



SRI LANKA



SRI LANKA TOURISM OPERATIONAL GUIDELINES WITH HEALTH PROTOCOLS

VERSION 1 - 08 JUNE 2020

ABBREVIATIONS



- AC - Air Condition
- BMICH - Bandaranaike Memorial International Conference Hall
- COVID-19 - Corona Virus Disease 2019
- Etc. - Et Cetera (a Latin word with the English meaning 'and the rest')
- F&B - Food and Beverages
- HACCP - Hazard Analysis and Critical Control Points
- HDF - Health Declaration Form
- IEC - Information/Education/Communication
- KIOSK - Kommunikasjon Integriert Offentlig Service Kontor meaning an unattended stand for automatic dispensation of tickets/information etc
- MOH - Medical Officer of Health
- MoH - Ministry of Health
- NIC - National Identity Card
- PA System - Public Address system
- PCR - Polymerase Chain Reaction
- PHI - Public Health Inspector
- PPE - Personal Protective Equipment
- PPP - Public-Private-People
- QR Code - Quick Response Code
- RRT - Rapid Response Team
- SLAPCEO - Sri Lanka Association of Professional Conference, Exhibition and Event Organizers
- SLTDA - Sri Lanka Tourism Development Authority
- SMS - Short Message Service
- SOP - Standard Operating Procedure
- TV - Television
- USD - United States Dollar
- VRV - Variable Refrigerant Volume
- WC - Water Closet
- WHO - World Health Organization



PREFACE

The Novel Corona Virus, which was first identified in late December 2019 and is now known as COVID-19 has rapidly spread globally and painted a picture of public anxiety and a global emergency. This outbreak was identified as a 'Public Health Emergency of International Concern' and thereafter declared as a 'Pandemic' by the World Health Organization on March 11, 2020. As at end May 2020, the virus has affected over 200 countries, with more than 6.1 million confirmed cases and over 370,000 reported deaths.

The COVID-19 pandemic instigated lock downs/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 this heightened uncertainty, health authorities all over the world are relentlessly fighting to control the spread of this deadly virus and to find remedial measures. Globally, countries and economies are struggling to counter 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 the country's economy, the tourism industry serves multiple purposes. In addition to being the third largest foreign exchange earner for 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 in mid-2009, the tourism sector in Sri Lanka showed clear signs of steady progress and reported an all-time high tourism revenue of USD 4.38 billion in the year 2018. However, the unfortunate Easter Sunday attacks of April 2019 caused heavy damages to the industry, restricting its revenue to USD 3.61 billion in the year 2019. 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 tourism activities resume at the earliest, by ensuring all necessary health and safety protocols and procedures are in place.

With the global recognition Sri Lanka has gained by effectively managing and controlling the spread of the COVID-19 within the country, potential travellers and tour groups have already inquired regarding travel into the country. While welcoming such gestures of good faith by tourists, Sri Lanka Tourism realizes 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 all guests, industry stakeholders and the general public.

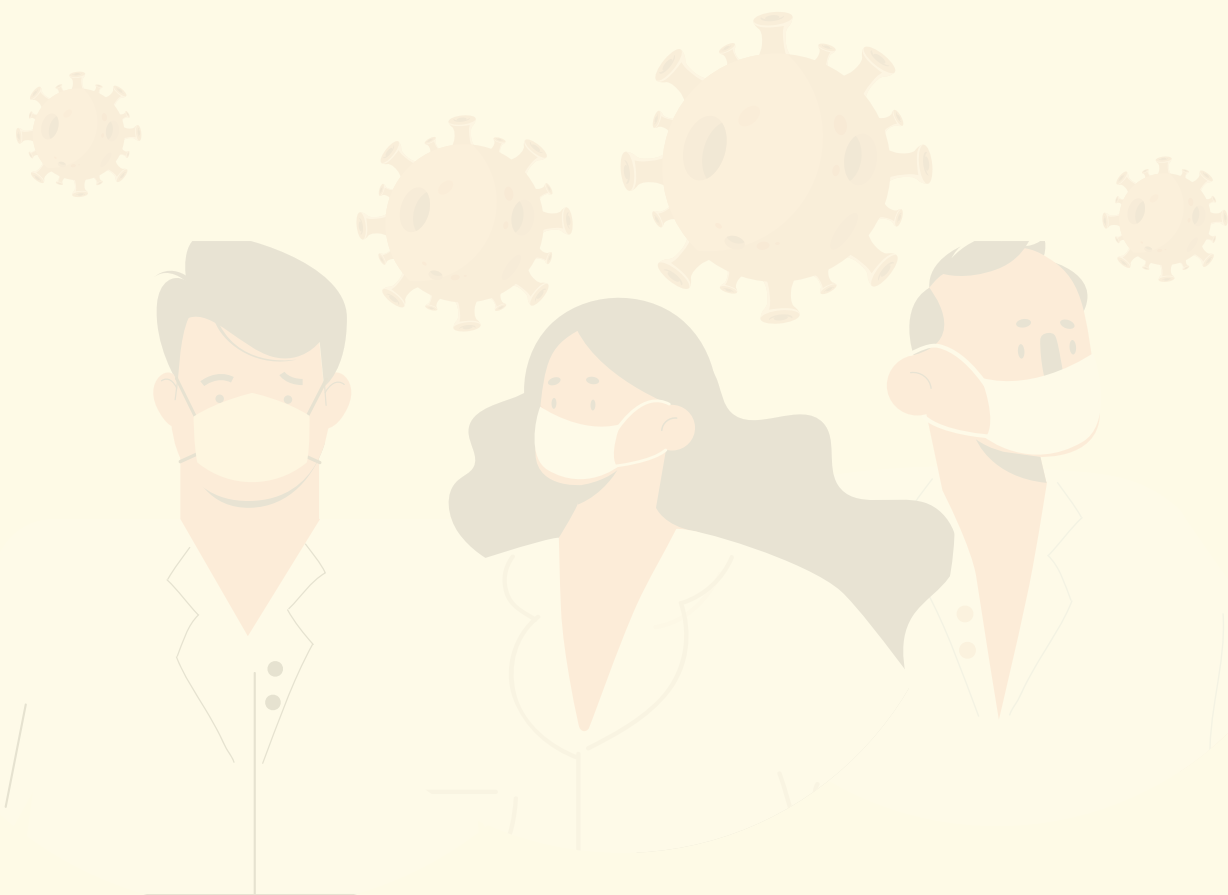
To achieve the above objective, Sri Lanka Tourism presents these operational guidelines to be followed by all tourism stakeholders. Sri Lanka Tourism, in line with the guidance received from the Ministry of Health (MoH) and the World Health Organization (WHO), have ensured the adoption of right measures to minimize chances of re-entry and/or community spreading of COVID-19 within the country, and to implement those measures in a manner that avoids unnecessary inconvenience to tourists and industry stakeholders. In developing these guidelines, Sri Lanka Tourism also obtained valuable inputs and feedback from all relevant tourism stakeholders, associations and individuals. The guidelines provide a road map with key criteria and steps to be taken for the 'Safe and Secure' restoration of tourism activities. The guidelines and procedures are intended to

enhance cleanliness and hygiene practices of tourism related venues, services and individuals, where physical distancing, infection prevention and controls were considered as key elements in developing the required health protocols.

The execution of these guidelines will be carried out by the Sri Lanka Tourism Development Authority (SLTDA) with the cooperation, support and involvement of all stakeholders and other development partners. Further, the SLTDA intends to obtain the services of a reputed independent professional body to assess compliance with the guideline requirements. The establishments and service providers that pass the compliance audits will be awarded a 'Safe & Secure' certificate and decals to display in their premises as a mark of trust and assurance to tourists. When tourism resumes, such 'Safe & Secure' certified establishments and service providers will be given preference to provide services to foreign travellers.

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 these guidelines together with periodic health related directions and operational updates that will be provided by the Ministry of Health in Sri Lanka. Based on the need, Sri Lanka Tourism too will update the operational guidelines 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.



CONTENT

PAGE

	Abbreviations	3
	Preface	4-5
Chapter 1	Entry Procedure to the Country	
	1.1 Tour booking	9
	1.2 Visa procedure	9
	1.3 Airline requirement	9
	1.4 Country health authority requirements	9-10
Chapter 2	Procedure at the Airport	
	2.1 Airport arrival	12
	2.2 Health/Immigration counters	12
	2.3 Special counter handled by Sri Lanka Tourism	13
	2.4 Luggage collection	13
	2.5 Common facilities used by tourists (washrooms, lobby areas, etc.)	13
	2.6 Duty free shops	13-14
	2.7 Information and travel counters (for general travel information) / banks	14
	2.8 Tourist Police procedure	14
Chapter 3	Airport Transfers and Travel Options within the Country	
	3.1 Airport transfers	16
	3.2 Travel options for tourist visits within the country	16-18
Chapter 4	Accommodation Sector	
	4.1 General information on important measures to be taken in accommodation facilities	20-21
	4.2 Establishing a rapid response team and a management team	21-22
	4.3 Protocols and procedures to be followed	22-41
	4.4 'Safe & Secure' certification for accommodations sector	41
Chapter 5	Tourist Facilities & Services	
	5.1 Stand alone restaurants, cafes, cafeterias (only SLTDA registered eateries) and delivery/takeaway services for tourists	43-47
	5.2 Shops / shopping malls / super markets	47-51
	5.3 Service areas / roadside vendors / beach vendors.....	51

	5.4	Spa / Wellness / Ayurveda treatment facilities	51-53
	5.5	Cinemas / Theatres	53-55
	5.6	Local communities	55-56
<hr/>			
Chapter 6	Travel Agents, Tour Operators and Tour Crews		
	6.1	Travel agents / tour operators	58-59
	6.2	Tour Crews	59-60
<hr/>			
Chapter 7	Visiting Tourist Attractions, Sites & Attending Tourist Activities		
	7.1	Preparedness / Training / Communication	62-64
	7.2	Auditing of sites and activity places / equipment for compliance with guidelines prior to operations	64
	7.3	Implementation of guidelines	64-66
	7.4	Events, exhibitions and conferences	67-68
<hr/>			
Chapter 8	Role and Responsibility of Provincial Councils / Provincial Tourism Bodies / Local Authorities		
	8.1	Collecting and maintaining records of tourists and tourist service providers	70
	8.2	Public facility maintenance	70-71
	8.3	Regulate tourist helper services	71
<hr/>			
Chapter 9	Responsibility of Security Personnel and Tourist Police		
	9.1	Entry of tourists	73
	9.2	Transfer of tourists from airport to accommodation establishments/hotels	74
	9.3	Stay and travel of the tourists within Sri Lanka	74-75
	9.4	Exit of tourists	75
<hr/>			
Chapter 10	Departure at the Airport		
		77
<hr/>			
		Acknowledgements.....	78



ENTRY PROCEDURE

TO THE COUNTRY



1

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) nights in Sri Lanka and book all accommodation only at SLTDA registered and 'Safe & Secure' certified establishments; the first night should be booked at an accommodation establishment in close proximity to the arrival airport until results of the on arrival PCR tests are released (Colombo/Negombo areas for arrivals from Bandaranaike/Ratmalana International Airports and Hambantota area for arrivals from Mattala Rajapaksa International Airport).
- 1.1.3.** The accommodation service providers, travel agents and/or tour operators should share accommodation and tour details of tourists with the SLTDA through a data login process.

1.2 Visa procedure

- 1.2.1.** The "Visa Free" status and the issuance of "On Arrival" visas are suspended until further notice.
- 1.2.2.** All tourists entering Sri Lanka are required to obtain online tourist visas before arrival.
- 1.2.3.** An online tourist visa fee of USD 100 will be applicable until further notice.
- 1.2.4. The following documents are mandatory for processing 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.
- 1.2.4.3.** Travel itinerary and details of confirmed reservations made at SLTDA registered and 'Safe & Secure' certified accommodation establishments, with the first night stay at a facility in and around Colombo/Negombo or Hambantota depending on the arrival airport.

1.3 Airline requirement

- 1.3.1.** Any Airline operating flights 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.
- 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.



1.4.4. For tourists staying longer than 10 days, another PCR test will be carried out between 10-12 days after the arrival in Sri Lanka.

Special notes:

- ▶ **The necessary PCR tests detailed in 1.4.2 to 1.4.4 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.**
- ▶ **The booked in accommodation establishments/hotels, travel agents or tour operators are responsible for arranging safe transportation of tourists within the country.**
- ▶ **Sri Lanka Tourism has initiated discussions with relevant authorities to consider relaxation of tourist visa conditions to encourage long stays and multiple visits of tourists.**





PROCEDURE AT THE AIRPORT

2

CHAPTER

PROCEDURE AT THE AIRPORT

2.1 Airport arrival

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 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 meter between two people at all times.

2.1.5. All arriving passengers and airline crew members should undergo temperature screening through thermal scanners; if anyone records a temperature of 37.4°C (99.3°F) or above, he/she should be immediately referred to the airport health office of Quarantine Unit for further examination and necessary action.

2.1.6. The tourists and airport staff should wear face masks at all times; surgical face masks should be changed every 4 to 6 hours and if needed, face masks can be purchased at the airport.

2.1.7. Disinfecting procedures to be in place for all arrivals, luggage and travel documents.

2.2 Health/Immigration counters



2.2.1. Every arriving passenger should submit a completed Health Declaration Form (HDF) of Sri Lanka to health counters at the airport; The PHIs will scrutinize HDFs and passengers for COVID-19 symptoms and tourists with high risk conditions will be referred to the Airport Health Officer for further action.

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 report, travel insurance, travel/stay details, health counter 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.

2.2.5. After completing immigration procedures, the tourists should undergo the mandatory PCR testing at the sample collection facility inside the airport.

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 including travel agents/tour operators, 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 prior to being placed on the conveyor belt and should maintain an 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 after each use 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 and 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 contact 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 clearly explain the basic safety measures 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

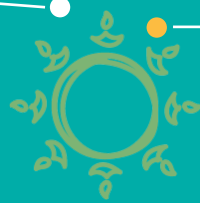
The tourist police will clear tourists and send them to the designated transport pick up area after ensuring the following;

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

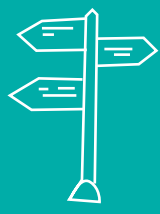
2.8.2. Detailed Travel plan with transportation and accommodation arrangements.

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





BUS



AIRPORT TRANSFERS & TRAVEL OPTIONS WITHIN THE COUNTRY



TAXI



TAXI



TRAIN



E

CHAPTER

AIRPORT TRANSFERS AND TRAVEL OPTIONS WITHIN THE COUNTRY

3.1 Airport transfers

3.1.1. Tourists will be transferred to the designated places of stay in Colombo, Negombo or Hambantota areas by a vehicle arranged by the booked in accommodation facility/hotel or by the respective travel agent/tour operator.

3.1.2. Cars, vans or any other vehicles transporting tourists should adhere to MoH recommended guidelines and ensure the number of passengers inside a vehicle is limited to maintain the recommended safe distancing between seated passengers; this condition may be relaxed, if one family is traveling together.

3.1.3. Tourists should sanitize hands and disinfectant footwear prior to boarding a vehicle and wearing of face masks is compulsory during the journey.

3.1.4. The vehicle driver/pick up personnel should wear face masks and maintain a safe physical distance of 1.5 meter at all times, including greeting and handling of luggage.

3.2 Travel options for tourist visits within the country

The booked in accommodation establishments/hotels, travel agents or tour operators are responsible for arranging safe transportation of tourists within the country; therefore, it is their duty to ensure the vehicles used for tourists' transportation are cleared for required health and safety standard detailed below;

3.2.1. Tourist buses for tour groups



3.2.1.1. The driver, support staff and tourists should disinfectant their footwear prior to boarding the vehicle and should wear face masks at all times inside the vehicle.

3.2.1.2. The drivers and support staff should ensure that there is adequate stocks of face masks for their use.

3.2.1.3. All buses should have a digital thermometer to check the temperature of the tourists whenever it is required.

3.2.1.4. 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.

3.2.1.5. No staff and/or guide should be assigned for a tour if they show respiratory symptoms of COVID-19 (sneezing, coughing, fever, stomach ache, 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.

3.2.1.6. The bus driver and support staff should ensure that the recommended safe distance between seated passengers are maintained at all times during the journey.

3.2.1.7. Health promotional messages and recommended responsible behavior of tourists should be communicated inside the bus using audio, video and other appropriate means during the journey.

3.2.1.8. 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.

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

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

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

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

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

3.2.1.14. The bus crew should securely keep records of each tour with the detailed list of tourists for a minimum of 21 days.

3.2.1.15. 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 & hotels) and registered taxis/rented vehicles

3.2.2.1. Registered taxis and/or any other motor vehicles should limit the number of passengers in order to maintain the safe physical distancing between seated passengers; this requirement may be relaxed, if one family is travelling together.

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

3.2.2.3. All vehicles should have a digital thermometer to check the temperature of the tourists whenever required.

3.2.2.4. 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.

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

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

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

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

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

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

3.2.2.11. The driver is advised to have a bath before proceeding to any other activity or to the driver's quarters.

3.2.2.12. All taxi/vehicle drivers should maintain records of each tour along with the details of the tourists.

3.2.2.13. If a tourist shows COVID-19 related symptoms during the tour, follow the recommended guidelines and procedures of the MoH.

3.2.3 Public transport (trains, buses and tuk tuk)

Use of public transport is not allowed at this stage for tourists.





ACCOMMODATION SECTOR



Please
Do
Not
Disturb



4

CHAPTER

ACCOMMODATION SECTOR

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 lockdown. We strongly recommend accommodation providers/hotels to follow these guidelines to improve mitigation and recovery mission of the accommodation sector.

It is also important to note that in the case of a different instruction to this guideline is issued by the state health authorities, the stricter interpretation will be applicable.

4.1 General information on important measures to be taken in accommodation facilities

4.1.1. All indoor areas such as entrances, lobbies, corridors, staircases, escalators, elevators, security guard booths, office rooms, meeting rooms and cafeterias must be disinfected 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 MoH guidelines for more information regarding appropriate disinfectants and procedures. (Epidemiology Unit, Ministry of Health 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. Recommend segmented teams (Ex: teams within the department such as Team A, Team B and Team C) and ensure not to mix any team 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 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 micro-germs during operations.

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

4.1.8. Ensure to have 60%-70% of alcohol hand rub/sanitizer dispensers at all entrances' of 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 and well laid out) to be arranged which are equipped with necessary medical equipment, medicines, disinfectant and PPEs as per the directions given by the health authorities.

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

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

4.2 Establishing a rapid response team and a 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 Team 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 Team 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 from each department (capable individuals with a sense of willingness) by the management team on the recommendation of the Rapid Response Team 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 in line with 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, procedures, regulations or any change issued by the pertinent authorities. They should review and update the available guidelines in consultation with the MoH. The same team should be responsible to carry out the standard operating procedures as well as health and safety guidelines of the respective establishment.

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 be alert on unusual and notable incidents, frequently evaluate to identify gaps and discuss with RRT to ensure the continuity of the plan.

4.2.1.5. Log book of actions

The management team must record all notable, unusual, important incidents and measures taken in detail. The data must be used for program advancements and records must be archived for future references.

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

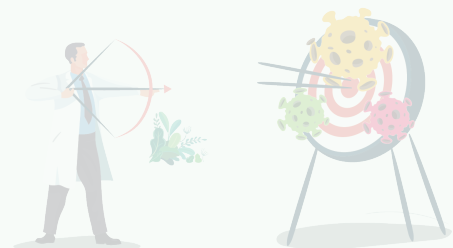
4.2.1.6. Communication

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

- ▶ The flow of correct and pre-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 staff (in back of the house areas) and for guests (in public areas, hotel entrances, receptions, entrance to restaurants, all rooms) by using IEC 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 MoH, Provincial or local health authorities and SLTDA to brief the RRT accordingly on the prevailing situation and corrective measures to be taken.

4.3 Protocols and procedures to be followed

4.3.1 Hotel entrance

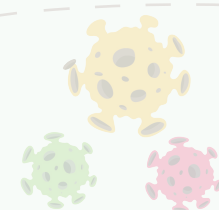
4.3.1.1. A screening facility to be established prior to proceeding to the hotel lobby/lobby lounge to carry out checks for temperature, visible respiratory symptoms (coughing, sneezing, etc.) and to obtain a simple self-declaration. Every person must be screened at this facility by trained staff of the establishment equipped with recommended PPEs and medical grade temperature checking devices (staff training to be carried out by the MoH/Provincial or local MOH).

4.3.1.2. The below given 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.

Self-Declaration Form for COVID-19

No	Description	Yes	No	Remarks
1	Do you had Fever with cough, sore throat or difficulty in breathing during last 14 days?	<input type="radio"/>	<input type="radio"/>
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 as COVID-19?	<input type="radio"/>	<input type="radio"/>
3	At the screening point, was your recorded body temperature above 37°C (98.4 °F)?	<input type="radio"/>	<input type="radio"/>
Date : Time: Name of the guest and group: Passport / ID No: Vehicle number (If applicable): Signature:				

Note: Entry must be denied and appropriate action should be taken if a person is found to be having a temperature above 37 °C (98.4 °F) and/or with visible respiratory symptoms (coughing, sneezing, breathing difficulties) at this point.



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.

4.3.1.4. It is recommended not to offer valet parking services in accordance with health and safety precautions.

4.3.2 Hotel lobby/lobby lounge

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 uniform and wear face masks, gloves and other PPEs.

4.3.2.3. Provide a sanitized doormat to ensure that all guests wipe and enter with footwear free from soil at all times; alternatively foot disinfectant spray can be used.

4.3.2.4. The entry of outsiders to meet guests must be discouraged. If an outsider is to be permitted, he/she must be screened at the established screening facility and personal details (name, address and NIC number) must be recorded in a specific/allocated register along with the time of entry, time of departure and the name of the guest met by the person. All guests must be discouraged from entertaining 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 (refer 4.3.10.11 for more details).

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 and water or 70% alcohol solution). 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. Guests should wear face masks while in the public areas of the facility (Exemptions - only while consuming food or beverages) and ensure adequate stocks of face masks and hand sanitizing kits are available within the facility.

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 1.5 meter safe physical distancing.

4.3.3 Reception/concierge

4.3.3.1. All staff in the Reception and Lobby area should wear face masks and maintain the safe 1.5 meter physical distancing at all times.

4.3.3.2. If possible arrange 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 Sri Lankan greeting 'Ayubowan' should be used at all times and handshakes/hugs are discouraged.

- 4.3.3.5.** Collect the completed 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 21 days and next destination (it is recommended to collect this data prior to check-in). Hoteliers are suggested to incorporate technology in order to simplify the process by allowing online check-in via web, through dedicated mobile apps or by installing self-check in kiosks in the lobby area to avoid interactions.
- 4.3.3.6.** Check/record temperature and respiratory symptoms of in house guests (already checked in) and hotel members, at each entry point, whenever they re-enter the premises. Persons with high temperature (37°C or above) and/or respiratory symptoms (cough, sneeze, etc.) are to be subjected to a medical check-up before being permitted to enter the guest rooms/premises. Use the designated room (suitable, comfortable and well laid-out room) to accommodate such persons 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 and served chilled, they should be stored in sealed containers. Serving hot beverages or authentic drinks with high immunity enhancement value 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. 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 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 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/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. 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 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. Limit the number of passengers permitted inside the lift at any given time 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 at predetermined intervals using 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 when necessary.

4.3.4.3. If the floor covering of the lift 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 ventilating system is functioning effectively to ensure the designated air changes are maintained.

4.3.5 Guest room corridors and lift lobbies

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

4.3.5.2. Ensure fresh air ventilation or systematic air circulation at all times.

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

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

4.3.5.5. Display appropriate IEC materials in prominent places like lift lobbies.

4.3.6 When the guest rooms are in use

4.3.6.1. All staff should wear face masks and other recommended PPEs while cleaning, setting up the rooms and changing of used linen.

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

4.3.7 Guest rooms: cleaning procedure

Room area

The entire room should be thoroughly cleaned following below procedures;

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

4.3.7.2. Check all fittings and fixtures to ensure they are in correct operational order.

4.3.7.3. Check the AC system and clean the filter. If needed AC sanitizer tablets should be used.

4.3.7.4. Disinfect all portable devices such as remote controls, telephone handsets using 70% alcohol solutions.

4.3.7.5. Disinfect all hard surfaces of furniture, TV and accessories in the room along with doors, windows, wardrobes, safe deposit lockers, mini-fridge, dustbins (foot operated) and mirrors with recommended disinfectants.



4.3.7.6. Disinfect the tiled surfaces of walls and floors and the ceiling with appropriate disinfectants /detergents.

4.3.7.7. Provide a small hand sanitizer in each room.

4.3.7.8. Information dockets must be disinfected and if possible, avoid the use of paper information dockets.

4.3.7.9. Remove all used or unused linen with extreme care and minimal handling, and the linen should be taken directly to the laundry in separate bags.

4.3.7.10. If vacuum cleaners are used to clean floor carpets in a room it must be done before the rest of the cleaning procedures are carried out.

4.3.7.11. Ensure that all guest amenities such as cups, saucers, glassware (tumblers) and spoons are disinfected and placed in suitable sealed paper containers. Preferably all glassware in the room should be machine washed.

4.3.7.12. 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.

4.3.7.13. 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

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

4.3.7.15. Disinfect all fittings including bathtubs, vanity counter surfaces, mirrors, shower cubicle/curtain surfaces and all racks/shelves.

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

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

4.3.7.18. 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 nose mouth and eyes 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 and other appropriate PPEs when delivering 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 guests to leave the items for clearance only outside the room entrance.

4.3.8.7. If the guest in the room is showing any medical conditions such as fever and/or COVID-19 symptoms, all returned items must be handled separately; food must be scrapped and all items washed separately either in automatic washers or at a designated place using water of 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 when handling clean cutlery, crockery and glassware.

4.3.9.4. Staff should maintain the 1.5 meter safe physical distancing at all times.

4.3.9.5. It is recommended to have dedicated footwear for the stewarding area which should be removed when the staff exit the area. If not footwear should be sanitized before entering the 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. At the end of the day, the work area including floors, walls, work surfaces and racks should be disinfected. Ensure the locking up of the area when not in use.

4.3.10 Restaurants



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

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

4.3.10.3. Maintain 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 other PPEs as required when serving the guests.

4.3.10.5. The staff should use hand sanitizers 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 share the food and beverage menus in the guest room TVs and using innovative media platforms (Ex: QR codes, dedicated apps, etc.); online billing is recommended and if traditional billing methods are followed, refer the procedure stated in 4.3.10.18.

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

4.3.10.8. Seating in the restaurant must be arranged considering the safe physical distancing of 1.5 meter. However, guests from a common group or from the same family group may be seated in large tables with the required number of seating. Guests from single 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 inform 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, 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 or reported later.

4.3.10.12. The crockery should not be laid out on the table and should be delivered hygienically after guests are seated; it is desirable if the plates can be warm at the time of delivery and glassware should be kept in close vicinity (ideally in warm conditions) to be served by the service staff under strict hygienic conditions. Cutlery should be kept under a heating light prior to being served in a wrapped paper serviette.

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

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 host/hostess or doorman should be deployed to open the door and receive the guests and the door handle must be regularly sanitized.

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

4.3.10.17. In the event of a buffet service, designated staff standing behind the buffet counters, (preferably installed with sneeze guards) 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. Wherever possible, doors and windows should be kept open to ensure adequate air circulation.

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

4.3.11 Kitchens

Before opening

4.3.11.1. All staff should wear 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 grease filters should be cleaned and sanitized.

4.3.11.4. The exhaust fans should be cleaned and serviced to ensure functionality of the exhaust system.

4.3.11.5. Ensure cross-ventilation as much as possible.

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 to ensure the rinse temperatures are correctly maintained.



During and 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. All uncooked food should be kept covered at all times and under recommended procedures.

4.3.11.10. Keep the prepared food stored at correct temperatures and 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 properly stored and covered.

4.3.11.13. There should be no cross contamination of washed and disinfected cutlery, crockery and glassware during storage and transportation to the final user point.

4.3.11.14. Only kitchen staff should be permitted in the kitchen area at any time.

4.3.11.15. The Chef on duty should ensure that the staff is uniformed with face masks (gloves if needed), dedicated and sanitized footwear and also fully conversant with the required hygiene standards and conditions.

4.3.11.16. Kitchen stewarding staff should use proper uniform and appropriate accessories like waterproof aprons and footwear when performing different tasks such as pot washing.

4.3.11.17. All staff should strictly confine themselves to the designated working areas and avoid moving around and mixing with others.

4.3.11.18. Kitchen floor should be regularly mopped and sanitized right through the operations.

4.3.11.19. Adequate hand sanitizers should be made available in different sections of the kitchen area.

4.3.11.20. Dish washers and glass washers should be cleaned and completely drained at the end of the daily operations.

4.3.11.21. All pots, pans and other utensils should be cleaned and sanitized at the end of the day's operation or whenever needed.

4.3.11.22. 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 disinfected.

4.3.11.23. All mops and brushes used for cleaning purposes should be washed, disinfected and left to dry at regular intervals.

Kitchen waste disposal

4.3.11.24. Ensure that adequate colour coded, foot operated trash bins in operating condition are available to correctly dispose the different waste materials.

4.3.11.25. 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.

4.3.11.26. The staff handling waste should wear suitable protective gloves, boots and other PPEs as required and use utensils to minimize physical handling.

4.3.11.27. The staff handling waste should remove the protective gear used, clean and sanitize them for reuse and place in the allocated areas at the end of each day's operation.

4.3.11.28. 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 À la carte' production of food is strongly recommended in order to minimize the handling and 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. Minimum handling of required ingredients is recommended for the production of appetizers/desserts and the prepared items should be well covered and stored at 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 +65°C.

4.3.13 Buffet set up and 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 buffets.

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/closing of those lids should also be done by staff only (Refer 4.3.19 'Banquet Operations' for further details/clarifications).

4.3.14 Hot/cold food production and storage

4.3.14.1. All cold storage equipment (freezers and chillers) should be kept clean at all times and at correct temperatures (minimum -18°C for freezers and +1°C to 5°C for chillers) should be maintained where the temperatures are monitored and recorded at regular intervals.

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

4.3.14.3. Strictly practice the basic HACCP guidelines in the preparation and storage of food items. Refer below link for clarifications,

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

4.3.14.4. The preparation of desserts in portion size, use of cut fruits to minimize handling as well as use of simple appetizers to avoid complicated preparations is recommended.

4.3.14.5. Where action counters are used, ensure that the staff in attendance are in fresh and clean uniforms, wear face masks and frequently sanitize hands at all times.

4.3.14.6. Clean and sanitized serving utensils should be used when handling ready to consume foods at all times.

4.3.15 Staff cafeteria

- 4.3.15.1.** Arrangements should be made to maintain the 1.5 meter safe distancing at all times, and staggered times may be considered to manage staff with the allowed number of seats.
- 4.3.15.2.** All dining tables should be arranged to ensure maintenance of 1.5 meter physical distance between seats.
- 4.3.15.3.** All tables and other surfaces should be sanitized at the start of the day and after every meal.
- 4.3.15.4.** It is recommended to install sneeze guards if meals are served as buffet.
- 4.3.15.5.** Entire cafeteria floor, walls, glass panels and doors should be disinfected at the end of each day's activities.
- 4.3.15.6.** All cutlery, crockery and glassware should be washed in an automatic dish washer, glass washer or washed at a designated location using hot water.
- 4.3.15.7.** Hand sanitizers should be installed on either side of the main entrance door of the cafeteria to be used by the staff.

4.3.16 Swimming Pool

Considering the sensitive nature of the operations carried out in these facilities, operating of swimming pools are not allowed at present by health authorities. 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 are below;

- 4.3.16.1.** All surfaces inside the pool should be brushed and cleaned.
- 4.3.16.2.** 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
- 4.3.16.3.** Life guards and pool staff should strictly follow safe physical distancing and other health measures, and trained on how to act on emergencies during COVID-19.
- 4.3.16.4.** Disinfect the hand rails of the pool steps/ladders and the knobs of the external pool showers.
- 4.3.16.5.** Clean and disinfect the entire pool deck area, deck furniture and the pool mattresses after every use.
- 4.3.16.6.** Establish a procedure to allocate time slots for guests to avoid overcrowding and record the details of pool users with names/contact numbers/times for a minimum of 21 days.
- 4.3.16.7.** Ensure that clean disinfected pool towels are stored in a closed container or in a paper wrapping and issued to guests with minimum handling.
- 4.3.16.8.** The pool users should take a proper shower before entering the swimming pool.
- 4.3.16.9.** Check and ensure the proper operation of pool filters with a 'turn overtime' of not more than 6 hours; pool filters should be back washed as necessary to ensure proper filtration.
- 4.3.16.10.** The pool attendant must wear a mask and regularly sanitize hands at all times.
- 4.3.16.11.** Thoroughly clean the pool changing rooms and wash rooms. Ensure that all surfaces including the floor, walls, vanity counters, lockers, benches, knobs and handles of all fittings and all door handles are disinfected using recommended disinfectants.
- 4.3.16.12.** Ensure that the appropriate procedures laid out for food services under the restaurant segment (refer 4.3.10) of this guideline are implemented when resuming food and beverage services at the pool.

4.3.17 Gym and treatment facilities (Spa/Wellness/Ayurveda)

Considering the sensitive nature, these operations, 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 approved to commence such operations should be conducted strictly following the procedures given below;

Gym

- 4.3.17.1. Maintain flexible opening and closing times and accept bookings based on prior appointments only.
- 4.3.17.2. Limit the number of patrons at a given time inside the gym to avoid overcrowding and unhealthy human interactions.
- 4.3.17.3. Ensure all staff/patrons wash their hands with soap and disinfect the footwear before entering.
- 4.3.17.4. Ensure the patrons are free of high temperature (above 37°C) and COVID-19 symptoms, before permitting them into the gym.
- 4.3.17.5. Provide adequate hand sanitizer points within the gym to ensure frequent use by the patrons.
- 4.3.17.6. 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.
- 4.3.17.7. Ensure proper ventilation and air circulation inside the gym by natural or artificial methods.
- 4.3.17.8. Regularly clean and disinfect all machines/equipment/containers after each use.
- 4.3.17.9. Strictly advice and educate patrons not to share any equipment or personal belongings with others when inside the gym.
- 4.3.17.10. For common bathroom/toilet cleaning and disinfecting procedures refer section 5.4.4 of this guideline.
- 4.3.17.11 At the end of the days' operations clean and disinfect floor areas, frequently touched walls, surfaces and all gym equipment.

Treatment facilities (Spa/Wellness/Ayurveda)

Follow the procedure given under section 5.4 of this guideline.

4.3.18 Bars

- 4.3.18.1. All patrons entering the bar should wash hands with soap and sanitize footwear at the entrance; they should wear face masks at all times.
- 4.3.18.2. The bar staff should wear face masks and sanitize the footwear before entering the bar; the staff should also practice good hand hygiene procedures regularly.
- 4.3.18.3. Staff/patrons should practice the 1.5 meter safe physical distancing at all times.
- 4.3.18.4. 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 manually washed in the bar.
- 4.3.18.5. 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).
- 4.3.18.6. 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.



4.3.18.7. 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.

4.3.18.8. The chillers should be in good operational condition to maintain the correct temperatures; before starting operations, all units should be thoroughly cleaned, both inside and outside, and disinfected.

4.3.18.9. Clean and sanitize all work surfaces, tabletops and solid surfaces of chairs before the bar is opened and preferably after each use.

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

4.3.18.11. 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.

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

4.3.18.13. Maintain complete details of all guests patronizing the bar in each session (ideally with 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 reported later from the bar guests.

4.3.18.14. Ensure proper ventilation and air circulation within the bar area.

4.3.18.15. If food is served at the bar the required cutlery should be kept under a heating light prior to being served in a wrapped paper serviette by the service staff.

4.3.18.16. Beverage lists and bill folders must be sanitized before and after the use by guests. It is recommended to use innovative methods. For more information refer 4.3.10.6.

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

4.3.18.18. 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. It is recommended to incorporate innovative methods. For more information refer 4.3.10.6.

4.3.18.19. At the end of the operations, the bar should be closed and locked after cleaning and disinfecting all work surfaces, table tops, arms of chairs, door handles and bar counters.

4.3.19 Banquet operations



4.3.19.1. Carryout temperature checks and screening for visible respiratory symptoms of all guests at the established point in the premises or at a dedicated location in the banquet venue/hall entrance and keep such records at least for 21 days; anyone with temperature above 37°C or with visible respiratory symptoms should be denied entry.

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

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

4.3.19.4. Clean and disinfect the entire venue hall and all equipment/furniture inside, before the start of the function. It is recommended not to rent/hire tableware, glassware and furniture due to health and safety reasons.

4.3.19.5. The guest list with contact details should be obtained by the organizer/host 24 hours before the event and preferably the tables should be numbered and each guest should be allocated a specific table and a chair.

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

4.3.19.7. Ensure following key messages are communicated to guests using signage and IEC materials.

- ▶ Promoting of hand washing/sanitizing
- ▶ Respiratory hygiene
- ▶ Basic Hygiene practices
- ▶ Contact information of key staff personnel
- ▶ Emergency Telephone numbers

4.3.19.8. All staff in the venue should wear face masks and other PPEs as needed.

4.3.19.9. All staff should use hand sanitizers regularly during the service and such facilities should be available closer to the venue 'service' entrance.

4.3.19.10. The staff should maintain the safe physical distancing at all times during the services.

4.3.19.11. Floor markings/stanchion ropes should be in place to indicate safe physical distancing at common places such as venue hall entrance and buffet area.

4.3.19.12. All food chafing dishes (buffet counters) should be provided with sneeze guards.

4.3.19.13. Food in the buffet spread should be stored at the correct temperatures.

4.3.19.14. Recommend regular replenishing of food to avoid holding of larger volumes in the buffet.

4.3.19.15. During the buffet service, designated staff wearing face masks and disposable gloves (these gloves should be changed every 30 minutes) should stand behind the buffet counters for serving; the guests should not be allowed to serve by themselves or to handle spoons/tongs/chafing dishes.

4.3.19.16. The staff should ensure that buffet-lids are closed whenever possible and opening/closing of the same should be done only by the staff.

4.3.19.17. Sufficient hand sanitizers should be available within the hall at reachable locations.

4.3.19.18. If table cloths are used, they should be disinfected after each use and laid with minimum handling.

4.3.19.19. 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 limited to 1/3 of the full capacity of banquet hall or 100 pax, whichever is lower.

4.3.19.20. Crockery should be kept warm at the buffet service counter and glassware should be kept in close vicinity (ideally in warm conditions) to be served by the service staff on strict hygienic conditions.

4.3.19.21. Cutlery should be cleaned, disinfected and kept warm (Ex: under a heating light) at the buffet service area and be served ideally wrapped in a paper serviette by a dedicated staff member with face mask and gloves; he/she should change the gloves at regular intervals like every 30 minutes. Alternatively, cutlery may be served hygienically wrapped in a serviette (after carrying out 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).

4.3.19.22. Reusable napkins are not allowed and ensure the use of paper serviettes to avoid frequent interactions.

4.3.19.23. Water dispensers with hot/cold water to be placed inside the venue at reachable levels.

4.3.19.24. 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.

4.3.19.25. A dedicated host/hostess should be deployed to open/close the door at the venue entry point and the door handle should be regularly sanitized (where applicable).

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

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

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

4.3.19.29. Before and after the event, all surfaces of tables, chairs and floors should be cleaned and disinfected, and the venue should be closed and locked to prevent any unauthorized entry.

4.3.20 Toilets in the venue halls and public areas

4.3.20.1. Guests should wash hands with soap and then sanitize with alcohol solution (70% alcohol) after using the toilet.

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

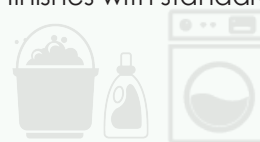
4.3.20.3. Where practically possible keep the main entrance door of the toilet opened, unless the door can be pushed open in both directions; If not keep a dedicated cleaning staff member positioned at the toilet entrance to handle the door and also to control overcrowding situations.

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

4.3.20.5. Ensure the use of automatic hand dryers and use of paper towels; it is recommended to install sensor taps and dispensers to avoid contact.

4.3.20.6. 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 PPEs at all times while at work.

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



4.3.21 Laundry

Before re-opening

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

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

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

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

4.3.21.5. 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).

During operations

4.3.21.6. All staff handling soiled linen should wear face masks and regularly practice hand sanitization. Wearing disposable gloves is recommended.

4.3.21.7. The soiled linen from the guest rooms should be brought into the laundry in covered cloth bags/trolleys.

4.3.21.8. The linen received should be sorted with minimum handling and staff should use hand sanitization immediately after handling soiled linen.

4.3.21.9. Clean linen should always be handled after sanitizing the hands; ensure that clean linen is grouped item wise, before it is sent to the linen room (to minimize the handling).

4.3.21.10. 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 outsourced a protocol must be established to ensure that clean processed laundry is not cross contaminated during transport and/or at storage upon receipt.

4.3.22 Linen storage/room

4.3.22.1. Clean linen, particularly linen to be used in guest rooms and guest contact areas should be stored and covered.

4.3.22.2. The guest room linen should be consolidated and issued in a covered pack and the cover can be disposable or recyclable after disinfecting.

4.3.22.3. Cloth napkins, if used, should be issued to each restaurant in a covered pack and the cover can be disposable or recyclable after disinfecting.

4.3.23 Goods receiving area

4.3.23.1 It is recommended to inform the suppliers on the expected packaging standards of delivery. (Ex: The procedure that needs to be followed, how the package should be delivered, etc.)

4.3.23.2. Ensure the floor surface of the goods receiving area is impervious and easily washable; any cracks or damage should be attended to and sealed.

4.3.23.3. The goods receiving area should be washed, cleaned and disinfected after each delivery.

4.3.23.4. 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.

4.3.23.5. Provide an appropriate facility for disinfecting fruits and vegetables received (using recommended food sanitizers) before they are taken into the stores.

4.3.23.6. Ensure that dry goods, fish and meat are brought in covered containers.

4.3.23.7. All staff should practice hand washing and sanitizing after handling every delivery and/or after receiving different types of items.

4.3.23.8. Ensure that cleanable containers are used to transport goods from the receiving area to the stores and the container should be cleaned and disinfected after each use.

4.3.24 Staff

4.3.24.1. All staff (Executive and non-executive) should undergo random PCR tests and relevant records should be maintained for verification by the SLTDA; staff should also wear face masks when reporting for duty and should enter the premises through one common entrance.

4.3.24.2. Ensure to have an up-to-date list of the contact information of all staff, including emergency contact telephone numbers.

4.3.24.3. Check and record temperature and respiratory symptoms of all staff at the point of entry for duty; anyone with a high temperature or with visible respiratory symptoms should be sent back.

4.3.24.4. A staff member found with a temperature above 37°C 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.

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

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

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

4.3.24.8. Staff members, after entering the premises should go directly to the staff accommodation or the staff locker room as the case may be.

4.3.24.9. Establish a procedure to safely deposit the clothes worn by the staff when entering 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.

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

4.3.24.11. Laundry facilities to wash clothing worn by resident staff when entering from outside to premises should be provided.

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

4.3.24.13. All footwear belonging to the resident staff should be kept outside the accommodation area in a washable rack provided.

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

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

4.3.24.16. All uniforms, dusters and wiping cloths should be replaced daily with fresh ones.

4.3.24.17. If possible staff uniforms should be washed department wise or segmented team wise, and all dusters and wiping cloths should be replaced at least 3 times in each shift.

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

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

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

4.3.24.21. 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.

4.3.24.22. Games such as carom, chess, etc. are not allowed in the staff recreation rooms due to the difficulty in maintaining the safe physical distancing requirements.

4.3.25 Drivers, suppliers, contractors and casual workers

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

4.3.25.1. Check and record temperature and respiratory symptoms of all drivers, suppliers, contractors and casual workers at the point of entry to the premises; anyone found with high temperature above 37°C or respiratory symptoms should not be permitted to enter the premises.

4.3.25.2. At the screening point maintain records of personal details (name, address, NIC number and vehicle number, time of arrival/departure) and in the case of drivers of the guests, the details of the guest or the name of the group should be recorded.

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

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

4.3.25.5. Check and verify that any persons entering the premises, has not traveled 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.

4.3.25.6. Any person entering the premises should not be from an area subjected to a medical lock down or self-isolation/home quarantine; if not, such persons should be refused entry and immediately reported to the management team/RRT for direction and further action.

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

4.3.26 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 and cold)
- ▶ Effluent treatment plant
- ▶ Air conditioning system (central, single, multi split and 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.

4.3.27 Precautionary measures, handling COVID-19 incidents and other information

4.3.27.1. The conditions related to health imposed by the government authorities and the MoH officials from time to time should be strictly adhered to.

4.3.27.2. The officer appointed as the RRT 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.

4.3.27.3. The management of each accommodation establishment/hotel is responsible for ensuring safe transportation to all booked in tourists, including the airport pick up; in doing so, they should arrange necessary vehicles/tour crews that comply with the recommended health and safety procedures or effectively coordinate with relevant travel agents/tour operators for the same, based on guests' tour plans.

4.3.27.4. If any in house guests are to undergo PCR tests as per the health authority requirements (refer section 1.4), the management of the accommodation establishment/hotel should facilitate such needs by making arrangements with MoH authorized testing bodies/laboratories(preferably having mobile testing facilities).

4.3.27.5. 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.

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

4.3.27.7. If a guest or a staff member is suspected to be infected with COVID-19, the person should be immediately isolated in the designated area and medical assistance (from the hotel doctor, medical team or the MOH/PHI of the area) should be obtained as a matter of urgency; such a person should be assisted to stay relaxed and treated with great understanding and kindness, but unnecessary interaction with other guests/staff should be strictly avoided.

4.3.27.8. 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 in house/on call doctor and as advised by the area MOH officials.

Note: 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 clear explanation of the steps being taken in his/her interest and as per the directions of the state Health authorities should be clearly communicated.

4.3.27.9. 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.

4.3.27.10. The SLTDA should be informed immediately regarding any reported COVID-19 positive cases (both guests and staff) using the Hotline1912.

4.3.27.11. 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.

4.3.27.12. 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.

4.3.27.13. 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).

4.3.27.14. 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. Accommodation establishment/hotel management should keep themselves fully updated of such changes and take necessary action to implement the new procedures.

Refer the following websites of the MoH for further details;

- ▶ Environment and occupational health directorate website: <http://eohfs.health.gov.lk/occupational/>
- ▶ Epidemiology unit website: <http://www.epid.gov.lk>

4.3.27.15. 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.

4.3.27.16. 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 accommodation 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

5

CHAPTER

TOURIST FACILITIES & SERVICES

5.1 Stand alone restaurants, cafes, cafeterias (only SLTDA registered eateries) and delivery/takeaway services for tourists

5.1.1 Preparation prior to opening for tourists

- 5.1.1.1. Conduct PCR tests for food preparation/handling and serving staff periodically (say every 30 days) on random basis and maintain the records of such tests for verifications by the SLTDA.
- 5.1.1.2. Appoint a dedicated officer to check on safety and implementation of given guidelines.
- 5.1.1.3. Arrange awareness/training sessions for staff on personal hygiene, food hygiene and how to follow safety procedures when operating during the pandemic.
- 5.1.1.4. Appoint back up teams in a case where an employee is affected with the virus.
- 5.1.1.5. Provide adequate supplies of staff uniforms, face masks, gloves, hand sanitizers, hairnets and other required PPEs.
- 5.1.1.6. All staff to maintain safe 1.5 meter distance at all times.
- 5.1.1.7. Provide facilities for the customers to use cashless payment methods (debit/credit cards, online payments, etc.) for transactions.
- 5.1.1.8. The maximum number of people allowed inside the restaurant should be determined maintaining recommended physical distancing of 1.5 meters in seating arrangements.
- 5.1.1.9. A prior-reservation mechanism is recommended to avoid over crowding and unnecessary disappointments for guests.
- 5.1.1.10. If steel cutlery is used, they must be washed in hot water and the same applies for glassware and crockery.
- 5.1.1.11. It is a must to use hot water (50 - 60 °C) for washing purposes.
- 5.1.1.12. Maintain records of all suppliers and the dates of supply of each item.
- 5.1.1.13. Records of all customers including the time of entry to the restaurant must be maintained.
- 5.1.1.14. Make arrangements to maintain a good flow of air inside the restaurant.
- 5.1.1.15. Usage of table cloth is only allowed if it can be changed with each serving.
- 5.1.1.16. Notices on procedures should be displayed or announced and automated if possible.

5.1.2 Front of the house cleaning

5.1.2.1 For Restaurants/cafes/cafeterias (only SLTDA registered eateries).

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



During operations

- 5.1.2.1.1.** At the entrance a dedicated staff member should ensure safe entry of the guests by disinfecting hands and footwear.
- 5.1.2.1.2.** All staff in the reception and lobby area must wear face masks as directed by the health authorities.
- 5.1.2.1.3.** Make sure the 1.5 meter safe distance is maintained by staff as well as the guests at all times.
- 5.1.2.1.4.** Ensure all staff are using recommended PPEs including face masks.
- 5.1.2.1.5.** Use hand sanitization frequently during the service and facilities for this must be available closer to the staff entrance in the restaurant.
- 5.1.2.1.6.** Menu cards and bill folders must be sanitized before and after use 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.
- 5.1.2.1.7.** Spray and wipe down high traffic surfaces like door handles, railings, seats and table tops frequently as required.
- 5.1.2.1.8.** Avoid using any communal condiments that usually live on tables, like ketchup bottles, salt and pepper; provide them only on request and wipe them down after each use.
- 5.1.2.1.9.** Only paper napkins are allowed.
- 5.1.2.1.10.** Ensure all bins used are foot operated to avoid touching, and maintain the cleanliness of the washrooms at all times.

After operations

- 5.1.2.1.11.** Disinfect the floor, walls and furniture in the premises.
- 5.1.2.1.12.** Wash all glassware, cutlery, crockery, pots and pans and cooking utensils with hot water.
- 5.1.2.1.13.** Thoroughly clean and sanitize bathroom surfaces.
- 5.1.2.1.14.** Empty all bins using safety procedures.

5.1.2.2 Check-list for bars (registered restaurants/pubs)

Before opening and during operations

- 5.1.2.2.1.** Wipe down the surfaces of the bar frequently, using sanitizing solutions.
- 5.1.2.2.2.** If a bar glass washer is not available, glasses must be washed manually in a separate designated area; glasses washed away from the bar as recommended must be brought and stored in an enclosed space inside the bar.
- 5.1.2.2.3.** Before commencing operations, thoroughly clean the ice cube containers and disinfect them.
- 5.1.2.2.4.** Refill disposables like napkins, stirrers and straws to avoid contamination.

After operations

- 5.1.2.2.5.** Clean and empty garnish trays using safety methods.
- 5.1.2.2.6.** Disinfect bottles, speed wells, soda guns and ice wells.
- 5.1.2.2.7.** Remove floor mats for cleaning and disinfecting.
- 5.1.2.2.8.** Sanitize the floor, walls, bar counter and all other furniture.



5.1.3 Back of the house cleaning (kitchen operation)

Before opening and during operations

- 5.1.3.1. Only kitchen staff must be permitted in the kitchen area.
- 5.1.3.2. Check temperature of all staff and observe for any symptoms like cold, cough, sneeze, etc. at recommended intervals.
- 5.1.3.3. All food preparatory staff should be dressed with disinfected attire provided by the management including face masks and they should wash hands with soap before entering the kitchen.
- 5.1.3.4. Disinfect all surfaces before starting preparations and also enforce surface sanitization when required.
- 5.1.3.5. Check the temperatures on hot or cold food holding units.
- 5.1.3.6. Clean the exhaust canopies, including the grease filters and sanitize.
- 5.1.3.7. Scrape down griddles and grills between use.
- 5.1.3.8. Clean up any big spills or splatters.
- 5.1.3.9. Wrap and date any used food items and place them in new containers.
- 5.1.3.10. The used kitchen equipment and utensils should be transferred to the dish pit as and when needed.
- 5.1.3.11. Chopping boards and knives must be sanitized during operations using recommended sanitizers.
- 5.1.3.12. Use water or recommended food sanitizer for cleaning fruits, vegetables, etc.
- 5.1.3.13. Ensure all equipment are in good 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

- 5.1.3.14. Clean and disinfect the entire premises including equipment.
- 5.1.3.15. Clean equipment and tools including cutting boards, bowls, containers, etc.
- 5.1.3.16. Ensure that all uncooked food are kept covered at all times and under recommended procedures.
- 5.1.3.17. Ensure that all prepared food are stored at correct temperatures and kept covered at all times.
- 5.1.3.18. Only permitted kitchen staff must be allowed in the kitchen area even after operations.
- 5.1.3.19. Wipe and sanitize food preparation surfaces and polish all stainless steel surfaces including ice makers and refrigeration units.
- 5.1.3.20. Refill soap and paper towel dispensers.
- 5.1.3.21. Place dirty towels and linen in the appropriate bins.
- 5.1.3.22. Empty trash bins using proper safety methods.

5.1.4 The dish pit

Before opening and during operations:

- 5.1.4.1. Empty the dishwasher area from the previous days' operation.
- 5.1.4.2. Mop and disinfect the entire area before commencing operations.



5.1.4.3. Collect, wash, and return food preparation equipment during gaps between runs of dishes and glassware.

After operations

5.1.4.4. Place all remaining kitchen tools, containers and gear in the dishwasher and run overnight.

5.1.4.5. Hand wash (following proper recommended procedures) any gear that cannot be run through the dishwasher.

5.1.4.6. Clean and sanitize the washing station and sinks.

5.1.4.7. Lift up floor mats and spray with a power washer.

5.1.4.8. Sweep, mop and disinfect.

5.1.4.9. Place dirty towels and linen in the appropriate bins.

5.1.5 Communication/hygiene measures for staff and 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;

5.1.5.1. 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.

5.1.5.2. Staff should wear clean clothes within the premises and it is mandatory to wear face masks and other PPEs as required at all times.

5.1.5.3. Wash hands with soap and water for at least 20 seconds when entering premises and inside the premises frequently use 70% alcohol-based hand sanitizers.

5.1.5.4. Follow recommended cleanliness and hygiene procedures of the MoH.

5.1.5.5. Frequent cleaning/disinfection of work surfaces and touch points such as door handles, switches, etc.

5.1.5.6. Keep 1.5 meter safe physical distance between staff and customers at all times.

5.1.5.7. At all times use the traditional greeting of Sri Lanka, 'Ayubowan' and avoid touching, hugging or handshaking.

5.1.5.8. If buffet services are provided, ensure sneeze guards are in place and dedicated staff members serve the food to avoid customers handling any spoons and/or other utensils in the buffet; make sure the customers do not share crockery and culinary equipment.

5.1.5.9. Disinfect all the surfaces of chairs and tables after each use.

5.1.6 Guest wash room facilities in the premises

5.1.6.1. Regularly disinfect all frequently touched areas such as door handles, water taps, door/towel/cistern handles, seats and cover flaps, wash basins, door knobs, buttons and switches.

5.1.6.2. Provide adequate supply of toilet paper, paper towels, hand dryer facilities and liquid soap at all times.

5.1.6.3. Ensure toilet-flushing apparatus is functioning and if possible make them sensor operated.

5.1.6.4. Ensure all sanitary pipes and fittings are in good working condition.

5.1.6.5. Provide foot operated bins inside the washrooms with trash bags in them.

5.1.6.6. Provide hand sanitizers outside the washrooms, preferably sensor operated.

5.1.7 Staff cafeteria

5.1.7.1. Arrangements must be made to maintain the safe physical distancing of 1.5 meter at all times.

5.1.7.2. Staggered timings to be considered for the staff in order to manage the number of seats to maintain the recommended distancing.

5.1.7.3. All dining table surfaces must be sanitized at the start of the day and after every meal.

5.1.7.4. Entire cafeteria floor, walls, glass panels and doors to be sanitized at the end of the day.

5.1.7.5. All cutlery, crockery and glassware must be washed in an automatic dish washer/glass washer.

5.1.7.6. 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.

5.1.7.7. 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 below practices should be followed;

5.1.8.1. Restaurants/cafes/eateries as well as tourists should consider using contactless payment methods that require limited or no interaction between the restaurant staff and delivery person.

5.1.8.2. Ensure standard guidelines are followed when packing the food to avoid cross contamination.

5.1.8.3. Maintain the 1.5 meter safe physical distancing between the restaurant staff and the customers at all times.

5.1.8.4. Food delivery party should strictly follow the cleanliness and 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;

5.2.1.1 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.

5.2.1.2. At the entrance point necessary arrangements should be made for hand washing with soap and to disinfect footwear.

5.2.1.3. Demarcate queues to ensure patrons stand at least a 1.5 meter apart from one another.

5.2.1.4. Make queues outside restaurants or at retail stores fast-moving by ensuring that all checkout counters are opened.

5.2.1.5. Arrange self-checkouts wherever possible to minimize cash handling and contact with counter staff.

5.2.1.6. 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 may sit together, but the safe distance should be maintained between different groups.

5.2.1.7. 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.

5.2.1.8. 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.

5.2.1.9. 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

5.2.2.1. All operators should provide hand sanitizers to front-line staff who handle cash and other devices and who are unable to wash their hands frequently with soap and water.

5.2.2.2. All front-line staff must wear face masks at all times and other PPEs as appropriate.

5.2.2.3. Place hand sanitizers in close proximity to high touch surfaces like door handles so that staff and customers can sanitize their hands after touching these surfaces.

5.2.2.4. Frequently disinfect common spaces, and increase frequency of cleaning for high touch surfaces and interactive components within the establishment (Ex: turnstiles and smart kiosks).

5.2.2.5. Train service staff to provide clear communication on safe distancing measures to customers and remind them as and when required to ensure the same.

5.2.2.6. Display simple signage boards or any other appropriate communication 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.

5.2.2.7. 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



Until clearance is issued by MoH and other relevant authorities the following will be suspended;

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

5.2.3.2. All entertainment venues such as night clubs, bars, pubs, discos, karaoke outlets, arcades and other similar venues.

5.2.3.3. Fitness studio activities and events like exhibitions, musical shows, etc.

5.2.3.4. All open atrium sales events and promotional activities as well as lobby activities such as busking, live music performances which are likely to cause patrons to gather.

5.2.4 Role of premises security personnel

5.2.4.1. Manage and implement temperature screening at every entry point; those with temperatures above 37 °C (98.4 °F) and/or with COVID-19 symptoms should not be allowed in and directed to seek medical help.

5.2.4.2. At all entry points patrons should wash their hands with soap and sanitize footwear before entering the premises.

5.2.4.3. Continuous refilling of sanitizers at all points based on the movement cycle of patrons should be maintained.

5.2.4.4. Inspect common areas with heavy customer contact and ensure they are disinfected regularly before, during and after operating hours.

5.2.4.5. Monitor and ensure that toilets and wash rooms are sanitized and cleaned frequently based on the usage.

5.2.4.6. All security guards should wear face masks and other PPEs as required at all times.

5.2.5 Additional measures and procedures during operations

5.2.5.1. Limit the number of people entering the premises to manage overcrowding, especially during peak periods; ideally the occupant load should not exceed one person per every 20 square feet of usable space and the use of technological support to monitor and display this at entry points is recommended.

5.2.5.2. Where queues are unavoidable, clearly mark standing areas spacing out a 1.5 meter safe distance between two people.

5.2.5.3. Safe physical distance of 1.5 meter indicators to be implemented for escalators and lifts as well.

5.2.5.4. Reduce or eliminate public seating that encourages gathering and in the case of fixed seating, clearly mark out seats that should not be used.

5.2.5.5. Maintain occupancy ceiling of 30% for common and vacant areas within the premises.

5.2.5.6. Recommended to limit customer entry to 1 per family when entering shops and super markets or wherever applicable.

5.2.5.7. In shopping malls and other parking areas, suggest to close 50% of the parking slots to control the visitor trafficking.

5.2.6 Housekeeping / refuse management (only applicable for shopping malls)

5.2.6.1. Assign trained and dedicated teams of staff to carry out cleaning and housekeeping daily.

5.2.6.2. Regularly disinfect frequently touched areas such as handrails, lift buttons, door knobs/handles, letter boxes, notice boards, digital displays, touch screen panels, tables and chairs in common areas.

5.2.6.3. Ensure refuse bins are covered at all times and cleared daily.

5.2.6.4. Tie refuse contained in plastic bags properly before disposal at the bin center.

5.2.6.5. Clean up any refuse spillage immediately and wash/disinfect all refuse bins, bin chambers and bin centers where necessary.

5.2.6.6. Engage licensed waste contractors to remove refuse daily.

5.2.6.7. Cleaning staff are encouraged to soak cleaning cloths in household bleach at the appropriate concentration according to manufacturer's instructions and wash the cloth before and after use.

5.2.6.8. Clean and disinfect all cleaning equipment immediately after use.

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

5.2.7.1. Assign a staff member to control the entry and exit of customers to limit overcrowding.

5.2.7.2. Make necessary facilities available to clean and sanitize trolleys and baskets between usage.

5.2.7.3. 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.

5.2.7.4. Clear marking on floors to help customers keep to physical distancing measures, especially while standing in a queue.

5.2.7.5. 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.

5.2.7.6. Staff must strictly practice safe physical distancing on the shop floor and ensure customers follow the same.

5.2.7.7. Baked food (such as bread, croissants, cakes) to be appropriately covered for health and safety reasons.

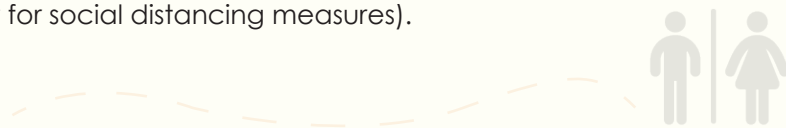
5.2.7.8. Sneeze shields must be in place to protect staff at service counters and checkouts.

5.2.7.9. Customers should be encouraged to use contactless payment methods rather than cash methods.

5.2.7.10. Consider allocating separate shopping times for special groups such as the elderly, persons with disabilities and health complications.

5.2.7.11. 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).

5.2.8 Common wash room facilities



5.2.8.1. Regularly disinfect frequently touched areas such as water taps, door/towel/cistern handles, seats and cover flaps, wash basins, door knobs, buttons and switches.

5.2.8.2. Provide adequate supply of toilet paper, hand dryers, paper towels and soap/liquid soap at all times.

5.2.8.3. Ensure toilet-flushing apparatus is functioning at all times and if possible make them sensor operated.

5.2.8.4. Ensure all sanitary pipes and fittings are in good working condition.

5.2.9 Some precautionary measures for customer safety during the COVID-19

5.2.9.1. 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.

5.2.9.2. Take your own shopping bags and, if possible put items directly into the bags and avoid contact with baskets or trolleys.

5.2.9.3. Avoid contact with surfaces as much as possible and if using a basket or trolley to shop, sanitize its handle.

5.2.9.4. 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).

5.2.9.5. 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.

5.2.9.6. Avoid lingering in the shop for any longer than necessary by stopping to chat with staff and fellow shoppers.

5.2.9.7. Discourage shopping in groups and wherever possible, avoid taking your children to the premises.

5.2.9.8. Always make cashless/contactless payments if possible.

5.2.9.9. Sanitize your hands frequently even after you leave the shopping premises.

5.2.9.10. When using elevators, make sure you only get in if the elevator usage is no more than 30% of its capacity.

5.3 Service areas/ roadside vendors / beach vendors

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

5.3.1. How to shop safely

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

5.3.1.1. Take your own shopping bags and make sure to wear face masks at all times

5.3.1.2. Wash hands with soap and running water for at least 20 seconds if possible or sanitize your hands. (Ideally with your own sanitizer and avoid contact with surfaces as much as possible)

5.3.1.3. 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)

5.3.1.4. Keep a safe physical distance of 1.5 meter from all other shoppers, staff and vendors at all times and during every interaction.

5.3.1.5. Avoid shopping in groups and wherever possible, avoid taking your children or elderly people to the shop/vendor.

5.3.1.6. Wherever possible, use cashless and smart payment methods for transactions (credit cards/ debit cards).

5.3.1.7. Wash hands with soap if possible or sanitize hands after completing each transaction.

5.3.1.8. If possible visit only 'Safe & Secure' certified service areas for shopping and other services.

5.3.1.9. Strictly ensure no sharing of food, alcohol, cigarettes, etc. with roadside/beach vendors and/or others.

5.3.2 Responsibilities of shop operators in service areas and other roadside/beach vendors

5.3.2.1. 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.

5.3.2.2. Based on requirements, introduce a crowd and queue management system to minimize overcrowding within the premises.

5.3.2.3. Encourage cashless payment methods if possible and use floor markers to clearly demarcate queuing areas for customers at cashier counters, or where required.

5.3.2.4. Make sure both staff/vendors as well as tourists always wear face masks and practice hand sanitizing and other recommended COVID-19 precautionary measures during the business transactions.

5.4 Spa/Wellness/Ayurveda treatment facilities

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 adhered to by spa, wellness or ayurveda facility operators/staff, whenever the health officials decide to relax restrictions on these operations.

5.4.1 Front desk operations

- 5.4.1.1. Use the traditional greeting of Sri Lanka, “Ayubowan” at all times.
- 5.4.1.2. All clients/staff must wash their hands with soap before entering for treatment.
- 5.4.1.3. Ensure clients change their face mask 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.
- 5.4.1.4. Maintain a clear list of clients and the relevant therapists for tracking purposes.
- 5.4.1.5. Check and record temperature and respiratory symptoms of all staff and clients at the point of entry; anyone found with temperature higher than 37°C and/or having respiratory symptoms, should not be allowed entry.
- 5.4.1.6. Make arrangements for contactless payment acceptance and encourage clients to pay through smart payment methods.

5.4.2 Measures to be taken during operational hours

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

- 5.4.2.1. Wipe the stations and chairs with 70% alcohol solution after each treatment.
- 5.4.2.2. Sanitize and wipe down frequently used surfaces, such as counter tops, 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.
- 5.4.2.3. Sanitize combs, brushes and other tools after each use.
- 5.4.2.4. All staff should wear face masks at all times and other PPEs as and when required.
- 5.4.2.5. Advise staff not to report to work if they are not feeling well.
- 5.4.2.6. Always maintain the 1.5 meter safe distancing between 2 people when inside the premises.
- 5.4.2.7. Recommend to accept pre-bookings and conduct spa/wellness/ayurveda facility operations on appointments only.
- 5.4.2.8. 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 and therapists

- 5.4.3.1. Increase the frequency of hand washing with soap and repeat it before a new treatment, after using the washroom and before/after eating; provide adequate hand sanitizing facilities for the staff inside the premises.
- 5.4.3.2. Always cover your mouth and nose with your bent elbow or tissue when you cough and/or sneeze.
- 5.4.3.3. Refrain from hugging, shaking hands or other close contact with other staff/clients.
- 5.4.3.4. Avoid sharing food/drinks with clients and fellow staff.
- 5.4.3.5. All wet and dry towels after use should be immediately sent to the designated area.
- 5.4.3.6. Discharge all ointments used during the treatment period and place dirty towels and linen in the appropriate bins for washing.
- 5.4.3.7. Disinfect spa chairs and/or any other surfaces or stations that are shared and touched by clients before, during and after operations.



5.4.3.8. Any tools/items that are contactable or shared by therapists should be disinfected before reuse.

5.4.3.9. Staff meal area should be disinfected frequently and maintained in clean and orderly manner at all times.

5.4.4 Common bath/wash room facilities

5.4.4.1. Regularly disinfect frequently touched areas such as water taps, door/towel/cistern handles, seats and cover flaps, wash basins, door knobs, buttons and switches.

5.4.4.2. Provide adequate supply of toilet paper, paper towels, hand dryers and soap/liquid soap at all times.

5.4.4.3. Ensure toilet-flushing apparatus is functioning at all times and if possible make them sensor operated.

5.4.4.4. 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 MoH authorities; when the restriction is lifted, there are general guidelines which should be practiced in order to maintain the cinemas/theatres in a clean and hygienic state while operating. The understanding and practicing of these are essential for both operational and support services staff in order to ensure the health and safety of patrons and all others during operational and non-operational times.

5.5.1 At the entrance to the premises

5.5.1.1. The patrons 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 before entering the premises.

5.5.1.2. All patrons/staff should undergo a temperature check and if any person records a temperature above 37 °C (98.4 °F), it will be re-checked after 10-15 minutes of rest; if still recorded higher, that person should not be allowed entry.

5.5.1.3. All patrons/staff are required to wear face masks and maintain the safe distance of 1.5 meter between two people at all times.

5.5.2 At the ticketing counters

5.5.2.1. 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.

5.5.2.2. Cash handling should be minimized and patrons should be encouraged to use credit/debit cards or pay online; if possible the patrons should use the payment terminal to swipe their own cards.

5.5.2.3. Online ticketing should be practiced and the patrons are advised to bring their own pen to sign receipts, where necessary.

5.5.2.4. If possible arrangements should be made for patrons to obtain tickets through kiosk machines; but if counters are used, proper systems should be practiced to ensure the queues maintain 1.5 meter safe physical distancing between two people.



5.5.3 Inside the cinema/theatre hall

5.5.3.1. The patrons should not touch/scrape walls or surfaces when entering the hall.

5.5.3.2. The door knobs/handles should be cleaned and disinfected and a separate staff member should be placed to open/close doors.

5.5.3.3. At the show starting and closing time, the doors should be kept open between sections to reduce unnecessary handling by the patrons.

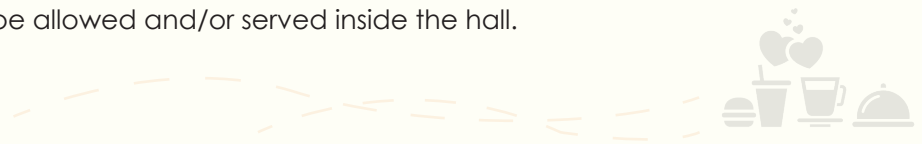
5.5.3.4. By cross allocating the seats inside the hall and also by limiting the number of show tickets, the management should ensure that the safe 1.5 meter distance is maintained between two seated patrons. Only members of the same family should be allowed to sit together.

5.5.3.5. All patrons/staff inside the hall should wear face masks during the entire show.

5.5.3.6. Ensure the entire cinema/theatre hall area is cleaned appropriately; this means disinfecting, sanitizing and cleaning of all seats and carpets after each show and before the start of the next show.

5.5.3.7. Food and drinks will not be allowed and/or served inside the hall.

5.5.4 Food court/cafeteria



5.5.4.1. It is recommended to supply/sell only packaged food items like mixtures, bites, biscuits, popcorn, grams, ice creams etc.

5.5.4.2. Avoid serving alcoholic beverages and sell only bottled water/soft drinks.

5.5.4.3. Operating the kitchen activities and serving prepared food is not allowed at this stage.

5.5.4.4. 1.5 meter 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.

5.5.4.5. Provide foot operated trash bins inside the food court/cafeteria with trash bags in them.

5.5.5. Wash rooms and common areas

5.5.5.1. At the end of each show and before the start of the next, disinfect all frequently touched areas in toilets such as door handles, water taps, door/towel/cistern handles, seats and cover flaps, wash basins, door knobs, buttons, switches, etc.

5.5.5.2. During show times, when toilets are in use, make sure they are continuously checked and disinfected as necessary.

5.5.5.3. Appoint a dedicated staff member to ensure proper cleaning of toilets while in use and also to manage the usage to avoid overcrowding.

5.5.5.4. Provide adequate supply of toilet paper, hand dryers, paper towels and liquid soap at all times.

5.5.5.5. Ensure toilet-flushing apparatus is functioning and if possible make them sensor operated.

5.5.5.6. All sanitizer dispensers should be re-filled after each show and ready for the next.

5.5.5.7. Ensure all sanitary pipes and fittings are in good working condition.

5.5.5.8. Provide foot operated bins inside the washrooms and also in common areas with trash bags in them.

5.5.5.9. Avoid gathering or taking group photographs in the common areas and always maintain the safe distance of 1.5 meter.

5.5.5.10. 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.

5.5.5.11. Provide hand sanitizers, preferably sensor operated in 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. But when these restrictions are gradually relaxed and moving 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

5.6.1.1. Always 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.

5.6.1.2. Use your own judgment based on the observations to move only within places in the local community where cleanliness and hygiene measures are practiced.

5.6.1.3. During shopping, take your own shopping bags if possible and make sure you wear face masks at all times during your walk/tour.

5.6.1.4. Wash your hands with soap or sanitize every time you enter a store/shop and ideally carry your own sanitizer.

5.6.1.5. Avoid contact with surfaces as much as possible and also touching your mouth, nose or eyes with your hands.

5.6.1.6. For safety purposes, always use your non-dominant hand to pick up goods from stores/shops.

5.6.1.7. In all places maintain the 1.5 meter safe physical distance when dealing with store staff, shoppers and/or local community.

5.6.1.8. 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).

5.6.1.9. Avoid shopping in groups and wherever possible, refrain from going inside a shop/store with your entire family.

5.6.1.10. Always try to make cashless payments using smart payment methods (credit/debit cards etc.).

5.6.1.11. Sanitize your hands frequently during your journey and whenever you come across an opportunity, take the trouble to wash your hands with soap.

5.6.1.12. 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.

5.6.1.13. 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

5.6.2.1. Ensure the safe 1.5 meter spacing between customers and staff is enforced at all times; if required limit the number of customers within the service area to facilitate this requirement.

5.6.2.2. All local retail establishments/shops/stores must adhere to safe distancing measures and if required adopt a crowd and queue management system to minimize crowds within the premises.

5.6.2.3. Depending on the crowd, use floor markers to clearly demarcate queuing areas for customers at cash counters or wherever required.

5.6.2.4. Make arrangements to facilitate self-checkouts, cashless/contactless payments if possible.

5.6.2.5. Always provide hand washing with soap and/or sanitizing facilities before entering the store shop.

5.6.2.6. The local community should maintain the 1.5 meter safe distance when dealing with any tourist and if mistakenly the tourist encroaches your safe space, politely remind him/her about the distancing requirement.

5.6.2.7. Use only the traditional Sri Lankan greeting 'Ayubowan' to welcome tourists and never engage in hugging or hand shaking.

5.6.2.8. Within the local community, provide only necessary and essential helper services to tourists and provide an identification for such helpers.

5.6.2.9. Discontinue any unregulated people getting involved in providing helper services to tourists.

5.6.2.10. Discourage group photographs with tourists, unless the recommended safe distance of 1.5 meter can be maintained.

5.6.2.11. Always observe tourists for COVID-19 symptoms and have few places where the temperature of the tourists can be checked to ensure it is below 37°C; any tourist having higher temperature and/or displaying respiratory symptoms should be immediately directed by the local community for medical attention and reported to the local area MOH.

5.6.2.12. Maintain a mechanism for contact tracing of tourists within the local community.

5.6.2.13. Use public address systems/audio recordings and/or signage boards to provide instructions and reminders to the tourists/guests about the COVID-19 preventive measures implemented in the local community area.

5.6.2.14. Trash must be discouraged at all places and instead foot operated bins with lids should be made available around the area with a safe mechanism to dispose the collected refuse.



HOT

holiday



summer



beach

TRAVEL AGENTS, Tour Operators & Tour Crews



explore



Travel



6

CHAPTER

TRAVEL AGENTS, TOUR OPERATORS AND TOUR CREWS

This section provides guidance and direction to travel agents, tour operators and tour crews on how to carry out their duties in a responsible manner when operating under COVID-19 conditions.

6.1 Travel agents/tour operators

6.1.1 Pre identification of travel plans

6.1.1.1. Travel agents and tour operators should obtain tourists' travel plans prior to their arrival.

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

6.1.1.3. Check and ensure the travel plans enlist accommodation establishments/hotels and other tourism service providers that are SLTDA registered and 'Safe & Secure' certified.

6.1.1.4. Use proper communication means to inform the tourists to change/amend the travel plans in the event of non-compliance with SLTDA guidelines and requirements.

6.1.2 Management responsibility for tourists and their movements

6.1.2.1. Arrange safe transportation modes for tourists to travel within the country; the tour assigned vehicles and crews should strictly adhere to health and safety procedures recommended by MoH when operating under COVID-19 conditions.

6.1.2.2. Tour operators should only appoint SLTDA registered and certified tour guides (National guides, chauffeur guides, area guides or city guides) and other staff for all tours; no tour guides, translators and drivers should be assigned for a tour if they show symptoms of COVID-19 (sneezing, coughing, fever, stomachache, diarrhea, etc.). It is recommended to introduce a self declaration form to be signed by every member of a tour crew stating that he/she does not possess any symptoms of COVID-19.

6.1.2.3. The tourists should be informed and educated on health and safety measures of the country as well as the expected behavior while on tour.

6.1.2.4. Encourage tourists to visit SLTDA 'Safe & Secure' certified sites (attractions and activity places) at all times.

6.1.2.5. As far as possible, arrange tickets to attractions and activities via online or advance bookings in order to avoid exposing of tourists to overcrowding situations at such places.

6.1.2.6. Officials of the travel agency or tour operators should carry out regular temperature checks of the tourists and observe them for respiratory symptoms (coughing, sneezing, shortness of breath, etc.) during tours; the observation of all notable health conditions should be recorded and maintained.

6.1.2.7. Any tourist with a temperature of above of 37°C and/or with respiratory symptoms should be directed to seek immediate medical assistance through MoH hotline 1390; the incident should be reported to the SLTDA.

6.1.2.8. The tourists and the staff of tour operators/travel agents should be strictly advised and instructed to maintain the safe physical distancing of 1.5 meter at all times and during all interactions of a tour.

6.1.2.9. The tour operators/travel agents should introduce and encourage electronic contactless payment methods for safety of tourists as well as to speed up the process and reduce cash handling.

6.1.2.10. Travel agents/tour operators should maintain health records and self declarations of all tourists and tour groups in a systematic and traceable manner and securely keep such records for at least 30 days.

6.1.2.11. The tourists should be clearly informed about their self responsibility to ensure adequate supply of face masks and 70% alcohol rub/hand sanitizers for their personal use during the tour.

6.1.3 Handling COVID-19 suspected cases

In collaboration with local MOH and health authorities, develop a mechanism to manage COVID-19 suspected cases including tourists, staff and suppliers; this mechanism should include;

6.1.3.1. Obtaining details of available quarantine centers/assigned areas for unwell or COVID-19 suspected cases.

6.1.3.2. Identifying isolated routes to quarantine centers/areas and transport pick up points.

6.1.3.3. Arranging transport to designated hospitals/medical centers and pick up points, where applicable.

6.2 Tour crews

The tour crews usually consist of tour guides, translators, drivers and any other support staff.

6.2.1 Pre-tour measures

6.2.1.1. It is required to carry out random PCR tests for the tour crew on a monthly basis and ensure the maintenance of these records for verification by the SLTDA.

6.2.1.2. Ensure tourists carry sufficient personal clothes with them to maintain good health and hygiene conditions throughout the tour.

6.2.1.3. Check and verify that tourists have enough stocks of PPEs such as face masks, hand sanitizer, etc. for the entire tour and if not, provide assistance to fulfill those needs.

6.2.1.4. All SLTDA registered tour guides, translators and drivers should undergo a mandatory training for infection prevention measures; they should also be provided with guidance on how to seek immediate medical assistance, if staff or a tour group member develops any COVID-19 symptoms.

6.2.1.5. All freelancing tour guides, translators and drivers should register with the SLTDA prior to carrying out any tourism services, so that they can be tracked with ease in case of contact tracing.

6.2.2 Managing tourists during tours

6.2.2.1. Encourage tourists to sanitize hands frequently during the tour and site visits, ideally using their own sanitizers; further they should wash hands with soap and running water at the end of each site visit.

6.2.2.2. Tourists should be advised to avoid contact with surfaces as much as possible and also to use their non-dominant hand to pick up goods as a safety measure.

6.2.2.3. Ensure all tourists wear face masks and maintain the safe 1.5 meter distance at all times; if needed they can use disposable gloves while on tour.

6.2.2.4. During the tour, regularly check tourists for body temperature and respiratory symptoms such as cough, runny nose, shortness of breath, etc.; Such health related observations of tourists should be recorded and maintained for at least 21 days.

6.2.2.5. Any tourist having temperature above 37°C and/or display respiratory symptoms should be directed for immediate medical attention and report such occurrences to the area MOH and the SLTDA.

6.2.2.6. Health promotional messages and recommended behavior of tourists should be communicated frequently during the tour.

6.2.2.7. It is recommended to visit 'Safe & Secure' certified attraction sites and activity places as much as possible and ensure tourists strictly comply with the operational guidelines of all such visiting places.

6.2.2.8. When traveling in vehicles, ensure a safe distance of 1.5 meter between seated tourists; family members who wish to sit together may continue to do so, but there should be a 1.5 meter safe distance maintained between different groups of tourists.

6.2.2.9. Encourage tourists to adhere to COVID-19 precautionary measures; discourage partying at any stage of the tour, as it can lead to gathering of crowds.

6.2.2.10. After visiting a place, the tourists should disinfectant their footwear and wash/sanitize hands prior to boarding the vehicle.

6.2.2.11. Always take necessary measures to avoid tourists gathering at visiting places or outside tour attractions; it is recommended to purchase entrance tickets online or in advance and avoid queuing at reception/information/ticketing counter areas of the visiting sites.

6.2.2.12. The tour crew should have separate food and accommodation during the tour; they should maintain the same policy of 1.5 meter physical distancing in accommodation as well as in all other interactions.

6.2.2.13. A responsible member of the tour crew should keep detailed records of their tour group with tour places and securely maintain such records for a minimum of 21 days.

6.2.3 Post tour measures (for guides, translators and drivers)

The tour crew should follow the procedure below at the end of a tour;

6.2.3.1. Leave the belongings outside, before entering the residence after a tour; any items that need to be taken inside the house immediately should be disinfected with alcohol-based sanitizer or exposed to heat.

6.2.3.2. Enter the house only after taking a bath with water and soap.

6.2.3.3. If feeling sick or weak after the tour (with or without high temperature/respiratory symptoms) seek immediate medical attention or call 1390/1999; if considered by medical experts as a COVID-19 suspected case, report immediately to the local MOH office and also inform the SLTDA by calling 1912.

6.2.3.4. It is recommended to use electronic methods to submit tour reports as necessary and use electronic bank transferring systems for payment settlements, to avoid any immediate traveling or physical visits to offices.



VISITING TOURIST ATTRACTIONS, SITES & ATTENDING TOURIST ACTIVITIES



7

CHAPTER

VISITING TOURIST ATTRACTIONS, SITES AND ATTENDING TOURIST ACTIVITIES

This chapter refers to all the tourist sites, attractions, entities within the country and the tourist activities which are 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 and activities which are considered within this guideline and stakeholders to whom these guidelines apply.

	Attraction/site/activity.	Key responsible authorities.
01	Wildlife, forest reserves and all activities organized for tourists within those reserves.	Department of Wildlife Conservation Department of Forest Conservation
02	Heritage sites and all activities organized for tourists within those sites.	Central Cultural Fund Department of Archaeology Galle Heritage Foundation
03	Zoological gardens and all activities organized for tourists within those sites.	Department of National Zoological Gardens
04	Botanical gardens and parks.	Department of National Botanical Gardens
05	Amusement parks/marinas/adventure sports (water-based/air-based/land-based).	District and Divisional Secretariats Private Sector Operators Sri Lanka Air Force/Navy/Coast Guards
06	Museums and all activities organized for tourists within those sites.	Department of National Museums Owners of Private Museums
07	Exhibitions, events and conferences.	BMICH and other state owned venues Hotels with event/conference facilities Private sector event venue owners SLAPCEO
08	Natural attractions: water falls, beaches, rivers, lakes, tea fields, etc. and all activities organized for tourists within those sites.	District and Divisional Secretariats Coast Conservation & Coastal Resources Management Department Marine Environment Protection Authority Provincial Councils – Provincial Tourism Ministries/ Authorities Local Authorities Community Based Associations Private sector service Providers

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 of sites and activity places/equipment for compliance with guidelines prior to operations.

7.3 Implementation of guidelines.

7.4 Events, Exhibitions and Conferences.



7.1 Preparedness/Training/Communication

7.1.1 Preparedness

7.1.1.1. Only pre-booked visitors should be allowed at all tourists sites/attractions/entities to manage crowds. A mechanism should be made available for this. (Ex: a technological system or a call centre could be used for this purpose).

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

7.1.1.3. Ensure availability of the guideline/procedures/SOPs in written form.

7.1.1.4. All entrances and exits should be strictly monitored and all other unauthorized entry points should be closed to prevent un-monitored visitors entering the sites.

7.1.1.5. Adequate human resources should be available to monitor compliance with guideline/procedures.

7.1.1.6. Ensure the availability of adequate supply of sanitary equipment including face masks, gloves, toilet papers/paper serviettes and disinfectants (70% alcohol rub/hand-sanitizers); a SOP for continuous supply should be in place.

7.1.1.7. Technological solutions such as Apps, QR code system, online booking/ticketing systems should be available; in the absence of these, at least a call centre should be operated.

7.1.1.8. Ensure re-arrangement of the waiting areas, lobbies, ticket counters to maintain the safe 1.5 meter physical distancing.

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

7.1.1.10. Minimize paper use and exchange of forms/filling documents at the entrances. An alternative arrangement could be made available (Ex. to fill those forms prior to arrival and receive by e-mail).

7.1.1.11. Appoint a Rapid Response Team and SOP to adhere within the site/attraction/entity.

7.1.1.12. 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.

7.1.1.13. It is recommended to provide wash rooms with sensor-operated taps/flushing systems.

7.1.1.14. Display cleaning checklists as appropriate and monitor adherence to given SOPs developed by respective authorities.

7.1.1.15. At museums and zoological gardens, demarcate visitor pathways keeping required distance to avoid visitors touching exhibits and animals.

7.1.1.16. 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.).

7.1.1.17. Unregistered helpers/vendors should not be allowed in the site and obtain support from security personnel/tourist police to monitor for strict adherence.

7.1.1.18. In botanical gardens, zoological gardens and museums, there should be SOPs for selecting disinfectants and disinfecting procedure, specially prepared by respective authorities considering the sensitivity of fauna, flora and artifacts yet effective enough to ensure safety of the staff and visitors.

7.1.1.19. It is compulsory to conduct PCR tests for site guides/animators randomly during operations and maintain the records of such tests for verifications by the SLTDA.

7.1.2 Training/capacity building to implement guideline and procedures

7.1.2.1. Appoint a training manager in each organization/company who is responsible for training all staff to ensure compliance with the given guideline.

7.1.2.2. Training schedule should be available for on going training of the operational staff.

7.1.2.3. Conduct training sessions and daily briefing sessions (prior to operations in the morning and de-briefing after closing to discuss issues, lapses, and adherence).

7.1.3 Communication of guidelines/procedures to tourists and to all parties involved

7.1.3.1. It is a must to update official websites with all schedules, guidelines and procedures to follow.

7.1.3.2. A hotline/call centre should be available to address customer clarifications.

7.1.3.3. An effective mechanism should be available (using technology, social media or other means) to convey the SOPs/guidelines prior to the tourist arrival at the site/attraction/activity area.

7.1.3.4. Briefing sessions for customers should be arranged at the entrances if required on safety procedures to follow.

7.1.3.5. Sign boards/notices on safety measures and SOPs should be displayed at the entrance and within the site as necessary.

7.1.3.6. The management should use public address systems/audio recordings to provide instructions to visitors as required.

7.2 Auditing of sites and activity places/equipment for compliance with guidelines prior to operations

7.2.1. An independent audit should be carried out to ensure safety of the staff and tourists prior to operations and if certified the 'Safe & Secure' logo should be displayed.

7.2.2. The Rapid Response Team should be available at the site to carryout pre audits daily prior to commencing operations.

7.3 Implementation of guidelines

7.3.1 Pre-Booking mechanism

7.3.1.1. Check for the availability of a pre booking at the entrance.

7.3.1.2. A manageable number of visitors should be allowed at the site to maintain the 1.5 meter safe distancing.

7.3.1.3. Adventure activities which require very close body contact with the animator (Ex: sky diving, paragliding, etc.) should be operated only under the guidance of the MoH authorities.

7.3.2 Disinfection procedures at the entrance for tourists

7.3.2.1. A sticker or a QR code should be given to all tourists after following the disinfection and pre-check procedures to ensure safety; for large sites enable checks at different points.

7.3.2.2. Body temperature of all visitors should be checked and recorded prior to entry.

7.3.2.3. It is a must to provide sinks with foot-operated taps to wash hands with soap and make available 70% alcohol rub/hand sanitizer at the entrance.

7.3.2.4. If there are doors to open, it is a must to appoint a staff member to operate them.

7.3.2.5. 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.

7.3.2.6. Prior to entering a building, an appointed staff member should disinfect footwear of visitors with 70% alcohol disinfectant spray.

7.3.3 Disinfection procedures for staff, equipment and common facilities

7.3.3.1. Body temperature of staff members must be checked and recorded at entry to the site.

7.3.3.2. Face masks are compulsory for staff at all times.

7.3.3.3. The cleaning staff should wear PPEs as required.

7.3.3.4. All common areas must be disinfected at least 3 times a day: prior to operations, before closure and at least one time during operations.

7.3.3.5. Foot operated bins must be available for disposal of trash and all trash need to be disposed following recommended procedures.

7.3.4 F & B at the site and in boats/vessels during water-based activities

7.3.4.1. The visitors should be informed in advance of the availability of a certified food outlet at the site; if not, they are recommended to bring their own water/beverage bottles and food/snack packs.

7.3.4.2. In boats/vessels during water-based activities (dolphin/whale watching etc.) snacks should be served in a sealed pack in hygienic condition; the responsibility of the F&B items should be taken by the boat/vessel operator.

7.3.4.3. If food outlets are available only À la carte menus and packaged food (snack packs with food hygiene certifications) are allowed.

7.3.4.4. 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

7.3.5.1. Disposing of trash at the sites is highly discouraged. Notices should be made available for the purpose.

7.3.5.2. An adequate number of foot operated bins should be made available.

7.3.5.3. Cleaning staff should be provided PPEs as required.



7.3.5.4. 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 sites and to attractions (using jeeps, buggy cars, boats, vessels, yachts, observation vehicles, etc.)

7.3.6.1. 50% of the maximum occupancy or less than that is allowed, enabling to maintain 1.5 m physical distancing as prescribed by MoH.

7.3.6.2. All visitors should sanitize their hands and footwear before getting into the vehicle.

7.3.6.3. Face masks are compulsory for the driver/operator and for the tourists within the vehicle.

7.3.6.4. Hand sanitizers should be made available inside the vehicle.

7.3.6.5. Disinfection procedures should be followed for all vehicles after use by each group/tour party.

7.3.6.6. While visiting plantations (tea, spices, etc.) or meeting with local communities, visitors should always wear face masks and maintain 1.5 meter safe physical distance.

7.3.7 Hygiene measures within the site

7.3.7.1. Ensure the use of traditional greeting of Sri Lanka, 'Ayubowan' at all times instead of hugging or hand shaking.

7.3.7.2. Hand washing facilities/ spray guns with 70% alcohol based disinfectant liquids should be made available at different points within the site, preferably with a staff member.

7.3.7.3. Wearing face masks is compulsory for the visitors within the sites/activity areas/establishments.

7.3.7.4. It is a must to maintain 1.5 meter physical distancing during any experience or activities such as camping, trekking, cooking demonstrations, etc.

7.3.7.5. Group photographs are allowed only if it is possible to maintain the 1.5 meter safe physical distancing.

7.3.8 Procedures for swimming (common swimming pools, beaches, rivers, waterfalls, lakes, streams, etc.)

7.3.8.1. It is not recommended to swim or bathe in natural water bodies other than in the sea.

7.3.8.2. Same recommendations included in the common operational guidelines issued by the Ministry of Health is applicable.

7.3.9 Handling COVID-19 emergency situations

7.3.9.1. It is recommended to follow the same guidelines given by the government with regard to medical emergency situations. These actions should be taken by the Rapid Response Team in the site.

7.3.9.2. Develop a SOP specific to the respective site/activity to adhere in the event of a suspected COVID-19 case.

7.3.10 Exit procedures from the site

7.3.10.1. It is mandatory to wash hands with soap, disinfect footwear and all belongings of the visitor prior to leaving the site/attraction/activity.

7.3.10.2. All exits must be monitored and recorded.

7.4 Events, exhibitions and conferences

7.4.1 Prior to an event/exhibition/conference

7.4.1.1. A pre-audit of the venue for compliance with guidelines must be carried out prior to operations. The venue owner and the event organizer will be both held responsible for carrying out the operations following MoH guidelines.

7.4.1.2. Ensure adequate ventilation in the hall to allow cross circulation of fresh air; open venues are preferred.

7.4.1.3. All taps and urinals should be made sensor operated; strip door curtains should be avoided and if used, they must be cleaned and disinfected at least 3 times a day.

7.4.1.4. Hot water for washing purposes of cooking utensils, cutlery, crockery should be made available.

7.4.1.5. All PPEs as required should be adequately available for staff.

7.4.1.6. COVID-19 control messages and the expected etiquette of guests while inside the event hall must be displayed at the entrance.

7.4.1.7. The floor plan should be available in order to limit cross movement of people and vehicles.

7.4.1.8. Arrange hand washing facilities with soap at the entrance (with foot-operated taps); also ensure the availability of 70% alcohol-rub sanitizers in other appropriate locations.

7.4.1.9. Restrict the number of visitors at a given time in order to maintain safe 1.5 meter distance and if required, use a queue management mechanism.

7.4.1.10. All staff members and visitors should wear face masks at all times and sanitize their hands frequently.

7.4.1.11. Use public address systems/audio recordings to provide instructions on the site plan, health messages and other recommended practices within the site.

7.4.1.12. Staff members should be appointed to open/close doors to avoid contamination.

7.4.1.13. At exhibitions, pathways for viewers should be arranged keeping sufficient distance from the exhibits in order to avoid touching.

7.4.2 Housekeeping practices for events/exhibitions/conferences

7.4.2.1. Ensure regular housekeeping practices, including routine wiping, cleaning and disinfection of surfaces, equipment and other items.

7.4.2.2. Before the start of the event the area and all furniture to be cleaned and disinfected.

7.4.2.3. All cleaning equipment should be washed with soap and water or a general purpose detergent after each use.

7.4.2.4. The door knobs/handles should be cleaned and disinfected before every shift and every three hours; floors, equipment and furniture should be cleaned with disinfectants at least twice a day.

7.4.2.5. At the end of the event, the used area or the hall should be cleaned and disinfected.

7.4.3 Serving food at the events

7.4.3.1. Disposable paper cups and cutlery are recommended; if not, ensure guests refrain from sharing glasses, plates, spoons, etc. and keep all used cutlery separately for washing.

7.4.3.2. Set menus are recommended and buffet arrangements are highly discouraged; If a buffet service is arranged, install sneeze guards at buffet counters, appoint dedicated staff members with disposable gloves (recommended to change gloves every 30 minutes) to serve food and avoid guests handling common utensils/self-serving.

7.4.4 For the attendees/viewers

7.4.4.1. Provide hand washing facilities with soap at the entrance preferably with a foot or elbow operated tap and ensure all visitors wash their hands before entering the venue; disinfecting footwear is also required for all visitors.

7.4.4.2. Check all guests for temperature and respiratory symptoms and if anyone records a temperature above 37°C and/or COVID-19 symptoms, do not allow entry.

7.4.4.3. Visitors should maintain the safe distance of 1.5 meter at all times and regularly sanitize their hands within the premises.

7.4.4.4. Hugging/handshaking is not allowed and non-touch greetings must be adopted.

7.4.4.5. All guests/visitors should wear face masks at all times inside the venue.

7.4.4.6. Taking group photographs are not allowed if the recommended safe distancing cannot be maintained.



Rules



respect



trust

integrity

Ethics



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

honesty



sincerity

responsibilities



CHAPTER

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

This chapter addresses all provincial councils, provincial tourism ministries and local authorities (which includes all tourism bodies established under the provincial tourism ministries and local authorities such as pradeshiya sabhas, municipal councils and 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 and individuals) should be available with each local government and each provincial tourism authority. The mechanism should be created using the network of Grama Niladhari and 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 entities/individuals certified as 'Safe & Secure' are allowed to provide services for tourists. If there are any tourist establishment/service providers who are not registered with SLTDA in the respective area, this should be brought to the notice of the 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 covering 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 and provincial councils/provincial tourism authorities should actively participate in this mechanism.

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

8.2.3. Important safety notices for tourists, staff and general public should be displayed in all sites, attractions and entities.

8.2.4. At least one officer should visit each tourist site regularly to monitor hygiene conditions and ensure implementation of the guideline; the roster should be made available at provincial tourism authorities and shared with the SLTDA including contact details.

8.2.5. All required equipment, PPEs and disinfectant liquids (70% alcohol solution) should be provided in adequate quantities.

8.2.6. Garbage disposal should be carried out regularly as per MoH and local authority guidelines.

8.3 Regulate tourist helper services

8.3.1. Only the essential helper services to tourists are allowed; unregulated and unauthorized beach vendors, porters should not be allowed to provide tourism services.

8.3.2. It is required to check helpers and ensure they come from areas that are not subjected to lock downs/ isolation due to COVID-19.

8.3.3. The helpers should daily report to the officer in charge of a particular site/attraction, prior to commencing operations of that site.

8.3.4. A sticker/badge should be provided for each tourist service provider in collaboration with the SLTDA.

8.3.5. Wearing disposable face masks is compulsory while at work for all helpers and hand washing facilities should be provided with foot-operated taps and soap; 70% alcohol rub/hand sanitizers should be made available where frequent hand-washing is not practically possible. The officer in charge has to ensure compliance with this at all times.

8.3.6. It is recommended to obtain assistance from tourist police and other security officers in implementing these guidelines.





**RESPONSIBILITY OF
SECURITY PERSONNEL &
TOURIST POLICE**



9

CHAPTER

RESPONSIBILITY OF SECURITY PERSONNEL AND TOURIST POLICE

Tourists consider safety and security as two important factors when choosing a destination to travel. Although terrorist attacks, civil unrest, natural disasters and epidemics hinder a country's safety and security, the global COVID-19 pandemic has made it a critical point of concern, as the viral infection had affected almost all countries and economies with a severe impact on the tourism industry.

The security personnel include the three Armed Forces, Sri Lanka Police as well as government and private security officers, while Tourist Police have the prime responsibility of assisting and protecting international and 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 for security personnel and tourist police in order to carry out their roles and responsibilities effectively to ensure safety and security of all tourists within the country.

9.1 Entry of tourists

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

9.1.2. Security personnel/tourist police should observe all passengers, crew members and staff for compliance with safe 1.5 meter physical distancing as well as other COVID-19 preventive measures such as frequent use of hand sanitizers, wearing of face masks, etc. within the airport premises.

9.1.3. Effectiveness of processes in place to check passenger body temperatures, identification of respiratory symptoms and handling of COVID-19 suspect cases should be closely monitored by security personnel/tourist police.

9.1.4. Ensure all baggage is being sanitized while going through the baggage belts.

9.1.5. Spot checks of all areas inside the airport including toilets should be undertaken to ensure good cleanliness and hygiene practices as recommended by the MoH.

9.1.6. Tourist police to ensure every tourist reports to the Sri Lanka Tourism desk for registration and compulsory data gathering on tour plan/other details prior to leaving the airport.

9.1.7. Tourist police to clear all tourists for airport transfers by performing duties described in section 2.8 of the guideline.

9.2 Transfer of tourists from airport to accommodation establishments/hotels

9.2.1. Conduct spot checks to ensure vehicle drivers/pick up personnel wear face masks and maintain 1.5 meter safe physical distancing at all times including meeting, greeting and handling of luggage.

9.2.2. Strictly observe compliance to safe physical distancing between seated passengers inside a vehicle and also ensure tourists follow necessary COVID-19 preventive measures when boarding a vehicle.

9.3 Stay and travel of tourists within Sri Lanka

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

9.3.2. Co-ordinate with management teams at accommodation establishments/hotels to confirm that the establishment, staff and guests are strictly following COVID-19 preventive measures in all operational areas including front office, housekeeping, F&B, kitchen as well as in common facilities such as swimming pool, restaurant, lobby, etc.

9.3.3. Tourist Police should conduct spot checks at the accommodations to ensure the entity, staff, suppliers and guests are adhering to recommended health and safety operational procedures and guidelines.

9.3.4. Strictly monitor the compliance of COVID-19 preventive measures including maintenance of safe physical distancing, usage of PPEs, frequent hand washing and use of sanitizers at all tourist facilities/services such as restaurants (certified by the SLTDA), shops, shopping malls, super markets, banks, service areas, roadside vendors, beach vendors, spa and wellness centers, cinema/ theatres, local communities, etc.

9.3.5. Security personnel/Tourist Police should randomly inspect tour buses/vehicles used for transportation of tourists for compliance with operational guidelines including but not limited to:

- ▶ Driver, support staff and passengers wearing face masks at all times.
- ▶ Ensuring safe physical distancing of 1.5 meter between seated passengers.
- ▶ Usage of vehicle's PA system to inform tourists about established COVID-19 preventive measures and tourism guidelines in Sri Lanka.
- ▶ Availability of adequate hand sanitizing facilities in the vehicle.

9.3.6. Tourist Police should periodically check and verify that travel agents, tour operators, tour guides and translators are SLTDA registered and certified under 'Safe & Secure' operational guidelines.

9.3.7. Together with management and staff, ensure all tourist attraction sites and tourist activity places are compliant to the operational guidelines including but not limited to safe physical distancing, sanitization procedures, good hygiene and cleanliness practices in all areas within sites.

9.3.8. Oversee that all tourist attraction sites and activity places have their own SOPs in compliance with COVID-19 preventive measures and operational guidelines; further the staff should be well trained for implementation of these measures and guidelines.

9.3.9. Security personnel/tourist police to closely monitor and ensure that all conferences, events and exhibitions are conducted strictly in compliance with COVID-19 preventive measures, following good hygiene and cleanliness practices.

9.4 Exit of tourists

9.4.1. Ensure staff at check-out counters measure body temperature of all guests checking out of the accommodation establishment/hotel along with a self-declaration form about the presence of any COVID-19 symptoms at their departure.

9.4.2. Security personnel should carefully observe all guests checking out of an accommodation establishment/hotel for COVID-19 symptoms and report any suspected cases immediately to management/medical officer for necessary action.

9.4.3. During check out and departure of tourists, the security personnel to ensure all necessary measures including safe physical distancing is maintained and kissing, hugging or hand shaking is avoided.

9.4.4. Ensure only healthy tourists who do not show any COVID-19 symptoms are facilitated through check-out procedures to exit hotel/accommodation place for airport drop.

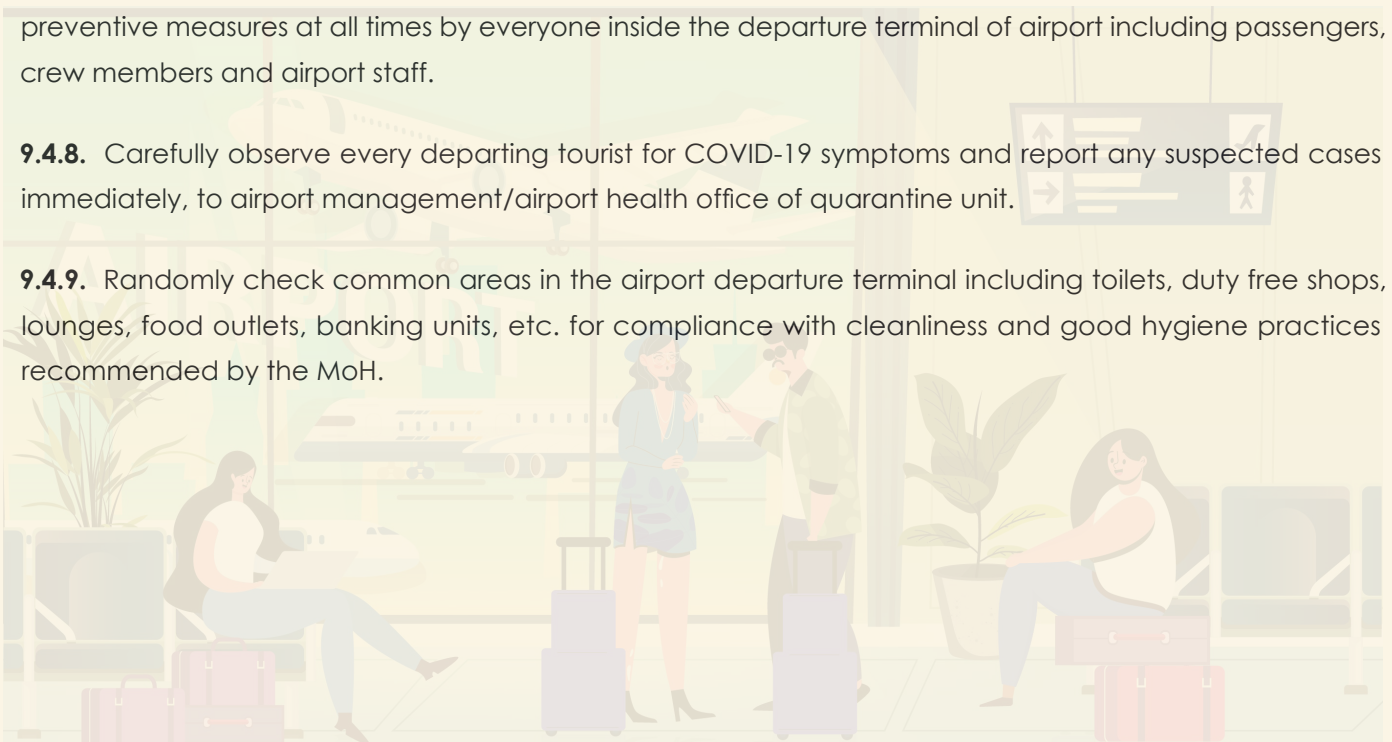
9.4.5. Oversee tourist pick up for departure and ensure only drivers who adhere to the operational guidelines, wearing face masks and other PPEs as required are permitted; ensure departing tourists are boarded to vehicles maintaining the safe physical distancing between any two seated passengers.

9.4.6. Security personal/tourist police at the airport drop off point to ensure drivers/tour operators/guides maintain safe physical distancing while unloading luggage; they should bid farewell to tourists only using the traditional Sri Lankan greeting 'Ayubowan'.

9.4.7. Ensure compliance with safe 1.5 meter physical distancing and maintenance of COVID-19 preventive measures at all times by everyone inside the departure terminal of airport including passengers, crew members and airport staff.

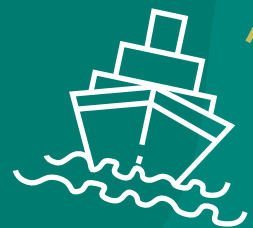
9.4.8. Carefully observe every departing tourist for COVID-19 symptoms and report any suspected cases immediately, to airport management/airport health office of quarantine unit.

9.4.9. Randomly check common areas in the airport departure terminal including toilets, duty free shops, lounges, food outlets, banking units, etc. for compliance with cleanliness and good hygiene practices recommended by the MoH.





DEPARTURE AT THE AIRPORT



10

CHAPTER

DEPARTURE AT THE AIRPORT

This chapter provides guidelines and procedures to be followed by all departing passengers, airline crew members as well as airport staff, in order to ensure good hygiene and cleanliness practices aligned to COVID-9 preventive measures, are maintained at all times inside the departure terminal of the airport.

10.1. All passengers, crew members and staff should be screened for body temperature and respiratory symptoms such as cough, runny nose and/or shortness of breath, etc. before entering the departure terminal; if anyone records a temperature of 37.4°C (99.3°F) or above and/or respiratory symptoms he/she should be immediately referred to the airport health office of quarantine unit.

10.2. Washing hands with soap and disinfecting footwear is mandatory at the entry point of the departure terminal for all passengers, crew members and airport staff.

10.3. All departing passengers (including Sri Lankans and crew members) should have a filled Health Declaration Form (HDF) of Sri Lanka which is a pre-requisite for embarkation.

10.4. Based on the boarding requirements of the departure airline/flight or the country requirements of the final destination, passengers may need to produce a PCR test report before embarkation; hence they are advised to check on this with relevant authorities before arriving at the airport for departure.

10.5. Provide adequate facilities for passengers and staff to sanitize hands frequently inside the departure terminal area.

10.6. Avoid over-crowding inside the departure terminal and all passengers/staff should always 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.

10.7. Airport staff inside the terminal including staff serving at lounges, duty free shops, banks, food outlets, souvenir shops, etc. must always wear face masks and other PPEs as required.

10.8. All common facilities including washrooms, lounge and lobby areas, duty free and other shops, information counters, banking units, etc. should follow the same/similar procedures stated in sections 2.5, 2.6 and 2.7 of the guideline.

10.9. It is recommended that the airport authorities share the following message or similar, through PA system in the departure lounge, just before passengers board the 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 we hope you will visit us again soon, AYUBOWAN ! ”

ACKNOWLEDGEMENTS

Developing this operational guideline for the entire Tourism Sector in a short period of time was very challenging, but more rewarding than we could have ever imagined, mainly due to the tremendous cooperation and support we received in a timely manner from many key organizations, industry stakeholders as well as individuals. Therefore, the Sri Lanka Tourism Development Authority wishes to place on record our appreciation and offer our sincere gratitude to: **(In alphabetical order)**

- ⦿ Airport & Aviation Services (Sri Lanka) Limited
- ⦿ Central Cultural Fund
- ⦿ Coast Conservation & Coastal Resources Management Department
- ⦿ Covid-19 Clinical Management Expert Committee, Ministry of Health
- ⦿ Department of Archaeology
- ⦿ Department of Forest Conservation
- ⦿ Department of National Botanical Gardens
- ⦿ Department of National Museums
- ⦿ Department of National Zoological Gardens
- ⦿ Department of Trade, Commerce & Tourism, Central Province
- ⦿ Department of Wildlife Conservation
- ⦿ Directorate of Environmental Health Occupational Health & Food Safety, Ministry of Health
- ⦿ Eastern Province Tourism Bureau
- ⦿ Ernst & Young Advisory Services Pvt Ltd
- ⦿ KPMG Sri Lanka
- ⦿ Marine Environment Protection Authority
- ⦿ Members of the Hotels Classification Committee
- ⦿ Northern Province Tourism Bureau
- ⦿ Provincial Ministry of Tourism, Central Province
- ⦿ Provincial Ministry of Tourism, Eastern Province
- ⦿ Provincial Ministry of Tourism, North Central Province
- ⦿ Provincial Ministry of Tourism, Northern Province
- ⦿ Provincial Ministry of Tourism, Sabaragamuwa Province
- ⦿ Provincial Ministry of Tourism, Southern Province
- ⦿ Provincial Ministry of Tourism, Uva Province
- ⦿ Provincial Ministry of Tourism, Wayamba Province
- ⦿ Provincial Ministry of Tourism, Western Province
- ⦿ Ruhunu Tourist Bureau
- ⦿ Sri Lanka Association of Inbound Tours Operators (SLAITO)
- ⦿ Sri Lanka Association of Professional Conference, Exhibition & Event Organizers (SLAPCEO)
- ⦿ Sri Lanka College of Microbiologists
- ⦿ Sri Lanka Tourist Bus Owners Association
- ⦿ The Hotels Association of Sri Lanka (THASL)
- ⦿ Tourist Board, Western Province
- ⦿ Tourist Police
- ⦿ United Nations Development Programme (UNDP / Policy and Engagement Team)
- ⦿ Urban Development Authority
- ⦿ Wayamba Tourism, Wayamba Development Authority
- ⦿ World Health Organization (WHO)

All other individuals and organizations whose names are not mentioned here, but still helped in one way or the other to make this effort a success.



MINISTRY OF TOURISM & AVIATION



SRI LANKA TOURISM DEVELOPMENT AUTHORITY

ADDRESS: No.80, Galle Road, Colombo 03.

TELEPHONE: +94 1 12 426 800 | +94 1 12 426 900 | 2 437 055/59/60

FAX: +94 1 12 444 165 / 2 426984

E-MAIL: info@srilanka.travel