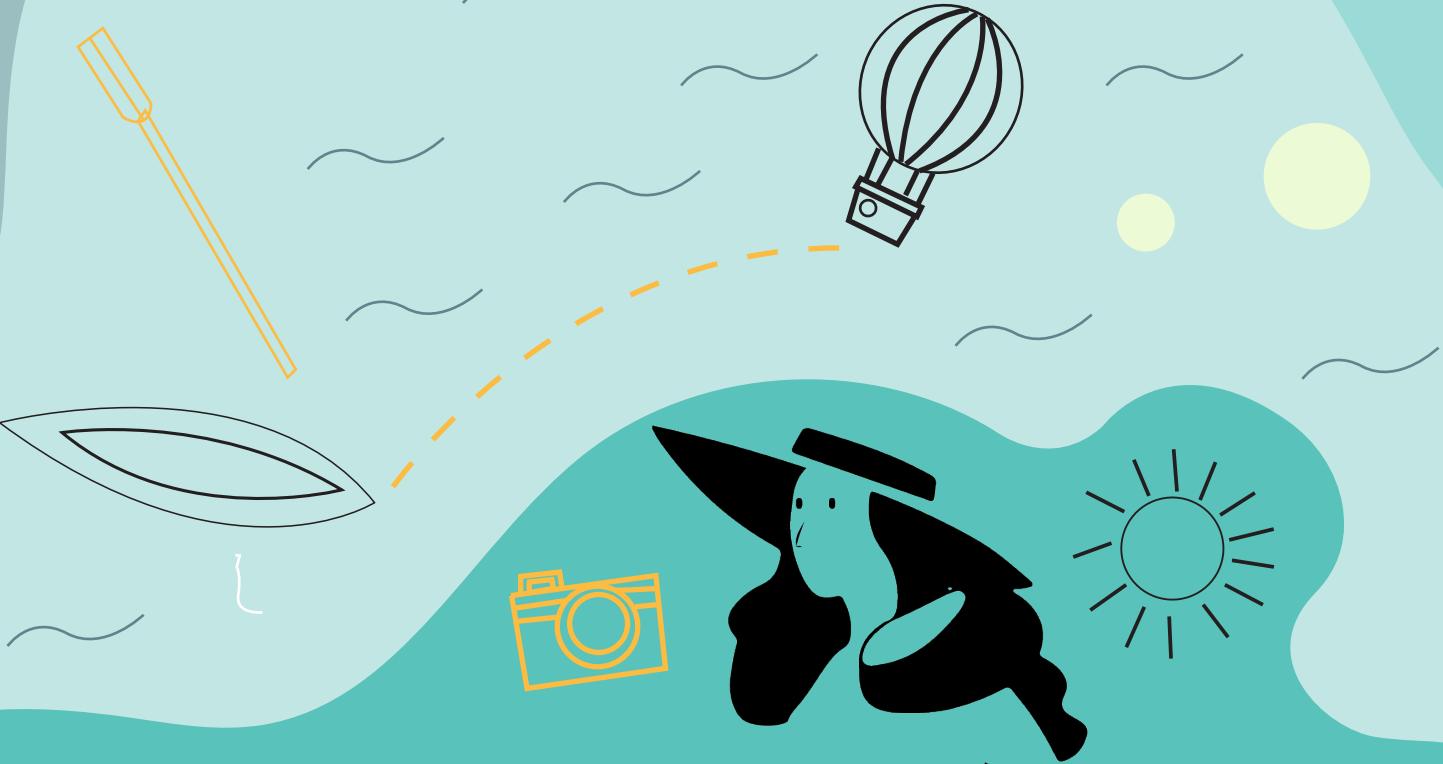
ii. Advised to carry enough stock of personal protection equipment (PPE) such as face mask, hand sanitizer and etc.. for the entire tour.

iii. Guides, translators & Drivers need to be tested for Covid-19 regularly. Recommend to once a month and they should carry the updated certificate along with their Guide License.

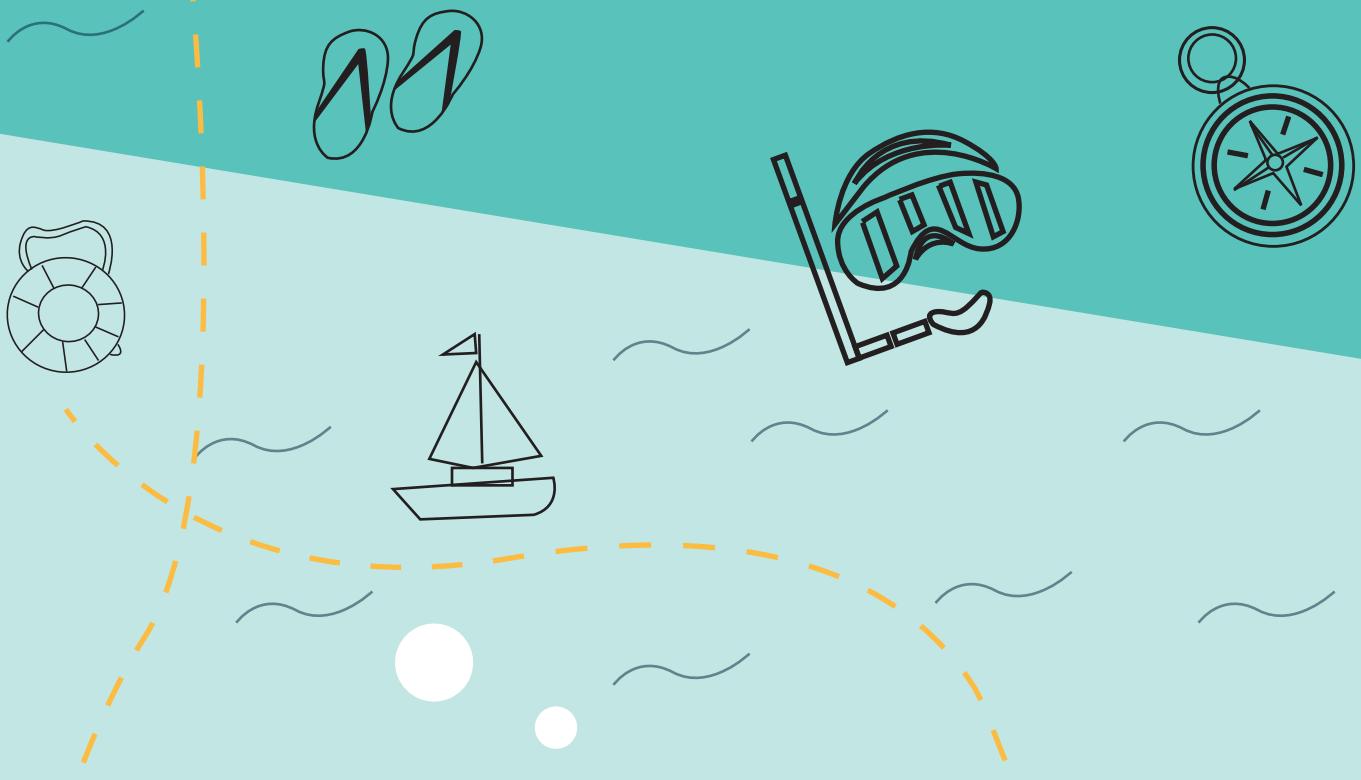
iv. Tour guides and drivers must undergo a mandatory training in infection prevention measures and should be advised to report immediately if they develop symptoms. All freelancing tour guides and drivers should be registered so that they can be traced with ease in case of contact tracing.

#### 6.2.2 Responsible for managing the tourist movements in the attractions and activity places.

i. Use of Safety equipment – All staff and tourists must Keep 70% alcohol rub/hand sanitizer, wear the



# VISITING TOURIST ATTRACTIIONS, SITES & ATTENDING TOURIST ACTIVITIES



# Visiting Tourist Attractions, Sites & Attending Tourist Activities

This chapter refers to all the tourist sites, attractions, entities within the country and the tourist activities which are operated for tourists those managed by the government organizations, private sector and communities or as Public, Private, People partnerships (PPPs).

The following table provides a list of sites, attractions, entities & activities which are considered within this guideline and state and other organizations and stakeholders to whom these guidelines apply.

The content of the chapter is organized considering the following key areas:

**7.1** Preparedness/Training/Communication prior to commencement of operations

**7.2** Auditing the site & activity places/equipment for pre-compliance with guidelines

**7.3** Implementation of the guidelines

**7.4** Events and Exhibitions

**7.1** Preparedness/Training/Communication

**7.1.1:** Preparedness

i. Only pre-booked visitors should be allowed at all tourists sites/attractions/entities to manage crowds.

A mechanism should be made available for this. (A technological system or a call centre could be used for this purpose)

ii. In highly populated sites, it is a must to allocate different time slots for local tourists/pilgrims and for foreign tourists

iii. Availability of the Guideline/procedures/SOPs in written form.

iv. All entrances and exits should be strictly monitored and should close all other by-pass short-cuts if available in sites to prevent un-monitored visitors entering the sites

v. Availability of human resources to monitor compliance with guideline/procedures

vi. Availability of adequate supply of sanitary equipment (face masks, gloves, toilet papers/paper serviettes and disinfectants (alcohol rub/hand-sanitizers)– SOP for continuous supply.

vii. Availability of technological solutions : Apps, QR code system, On-line booking/ticketing systems/Call-centre

viii. Re-arrange the waiting areas, lobbies, ticket counters ensuring 1.5 meter physical distancing

ix. Adequate ticket checking counters should be made available for the tourists to avoid long queues

x. Minimize paper use and exchange of forms/filling documents at the entrances. An alternative arrangements should be available using internet facility (Eg. To fill those forms prior to arrival and receive by email)

xi. To appoint a Rapid Response Team and SOP to adhere within the site/attraction/entity

xii. Carryout possible refurbishments to enhance fresh air supply to lobby areas and customer corridors. If this arrangement is difficult, install exhaust fans to push air out. It is recommended to provide wash rooms

- with sensor-operated taps/flushing
- xiii. Display cleaning checklists for cleaning staffs and record and monitor adherence to given SOPs developed by respective authorities
- xiv. At museums, Zoological gardens, demarcate visitor pathways keeping distance from all displays to avoid them touching the exhibits & animals
- xv. All visitors should be instructed to carry their own trash bag/box within the site (A zip-lock bag or an air-tight box to dispose their face masks, used tissues etc )
- xvi. Unregistered helpers/vendors should not be allowed in the site. Obtain support from security personnel, /tourist police to monitor and for strict adherence
- xvii. In Botanical Gardens, Zoological Gardens and museums, there should be SOPs for disinfectant procedures specially prepared by respective authorities considering the sensitivity of fauna, flora and artifacts yet effective enough to ensure safety of the staffs and visitors

#### 7.1.2 Training/capacity Building to implement Guideline and procedures

- i. Appointing a Training Manager in each organization/company who is responsible for training entire staff to ensure compliance with the given Guideline
- ii. Availability of a training schedule for on-going training for the operational staffs
- iii. Conducting training sessions & daily briefing sessions (prior to operations in the morning and de-briefing after closing down for visitors to discuss issues, lapses, and adherence)
- iv. All the site guides/animations are compulsory to carry negative PCR test report taken within 30 days prior to operations and should wear safety equipment (face masks, PPE depending on the activity they are engaged in) regularly during operations within the site

#### 7.1.3 Communication of Guidelines/procedures to tourists & to all parties involved

- i. It is a must to update official websites with all existing time tables/procedures and Guidelines to follow
- ii. A hotline or adequate contact numbers or a call centre must be available to attend to customer clarifications
- iii. It is advised to make available Apps or at least a SMS/Whatsapp arrangements to send the SOPs/ Guidelines prior to the arrival at the site/attraction/activity area or pre-booked visitors
- iv. Briefing sessions for customers should be arranged at the entrances if required on safety procedures to follow
- v. Sign Boards / notices on safety measures, SOPs within the site should be available at the entrance and all places where necessary
- vi. The management should use public address system / audio recording to provide instructions to the visitors when and where required

#### 7.2 Auditing of the site & activity places/equipment for compliance with guidelines prior to operations

- i. An independent audit should be carried out to ensure safety of the staff and the tourists prior to operations and the 'Safe & Secure' logo should be displayed
- ii. The Rapid Response Team should be available in the site to carryout a pre-audit daily prior to operations
- iii. The staff directly involved in customer activities should have the negative PCR test report and need to [www.sltda.gov.lk](http://www.sltda.gov.lk) | 59

re-do the test in every 30 days

### 7.3 Implementation of guidelines

#### 7.3.1 pre-booking mechanism

- i. All bookings should be made prior to visit via an on-line booking system preferably with an on-line payment system or if not available, using a call centre via Mobile/Email should be made available
- ii. A manageable limited number should be allowed at the site at one time (depending on the size of the site enabling to maintain the 1.5 m social distancing as prescribed by MoH)
- iii. Adventure activities which require very close body contact with the animator (Example sky-diving/para-gliding etc) should not be operated until risk is evacuated)

#### 7.3.2 Disinfection procedures at the entrance for the tourists

- i. A sticker or a QR code should be given to all tourists after following the proper disinfection and pre-check procedures to ensure safety and check at different points if the area is large
- ii. Body temperature should be checked and recorded of all visitors prior to entry
- iii. It is a must to provide sinks with foot-operated taps to wash hands and to keep an alcohol rub/hand sanitizer at the entrance
- iv. If there are doors to open, it is a must to appoint a staff member to open them
- v. For tourist activities, it is a must to provide a fresh face-mask to the tourist and keep a foot operated bin to dispose the used masks
- vi. Prior to entering a building, it is a must to disinfect feet with 70% alcohol disinfectant spray. Must appoint a staff member to do this.

#### 7.3.3 Disinfection procedures for the staff, equipment and common facilities

- i. Body temperature of the staff members must be checked and recorded
- ii. Face masks are compulsory for the staff at all times
- iii. The janitorial staff should wear proper PPE as prescribed by MoH
- iv. All common areas must be disinfected at least 3 times a day: prior to operations, before closure and at least one time during operations
- v. Foot operated covered bins must be available for disposal of trash and all trash need to be disposed using safety precautions prescribed by the MoH

#### 7.3.4 Food & beverages at the site/in the vessels (during water-based activities)

- i. Own water bottle/beverage bottle (disposable bottles are not allowed) and own food/snack packs brought from home or residing certified hotel is recommended (Only if a certified food outlet with proper procedures are not available at the site). This should be informed to the visitor in advance.
- ii. In vessels during water-based activities (Dolphin & Whale watching etc.), the snacks during the voyage should be served in a sealed and hygienic condition. Responsibility should be taken by the vessel operator.
- iii. If food outlets are available : No buffets / Only à la carte menus are allowed/Packaged food (snack packs with food hygiene certifications) are allowed
- iv. The visitor should carry a box or a bag to keep his/her face-mask while having meals

### 7.3.5 Procedures for disposal of trash

- i. Trash must be discouraged to be disposed at the sites. Proper notices should be made available for the purpose.
- ii. An adequate number of foot operated bins should be made available.
- iii. Janitorial staffs should be provided with hazmat suits and covered shoes
- iv. All trash bins should be kept sealed until disposed. The trash must be disposed according to the given SOP by MoH

### 7.3.6 Transportation within the sites /sea vessels : (For jeeps, buggy cars, boats, yachts, observation vehicles etc)

- i. 50% of the normal occupancy or less than that is allowed, enabling to maintain 1.5 m social distancing as prescribed by MoH
- ii. All visitors should sanitize their hands before getting into the vehicle including feet
- iii. Face masks are compulsory for the driver/operator and for the tourists
- iv. Hand sanitizers should be fixed inside the vehicle
- v. Disinfection procedures to be followed of the vehicle after each visit
- vi. While visiting plantations (i.e. tea, or spices), or meeting with rural communities, visitors should always wear face masks and maintain 1.5 m distance

### 7.3.7 Hygiene measures within the site

- i. Ensure the use of traditional greeting of Sri Lanka, "Ayubowan" at all times instead of hugging or hand shaking.
- ii. Hand wash facility/ spray guns with 70% alcohol based disinfectant liquids should be made available at different points within the site preferably with a staff member
- iii. Wearing face masks are compulsory for the visitors within the sites/activity areas/establishments.
- iv. It is a must to maintain 1.5m social distancing during any experience or activities such as camping, trekking, cooking demonstrations etc.
- v. Group photographs are allowed only if it is possible to maintain prescribed social distancing at the site/attractions and activity areas

### 7.3.8 Procedures for swimming (Common Swimming pools/ beaches/ rivers, water falls, lakes, streams etc.)

- i. It is not recommended to swim or bathe in natural water bodies other than in the sea.
- ii. Same recommendations included in the common operational guidelines issued by the Ministry of Health is applicable.

### 7.3.9 Emergency SOP should be ready

- i. It is recommended to follow the same guidelines given by the government with regard to medical emergency situations. This should be done by the Rapid Response Team in the site.

### 7.3.10 Exit procedures from the site

- i. It is mandatory to wash hands with soap prior to leaving the site/attraction/activity
- ii. It is mandatory to disinfect feet, all belongings of the visitor.
- iii. All exits must be monitored and recorded

### 7.4 Events, Exhibitions and Conferences

#### 7.4.1 Prior to the event/exhibition/conference

- i. A pre-audit of the venue for compliance with guidelines must be carried out prior to operations. The venue owner and the event organizer both held responsible for carrying out the audit and ensure the premises as 'Safe & Secure'.. .
- ii. Ensure adequate ventilation in the hall. Open venues are preferred.
- iii. All required repairs for the event venues : Taps and urinals with sensors should be made available/ Strip door curtains should be avoided and if they are absolutely necessary they should be cleaned and disinfected 3 times a day as described above.
- iv. Hot water for washing purposes of cooking utensils, cutlery, crockery should be made available.
- v. Proper safety ware, equipment and utensils should adequately available for the staff
- vi. COVID 19 control messages and the expected etiquette of guests while inside the reception hall must be displayed at the entrance.
- vii. It is a must to have a floor plan in order to limit the cross movements of people & vehicle.
- viii. It is a must to arrange facilities for hand washing at the entrance (with foot-operated taps)and other appropriate locations/alcohol-rub sanitizers should be made available
- ix. Restrict the number of visitors for a given time in order to maintain 1.5 meter distance.
- x. Instruct customers to wait in a queue until their turn keeping 1.5 m distance. Proper queue management mechanism must be available where necessary.
- xi. All staff members and visitors should wear face masks.
- xii. Use public address system / audio recording to provide instruction on site plan, health messages and recommended practices at the site.
- xiii. A staff member should be appointed to open the doors so that visitors do not have to touch door handles.
- xiv. The staff should wear face masks all times and must sanitize their hands frequently enough where hand washing is not possible.
- xv. At exhibitions, proper pathways for viewers must be available keeping sufficient distance from the exhibits avoiding them to touch.

#### 7.4.2 Housekeeping practices for events/exhibitions

- i. It is a must to maintain regular housekeeping practices, including routing wiping using disposable wipes, cleaning and disinfections of surfaces, equipment and other items in the work environment with 70% alcohol base liquids.
- ii. Before the event the reception hall, all furniture to be cleaned and disinfected.
- iii. After cleaning using methods like damp dusting / wet mopping, the equipment should be washed with soap and water or a general purpose detergent.
- iv. All surfaces should be disinfected with a minimum of 70% alcohol solution.
- v. The door knobs / hands shall be cleaned and disinfected before every shift and every three hours. Floors, equipment and furniture shall be cleaned with disinfectants a minimum of twice a day.
- vi. At the end of the music show or event, the reception hall must be cleaned and disinfected.

#### 7.4.3 Serving food at the events

- i. Disposable paper cups and cutlery are recommended. If not possible to practically implement the above, make sure that guest refrains from sharing glasses, plates, spoons etc., and keep used cutlery separate and wash with hot water.
- ii. Set menus are recommended and buffet arrangements are highly discouraged.

If it is required to have a buffet, a designated staff members must be appointed to serve food, to avoid guests handling common utensils. Self-serving is

not recommended

#### 7.4.4 For the attendees /viewers

- i. It is a must to disinfect feet prior to entering the venue
- ii. Provide hand washing facilities at the entrance preferably with a foot or elbow operated tap and make sure that each visitor washes hands before entering
- iii. It is recommended to check the temperature of all guests entering the reception hall and record the temperature
- iv. Visitors shall maintain a minimum distance of 1.5 m at all times
- v. Hugging and handshaking must be discouraged and non-touch greetings must be adopted.
- vi. It is compulsory for all guests / visitors to wear a face mask, in the correct method.
- vii. Taking group photos are discouraged if the prescribed social distancing is not possible.
- viii. Guests / visitors must ensure to washing/sanitizing their hands as frequently as possible.



*Rules*

# **ROLE & RESPONSIBILITY OF PROVINCIAL COUNCILS/ PROVINCIAL TOURISM BODIES/ LOCAL AUTHORITIES**

*regulations*



## CHAPTER

# ROLE & RESPONSIBILITY OF PROVINCIAL COUNCILS/ PROVINCIAL TOURISM BODIES/ LOCAL AUTHORITIES

This Chapter addresses to all the Provincial Councils and the Provincial Tourism Ministries and tourism authorities established under those ministries and all local authorities (Pradesheeya Saba/Municipal Councils/Urban Councils). This also applies to District/Divisional Secretariats if the involvement of officers from those entities are required for implementation of the guidelines.

There are number of tourist sites, attractions and activities which are managed/operated by provincial tourism authorities. In addition, public beaches, parks and some common facility areas/centres are managed by Local Authorities. Therefore, the support and cooperation of these authorities are essential in effective implementation of the operational guidelines included herein with the objective of ensuring safety of all tourism stakeholders.

Considering nature and requirement of tourism, all above authorities are expected to be hospitable, polite yet firm in implementation of the guidelines.

### **8.1 >Collecting And Maintaining Records Of Tourists And Tourist Service Providers**

8.1.1 An information gathering mechanism of tourists visiting the area, each site, each attraction should be in place and this should be implemented together with respective line agencies.

8.1.2 An inventory of all tourism service suppliers (establishments, associations & individuals) should be available with each local government and each provincial tourism authority. The mechanism should be created using the network of GramaNiladari, Development Officers working at grass root level. Only those listed in the inventory could provide their services to tourists.

8.1.3 Only the SLTDA registered tourist establishments, service providers and those entities, individuals who are certified as "safe & Secure" are allowed to provide services for tourists. If there are any tourist establishment/service provider who are not registered with SLTDA in the respective area should be brought to the notice of SLTDA as early as possible.

### **8.2 >Public Facility Maintenance**

8.2.1. A complete pre audit should be carried out together with health officers to all common wash room facilities, parks, tourist attractions, facility centres in the respective area prior to re-opening for tourists. This audit should be carried out once a month. Provincial Councils and Provincial Tourism Authorities should be actively involved in this mechanism.

8.2.2. An awareness program should be organized to all officers who get involved in tourism activities at supervisory levels on procedures and hygiene measures

- 8.2.3 All important safety notices should be displayed in all the sites, attractions, entities for the tourists, staff and for the public in main languages
- 8.2.4 At least one officer should visit each tourist place regularly to monitor hygiene conditions and to monitor proper implementation of the guideline. The roster should be made available with Provincial tourism authorities and should be shared with SLTDA with contact details.
- 8.2.4 All adequate disinfection equipment, safety equipment (PPE), and disinfectant liquids (70% alcohol solution) should be provided where necessary
- 8.2.5 Garbage disposal should be carried out as per guidelines provided by Ministry of Health by the respective authority and need to do regularly.

### **8.3 >Regulate Tourist Helper Services**

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- 8.3.1 Only the essential helper services to tourists are allowed. Unregulated, unessential beach vendors, porters should not be allowed to provide services to tourists
- 8.3.2 It is compulsory to check whether the helper comes from a COVID 19 virus risk free environment prior to allowing them provide services to tourists.
- 8.3.3 These helpers should report to the officer in charge (whose responsible for that particular day) of the particular site/attraction prior to starting the services.
- 8.3.4 A Sticker/badge should be provided for each tourist service provider in collaboration with SLTDA
- 8.3.5 Wearing disposable masks is compulsory while at work for all helpers. Hand washing facility should be provided with foot-operated taps and liquid soap. Alcohol rub /hand sanitizers can be made available where frequent hand-washing is not practically possible. The officer in charge has to ensure compliance with this all the time.
- 8.3.6 It is advised to obtain support from tourist police and other security officers in implementing the above guidelines.





# **RESPONSIBILITY OF SECURITY PERSONNEL & TOURIST POLICE**

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## CHAPTER

# Responsibility Of Security Personnel And Tourist Police

The tourists consider Safety and Security as important factors when choosing a destination to travel. Although terrorist acts, local wars, natural disasters, epidemics are the common factors that make Safety and Security important for any industry in a country, the Covid-19 pandemic has made it one of the most urgent and a critical area of concern globally, as the viral infection had affected almost all the countries and economies, with severe blow on the Tourism Industry. Therefore, it is of great importance that we establish clear roles and responsibilities of Security Personnel and Tourist Police in ensuring stakeholder compliance with tourism guideline.

The security personnel include the three Armed Forces, Sri Lanka Police as well as Government and private security officers, while Tourist Police has the prime responsibility of assisting and protecting international/local travelers. The responsibility of Security Personnel and Tourist Police expands across a wider spectrum covering the entire tourism supply chain, which includes entry, stay, internal travel and exit of tourists. This chapter provides the necessary guidelines to be followed by the security personnel and Tourist Police in order to carry out their roles and responsibilities effectively during the journey of tourists within the country.

### 9.1 Tourist Entry to Sri Lanka

9.1.1. At the airport entry point, the security personnel should ensure all arriving passengers safely dispose their face masks worn in the flight, wear new face masks and wash hands with soap/water.

9.1.2. Security Personnel/Tourist Police to observe compliance of passengers with frequent use of Hand Sanitizer Stations located within the Airport building premises.

9.1.3 Security Personnel/Tourist Police to closely monitor for effectiveness of the processes in place to check passenger body temperatures, identification of respiratory symptoms and handling of Covid 19 suspect cases.

9.1.4. Security Personnel / Tourist Police to observe compliance with safe physical distancing of 1.5 meters and Covid 19 preventive measures is maintained at all times by everyone inside the airport including passengers, crew members and different staff.

9.1.5. Security Personnel/Tourist Police to check and ensure all baggage are being sanitized while going through the baggage belts,

9.1.6 Tourist Police to ensure every tourist report to the SLTDA desk for registration and compulsory data gathering on tour plan/other details before they leave the airport.

9.1.7. Security personnel/Tourist Police to randomly check all areas inside the airport including toilets to ensure randomly check tourists for good cleanliness and hygiene practices recommended by the MoH guideline.

9.1.8. Tourist police to clear tourist for airport transfer by performing duties fully described in section 2.8

9.2 Tourists Transfer from the Airport to accommodation establishment in Sri Lanka

9.2.1. Security Personnel/Tourist Police to ensure the drivers/personnel who come to pick up tourists always carry and display a negative PCR report taken within a 30 day period.

9.2.2 Security Personnel/Tourist Police to ensure the drivers/pick up personnel wear face masks and maintain safe physical distancing in meeting, greeting and handling luggage.

9.2.3. Security Personnel/Tourist Police to strictly observe compliance to safe physical distancing between seated passengers inside a vehicle and availability of all necessary Covid19 precautionary measures inside the vehicle.

9.3 Stay and travel of the tourists within Sri Lanka

9.3.1 Tourist Police should randomly track tourists' accommodation to ensure that they stay at SLTDA certified establishments/hotels as per the submitted tour plan.

9.3.2. Security Personnel/Tourist Police should coordinate with management team at the establishments/hotels to confirm the establishment, staff and the guests are strictly following established COVID-19 prevention guidelines in all operational areas including front office, housekeeping, F & B and kitchen as well as in common area facilities such as swimming pool, restaurant, lobby etc.

9.3.3. Tourist Police should conduct surprise inspections at the accommodations to ensure the entity, staff, suppliers and guests are adhering to established COVID-19 prevention operational guidelines

9.3.4. Security Personnel/Tourist Police will strictly monitor for the compliance of COVID-19 preventive measures including but not limited to safe physical distancing, usage of Personal Protective Equipment (PPE), frequent hand washing and use of sanitizers at all Tourist facilities/Services such as Restaurants(which are graded and certified by SLTDA), Shops, Shopping Malls, Super Markets, Banks, Service Areas, Roadside Vendors, Beach Boys, SPA centers, Cinema Theatres, Local Communities and Beach Vendors etc.

9.3.5. Security Personnel/Tourist Police should randomly inspect tour buses/vehicles used for transportation of tourists are compliant with COVID-19 prevention guidelines including but not limited to:

- Driver and support staff wearing face masks
- Driver and support staff carrying a negative PCR reports with 30 day validity.
- Ensuring safe physical distancing of 1.5meter between seated passengers.
- Usage of vehicle's public address system to inform tourists about established COVID-19 prevention Tourism guidelines in Sri Lanka

9.2.6. Tourist Police should periodically check and verify Travel Agents/Tour Guides/Tour Operators/Translators are SLTDA registered and also certified as compliant with COVID-19 prevention tourism guideline.

9.2.7. Security Personnel/Tourist Police should work together with management/staffto verify all tourist attraction sites and tourist activity sites are compliant with COVID-19 prevention tourism guidelines including but not limited to physical distancing, sanitization procedures, hygiene and cleanliness in all areas within the sites.

9.2.8. Security Personnel/Tourist Police to oversee that all tourist attraction sites and activitysites have their own Standard Operating Procedures(SOPs) in compliance with COVID-19 operational guidelines, from entrance to exit from the sites and also that the entire staff being well trained for proper implementation of guidelines.

9.2.9. Security Personnel/Tourist Police to closely monitor to ensure that all conferences, events and exhibitions are conducted in compliance with COVID-19 prevention tourism guidelines.

#### 9.4 Tourists' Exit from Sri Lanka

9.4.1 Security Personnel at the accommodation establishment to ensure that staff at the check-out counters measure body temperature of all checking out tourists and collect a self-declaration form about the presence of any COVID-19 symptoms.

9.4.2. Security Personnel at accommodation place to carefully observe every checking out tourist for COVID-19 symptoms and report any suspected cases immediately, to premises management/medical officer for necessary action.

9.4.3. Security Personnel at the Hotel/Accommodation place to ensure all COVID-19 preventive measures including safe physical distancing are maintained and kissing, hugging or hand shaking are avoided during checking out/departure.

9.4.4. Security Personnel to ensure that only healthy tourists who do not show any COVID-19 symptoms are facilitated through check-out procedures to exit Hotel/Accommodation place for airport transfer.

9.4.5. Security Personnel to oversee that the tourists are picked up for departure by drivers who carry30 day valid negative PCR test reports and also adhere to other COVID-19 prevention guidelines including but not limited to wearing of face masks and other PPEs as required.

9.4.6. Security Personnel to check and verify tourist pick up vehicles/tour buses for compliance with COVID-19 precautionary measures and also that departing tourists are boarded to vehicles maintaining the safe physical distancing between any two seated passengers.

9.4.7. Security Personal / Tourist Police to ensure driver/tour operator/guide maintain safe physical distancing while unloading luggage and greet guests good-bye only with 'Ayubowan' at the point of Airport drop-off.

9.4.8. Security Personnel / Tourist Police to observe compliance with safe physical distancing of 1.5 meters and maintenance of COVID-19 preventive measures at all times by everyone inside the departure terminal including passengers, crew members and different types of airport services staff.

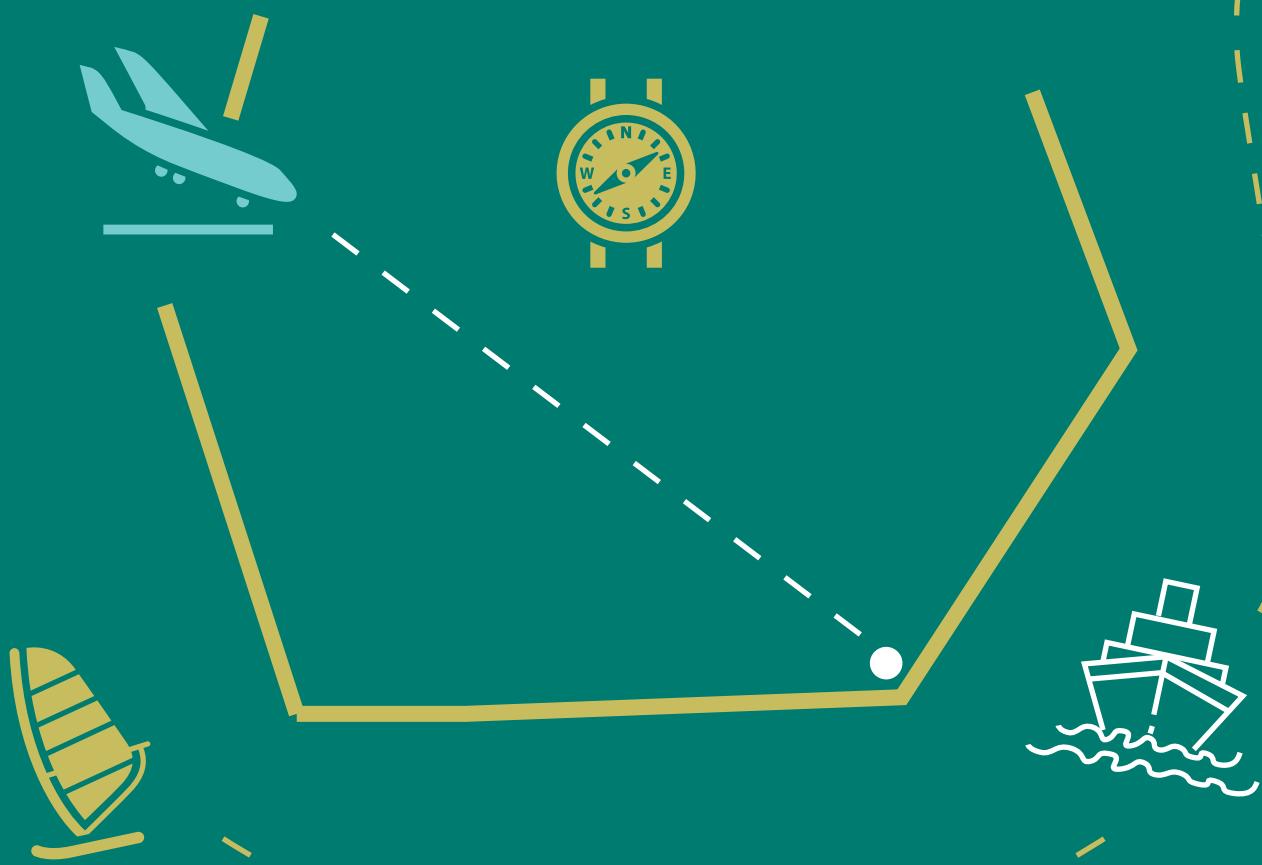
9.4.9. Security Personnel / Tourist Police to carefully observe every tourist for COVID-19 symptoms and report any suspected cases immediately, to airport management/airport medical staff for necessary action.

9.4.10. Security personnel/Tourist Police should from time to time randomly check areas in the airport departure terminal including common toilets. Duty free shops, lounges, food outlets, bank units etc. for conformity with cleanliness and good hygiene practices recommended by the MoHguidelines.





# DEPARTURE TERMINAL AT THE AIRPORT





## CHAPTER

# Departure Terminal At The Airport

1. Washing hands with soap/water and disinfecting footwear is mandatory at the departure terminal entry point for all passengers, crew members and various other airport staff.
2. Inside the departure terminal area provide adequate hand-sanitizer stations for passengers and staff to use frequently.
3. Departure terminal should not be over-crowded, and all tourists/passengers/staff must adhere to COVID-19 precautionary measures including maintenance of safe physical distancing of 1.5 meter (following demarcated lines on the floor where applicable) and wearing of face masks at all times.
4. Airport staff and all others inside the departure terminal including staff of lounges, duty free shops, banks, food outlets, souvenir shops etc. must always wear face masks, gloves and other PPEs as required.
5. All departing tourists (including Sri Lankans) to produce a PCR report of a test taken 72 hours prior to departure or proof of a PCR test taken from the special PCR testing center at the airport departure terminal to officials at the airport emigration/embarkation counters.
6. All common facilities used by tourists and others inside the departure terminal including washrooms, lounge and lobby areas, duty free and other shops, information counters, banks units etc. to follow the same/similar cleanliness and hygiene practices and procedures stated in sections 2.5, 2.6 and 2.7 of the guideline.
7. Airport Aviation Authorities to arrange the following message to be announced in the departure lounge just before the passengers board flights;

***"We hope you had a pleasant stay in Sri Lanka. The Government and People of Sri Lanka thank you for visiting us during this difficult time and we truly appreciate and value the support you extended to avoid the spread of COVID-19 during your stay. Have a pleasant flight, stay safe and hope you will visit us again soon, Ayubowan!"***





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# BACK COVER