REPUBLIC
OF KENYA

MINISTRY OF TOURISM
AND WILDLIFE

Safe travels
by
WORLD TRAVEL & TOURISM COUNCIL
Magical Kenya

Magical Kenya Tourism and Travel **Health and Safety Protocols for The 'New Normal'**



JUNE 2020

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FOREWORD BY THE CABINET SECRETARY



The tourism and travel sector is undoubtedly one of the worst hit globally following the outbreak of COVID-19 pandemic. Arising from the pandemic, the tourism and wildlife sectors are experiencing unprecedented health and socio-economic crisis of unimagined proportions. Global response measures have devastated the tourism and wildlife sectors occasioned by travel restrictions. There is undoubtedly no determined end in sight of the COVID-19 pandemic although global efforts to find vaccine(s) and develop guidelines on how to live with COVID-19 have picked momentum.

Kenya's tourism sector has developed tourism and hospitality protocols on health and safety to mitigate the effects of the disruptions caused by the corona virus disease in business and people's livelihoods. Actors in the tourism sector have therefore, through adoption of these protocols, taken responsibility of ensuring that destination Kenya is safe for tourism business.

The objectives of the protocols are to:

a. Inculcate institutional Operational and Staff Preparedness to ensure service provision that meets World Health Organization guidelines and Kenya's Ministry of Health measures aimed at preventing spread of covid-19.
b. Ensure a safe experience for visitors/guests and service providers.
c. Rebuild trust & confidence hence increase and sustain demand for holiday and investment in the destination.
d. Implement enabling policies and guidelines thus provide a step by step process of a careful reopening and restart of business in the tourism sector.

To all visitors from near and far, Magical Kenya awaits. Karibuni, we are ready to receive you.

.....

Hon. Najib Balala, EGH
Cabinet Secretary, Ministry of Tourism and Wildlife

ACKNOWLEDGMENT

These protocols benefitted from the inputs from government and industry actors in Tourism, conservation and aviation sectors in Kenya. Valuable contributions were provided by tourism and conservation associations, aviation actors both in government and in private sectors together with government institutions charged with tourism matters in the country. Much appreciation goes to the Cabinet Secretary, Ministry of Tourism and Wildlife Hon. Najib Balala, EGH for providing leadership by appointing a National Tourism and Hospitality Taskforce to:

a. Develop tourism and hospitality health and safety protocols
b. Develop guidelines for the implementation of the protocols
c. Propose implementation approach for the protocols
d. Make recommendations for effective compliance and self-regulations of the industry in the implementation of the protocols
e. Identify and recommend areas of support needed during implementation of the protocols
f. Compile and submit to the Cabinet Secretary a Taskforce Report and Draft Protocols.

Special appreciation and recognition go to the national taskforce members comprising Principal Secretary for the State Department of Tourism and Chairperson of taskforce, Hon. Safina Kwekwe Tsungu; Chief Executive Officer, Kenya Association of Hotelkeepers and Caterers, Mr. Mike Macharia; Chief Executive Officer, Kenya Association of Tour Operators, Mr. Fred Kaigua; Chief Executive Officer, Pubs, Entertainment and Restaurants Association of Kenya, Mr. Uyi Edokpolo; Executive Secretary, Kenya Association of Air Operators, Col (Rtd) Eutychus Waithaka; Chairperson, Events Management Association of Kenya, Ms. Zuhura Ogada; Chief Executive Officer, Tour Operators Society of Kenya, Mr. Anthony Ochieng; Representative of Adventure Tourism, Mr. James Savage; Chief Executive Officer, Retail Traders Association of Kenya, Ms. Wambui Mbarire; Chief Executive Officer, Kenya Wildlife Conservancies Association, Mr. Dickson Kaelo; Chairperson, Kenya Professional Safari Guides Association, Mr. Edwin Sempero; Ag. Director, Tourism Research, Policy and Innovation- Directorate, State Department of Tourism, Mr. Bernard Kahuthia; Director-General, Tourism Regulatory Authority, Kipkorir Lagat; Director-General, Kenya Civil Aviation Authority, represented by Dr. Festus Ilako; Ag. Managing Director, Kenya Airports Authority, Mr. Alex Gitari; National Coordinator, Kenya National Convention Bureau, Ms. Jacinta Nzioka; International airlines in Kenya represented by Mr. Allan Kilavuka CEO Kenya Airways; and the secretariat team at the Tourism Regulatory Authority for their diligent support to the taskforce.

We call upon all tourism and related businesses and service providers to subscribe to these protocols as a measure of confidence to the world that Kenya is ready for structured opening of the tourism industry in line with the principles underlying the protocols of;

1. Protecting peoples' lives and livelihoods
2. Gaining investor and visitor confidence in the country;
3. Adoption of technologies in tourism and hospitality operations to support government efforts to combat spread of Covid-19;
4. Restructuring the operations of tourism and hospitality facilities to conform to the new normal; and
5. Collaborations between the public and private sector to effectively implement and enhance compliance with the prescribed health, safety and hygiene best practices for the tourism industry.

The protocols are applicable to all tourism enterprises listed under the ninth schedule (Class A to G) of the Tourism Act, 2011, that encompasses accommodation and catering/eateries establishments, Tours and Travel Operators, tourist transportation services, adventure sports tourism, events and entertainment, meetings and convention/exhibition centers, Amusement parts, tourism attractions sites and related enterprises'

The protocols shall be subject to regular review to enhance or reduce containment measures put in place as new information about the virus becomes available. Specifically, monitoring and review shall be conducted at least after every 21 days in the first three months of implementation and 90 days for the following three months and subsequently, after 180 days. Risk Analysis Framework and Policy guidelines on health and safety by each industry player shall be aligned to the National Covid19 policy.

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Hon. Safina Kwekwe Tsungu, CBS
Principal Secretary
State Department for Tourism

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Prof. Fred Segor,CBS
Principal Secretary
State Department for Wildlife

1. Introduction

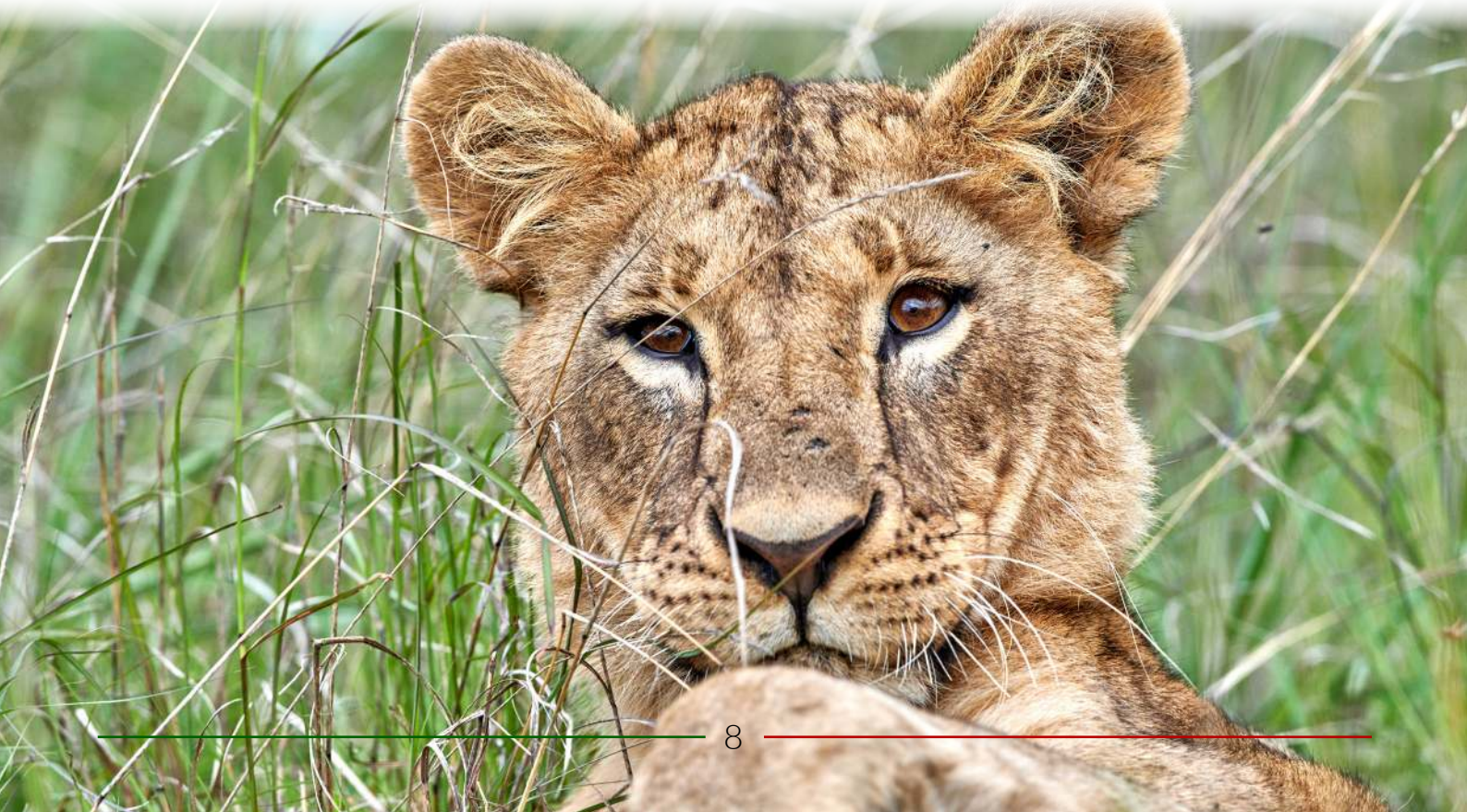
1.1 Background

The tourism sector has continued to be an important contributor to economies worldwide. According to the United Nations World Tourism Organization (UNWTO), tourism continued to outpace the global economy having recorded 1.5 billion international tourist arrivals in 2019 representing a 4% increase from the previous year. Although the UNWTO had projected growth of about 3% to 4% in international tourist arrivals worldwide in 2020 based on the 2019 growth trends, economic prospects and the UNWTO confidence index, these projections are now in doubt due to the outbreak of the Covid-19 pandemic.

In Kenya, tourism remains the third largest contributor to GDP after agriculture and manufacturing. For instance, the number of international visitor arrivals increased by 0.4% to 2,035.4 thousand in 2019 whereas tourism earnings grew by 3.9% from Kshs 157.4 billion in 2018 to Kshs 163.6 billion in 2019 according to the Kenya National Bureau of Statistics (KNBS) Economic Survey Report of 2020. In addition, the year 2019 saw a significant growth in bed night numbers from 4.48 million in 2018 to 4.95 million in 2019 representing a 10.4% growth rate according to the tourism sector performance report released early in the year by the Tourism Research Institute.

However, the outbreak of the corona virus and its subsequent declaration as a global pandemic by the World Health Organization threw all these positive projections into disarray. The key to fighting this pandemic as has been touted by the World Health Organization, UNWTO, Health Practitioners and Governments globally is good hygiene, physical distancing and wearing of masks when outdoors.

The Cabinet Secretary for tourism established the National Tourism and Hospitality Protocols Taskforce through a gazette notice dated 29th May 2020, to develop protocols to guide the gradual reopening of the sector. These protocols therefore, will greatly contribute to positioning Kenya as a safe and secure destination appealing to the needs of the “germaphobic” tourist, hence recover visitor confidence as well as enable the tourism and hospitality businesses to operate safely amid The Covid-19 Pandemic and Beyond.



1.2 Principles of the protocols

The principles underlying these protocols include;

1. Protecting peoples' lives and livelihoods
2. Gaining investor and visitor confidence in the country;
3. Adoption of technologies in tourism and hospitality operations to support government efforts to combat spread of Covid-19;
4. Restructuring the operations of tourism and hospitality facilities to conform to the new normal; and
5. Collaborations between the public and private sector to effectively implement and enhance compliance with the prescribed health, safety and hygiene best practices for the tourism industry.

1.3 Objectives of the protocols.

The Objective and purpose to develop these protocols include

1. To facilitate a strong and sustainable restart of the tourism sector in Kenya.
2. To restore confidence of visitors in the destination through implementation of the health and safety protocols to reduce risks in each step of the tourism value chain.
3. To explain implementation approach of the health and safety protocols to facilitate their adequate implementation in tourism and allied sectors.
4. To provide a framework of collaboration between the public and private sector to help the sector emerge stronger and more sustainable from the covid-19 crisis.
5. To rebuild confidence among travelers, and within the sector, so safe travel can resume once restrictions are eased.
6. To provide consistency to tourism sector players and stakeholders in Kenya and as well as guidance to travel providers, operators, & travellers, about the new approach to health & hygiene in the post COVID-19 world.
7. To provide alignment and consistency, to ensure the safety of travelers & workforces in Kenya as the sector recovers from COVID-19
8. To promote coherence through a coordinated, collaborative, and transparent health and safety approach, within the Travel & Tourism sectorr supported by Ministry of Health in Kenya.
9. To provide guidelines and approach to rebuild trust and confidence with travellers through effective communication & marketing of Kenya Magical destination in the. New Normal' period.
10. To align Magical Kenya protocols with the WTTC protocols so to restore confidence in travelers to restart the Travel & Tourism sector.
11. To enhance & align the development and implementation of the enabling policies to support the recovery and demand regeneration for the Kenya Tourism sector with global protocols.

1.4 Scope

The protocols address the travel and tourism sector and are divided into:

The global four pillar requirements, as guided by the World Tourism and Travel Council restart guidelines, followed by the general protocols which all establishments, facilities and enterprises in the tourism and allied sectors along the tourism value chains should adhere to , targeted protocols that relate to specific types of establishments, facilities and enterprises customized to the nature of their business.

The Tourism Regulatory Authority shall oversight compliance to the protocols in collaboration with the other government agencies including Ministry of Health and the tourism private sector through their associations and individual enterprise.

2. The four pillar approach of the health and safety protocols

01 Operational and Staff Preparedness



02 Ensuring a Safe Experience



03 Rebuilding Trust & Confidence



04 Implementing Enabling Policies and Integrating Innovation





2.1 Operational and Staff Preparedness

The tourism & hospitality establishments, travel and tour companies, accommodation, eateries, food and beverage outlets, entertainment and recreation facilities shall:

1. Institute and adopt a Food Safety Management System (FSMS) to prevent contamination to clients, staff and supply chain workers
2. Redesign the physical work space and work processes to ensure compliance with physical distancing of not less than 1.5 meters apart.
3. Adopt and share physical distancing guidelines, especially for queues, and where possible, marked to clearly communicate to participants and staff
4. Institute hygiene operations, sanitation & minimized contact between persons and Implement Ministry of Health guidelines for staff safety and health, including health checks for staff.
5. Develop internal guidelines for managing staff/guest interaction within the facility and surrounding environment in line with this protocol and general health guidelines by the Ministry of Health.
6. Adopt and implement documented Standard Operating Procedures (SOPs) for handling suspected Covid-19 cases and ensure doctor/patient confidentially and prevent stigmatization of the affected Persons during sickness and after cure
7. Develop and revise existing technologies to enable automation such as human registration and payments where possible
8. Ensure use of personal protection equipment (PPE) for staff such as masks and gloves as long as required as per risk-based approach
9. Ensure guests/visitors wear appropriate, quality personal protective equipment except when in their room(s) or when dining or when enjoying their privacy with physical distancing in the hotels garden or on the beach.
10. The guests can buy masks and gloves if necessary. Accommodation facilities may offer a dedicated, acceptable and specialized cloth mask laundry service
11. Obtain licenses and certificate/permit or stickers signifying compliance with the provision of these protocols to be considered for reopening from necessary national and county authorities.



2.2 Ensuring a Safe Experience

Although the Tourism and Travel industry players have always strived to ensure that they deliver a safe experience for their staff and guests through enhanced hygiene best practices, hotels should ensure they have:

1. Implemented processes focused on enhanced sanitation and frequent disinfection.
2. Implemented measures for health screening, if mandated and backed by medical evidence, including traveller information and physical distancing, while minimising interruptions to airline and airport operations:
3. Provide approved hand sanitizers/ hand washing facility with running water and soap at the entrance/ exit of the outlet and other strategic location proportional to the size of the facility, which shall be hygienically operated
4. Provide visible notices and any other sensitization information at strategic locations/entrance on Covid-19 preventive measures, screening, frequent hand washing and sanitization and mandatory wearing of face masks
5. Guest/visitors register shall be kept and updated daily and include mobile contact & physical address for ease in contact tracing
6. Make provision for Plexiglass barriers at the payment counter or designate floor markings of at least 1.5-meter distance to protect staff and maintain physical distancing in areas likely to have queues
7. Integrate technologies to enable automation, such as contactless payments platforms such as mobile payment where possible and discourage cash payments
8. Where practical, doors shall be left/ wedged open to reduce surface touching or porters/security shall be deployed to open doors and press lift buttons for guest to limit their touching of surfaces. Use of smart/automated doors is highly encouraged
9. Promote digital communication/ automation of processes to minimize touch points such as check in/out paperless transactions(where possible), e-menus, e-shopping and cloud technologies
10. Develop cleaning procedures with appropriate disinfectants/sanitizers focusing on guest's body, luggage, travel documents and high-frequency touch points/surfaces
11. Establish and maintain documented list of emergency contacts, reporting system and evacuation procedures for any arising health related incidents at the facility

2.3 Rebuilding Trust & Confidence

The Tourism and travel sector player in Kenya shall continue to enhance and rebuild trust and confidence through transparency and communication with all sector players at all times.

In general, the sector leadership, players, service providers and government institutions shall;

1. Provide information to guests/staff/ suppliers, online, at all service/staff areas, walkways and lifts, where applicable.
2. Ensure there is prompt, clear, accurate, consistent and enhanced communication with customers on new health and safety protocols, both digitally and physically placed at strategic points.
3. Make provision for easily accessible centralized platform for information access and dissemination for guests, staff and suppliers
4. Standard safety briefings shall be provided to all guests in line with the facilities' SOPs for first arrival/ check-in or boarding of vehicles and airplanes.
5. Implement clear signage throughout the facilities to inform participants of the enhanced cleaning protocols, physical distancing and recommendations with notices put on walls, seats and tables in order to avoid contamination by touch.
6. Where possible, Apps and other electronic information provision shall be improvised with extra care to protect guest's personal information
7. Make available approved disinfecting products to participants in the form of alcohol-based hand sanitizers, as appropriate based on high-traffic areas. Provide or make available for purchase additional individual disinfecting products for participants
8. Work with public and private sector partners, such as county government and tourism associations, to explain the protocols and encourage them to be advocates as well as to promote the the regeneration of the, county, and national economy.



2.4 Implementing Enabling Policies and Integrating Innovation

As the tourism and travel industry in Kenya works to recover, it is essential to enable implementation of policies at the governmental level. The Kenyan government through the Ministry of Tourism & Wildlife and other government institutions shall;

1. Work collaboratively with the industry and other governments as new rules for cross-border travel are developed
2. Provide financial relief to the sector through the reduction or exemption of taxes, refurbishment funds for tourism facilities and other establishments
3. Enhance destination promotion to boost demand both domestically and internationally
4. Exemption of landing fees and other support incentives for the aviation sector by the government
5. Foster to Implement visa facilitation measures, making it more affordable and simpler to obtain.
6. Implement public transport measures to and from the destination which observe physical distancing.
7. A continuous evolution of safety and well-being measures informed by the evaluation of scientific guidance provided by medical and research professionals to shape best practice.
8. Accelerate the recovery through the integration of technology to provide digital services that advance a seamless guest experience within open-air environments and where physical distancing can be comfortably observed.



3. General protocols

All tourism and hospitality establishments, facilities and enterprises shall observe the general protocols for safety of their staff, clients and the general public whom they interact with. These will apply at the workplace and any facility used for tourism business.

3.1 Broad protocols for all tourism establishments and facilities



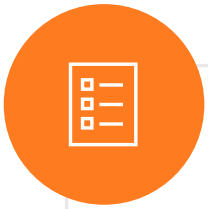
Tourist accommodation, food and beverage outlets shall institute a Food Safety Management System (FSMS) to prevent contamination to clients, staff and supply chain workers.

01



Tourism practitioners shall redesign the physical work space and work processes to ensure compliance with physical distancing of not less than 1.5 meters apart and institute hygiene operations, sanitation & minimized contact between persons

02



Develop internal guidelines for managing staff/guest interaction within the facility and surrounding environment in line with this protocol

03



Develop and implement documented SOPs for handling suspected Covid-19 cases and ensure patient confidentially and prevent stigmatization of the affected Persons

04



Regulated tourism and hospitality practitioners shall have valid relevant TRA license, health and county licenses and obtain certificate/permit or stickers signifying compliance with the provision of this protocols to be considered for reopening, and

05



Tourism Regulatory Authority in collaboration with tourism stakeholders to continuously monitor the tourism work environment and recommend necessary enactment or amendment of existing laws to safeguard visitors/guests, staff and the general public in the tourism value chain.

06

3.2 Inter County and Cross-Border Management

01 County Governments in collaboration with TRA shall issue approval declaration for facilities/attraction sites within their jurisdiction free for tourism to allow tourists access to the facilities without any hindrance

02 Inter county border point's management shall put in place measures to facilitate free transit for tourists in TSV compliant vehicles, checked at points of departure and en-route to tourist facilities/ attraction sites

03 Inter county border point's management shall be consistent with regional and international protocols and coordination while managing or reopening the borders for tourism activities

04 The Inter-county borders procedures shall be regularly revised in tandem with international and national travel restriction & protocols.

05 Inter county border point's management shall put in place measures to facilitate free transit for tourists in TSV compliant vehicles, checked at points of departure and en-route to tourist facilities/ attraction sites

06 Inter county border point's management shall be consistent with regional and international protocols and coordination while managing or reopening the borders for tourism activities

07 The Inter-county borders procedures shall be regularly revised in tandem with international and national travel restriction & protocols.

3.3 Dedicated Health, Safety and Hygiene Officer/Team

As a mandatory precautionary measure, tourism and travel establishment shall be expected to appoint a designated health, safety and hygiene officer or team in place at all times depending on the size of the facility or as appropriate. The safety officer and team shall be responsible for;

1. Risk assessments of all aspects of operation in-line with the Ministry of Health guidelines on Covid-19 pandemic.
2. Developing, maintaining, implementing and keeping records of the following:
    a. Standard hygiene and sanitizing procedures for all areas
    b. Cleaning procedures for all areas as required
    c. Capacity limits and controls to maintain physical distancing
    d. Physical distancing plans
    e. Visitor/guest handling procedures
    f. Staff operating procedures
    g. Enforcing PPE standards for both staff and guests/visitors as may be required
    h. Enforcing procedures for dealing with staff and guests/visitors exhibiting symptoms of Covid-19 disease
    i. Monitoring and evaluating the implementation of the protocols and the effectiveness of the measures undertaken
3. Monitoring compliance with Standard Operating Procedures (SOPs) specific to the different areas of operations
4. Maintain staff and guest/visitor/passenger personal details for ease of contact tracing
5. Maintain, manage stock and observe correct usage of PPEs by all staff, guests and suppliers and conducting spot checks regularly
6. Monitoring compliance with the Ministry of Health and Labour on Covid-19 prevention and Occupational Health and Safety guidelines

Tourism and hospitality facility operators shall identify and determine the suitability, levels of competence of the officers and size of the team as may be dictated by the size of business.

3.4 Visitor /Guest declaration of travel history and medical status

1. As much as possible, make arrangement for advance bookings/reservation as a pre-requisite for guests visiting the facility or tourist attraction site
2. Make provisions to enable guests complete medical and travel declaration form online at the time of reservation/booking before arrival as appropriate
3. Grant access to the facility upon assessment of the level of risks of exposure to Covid-19 and taking precautionary measures in line with this protocol and MOH guidelines



3.5 Guest information and signage



Tourism, Travel and hospitality operators shall provide information to guests/staff/suppliers, online, at all service/ staff areas, walkways and lifts, where applicable.

1. Ensure there is prompt, clear, accurate, consistent and enhanced communication with customers on new health and safety protocols, both digitally and physically placed at strategic points.
2. Make provision for easily accessible centralized platform for information access and dissemination for guests, staff and suppliers
3. Standard safety briefings shall be provided to all guests in line with the facilities' SOPs for first arrival/ check-in or boarding of vehicles. The information and briefings shall emphasize Covid-19 measures enhancing guests and staff safety, and shall cover;
   a. Frequent and correct hand washing/sanitizing
   b. Footwear sanitizing where applicable
   c. Surface sanitizing
   d. Physical distancing, spacing and queues
   e. Use of masks
   f. Brief on high temperature and other covid-19 symptoms
   g. Access to medical services and pharmacies
   h. Any other information on the virus as may be available from time to time

3.6 Guest protective equipment

Tourism, travel and hospitality establishments shall, where applicable;

1. Ensure guests/visitors wear appropriate, quality personal protective equipment except when in their room(s) or when dining or when enjoying their privacy with physical distancing in the hotel garden or on the beach
2. Ensure all facilities and businesses avail a spare supply of masks and hand gloves (where necessary) which shall be availbale for sale to guest.
3. Accommodation facilities may offer a dedicated, acceptable and specialized cloth mask laundry service



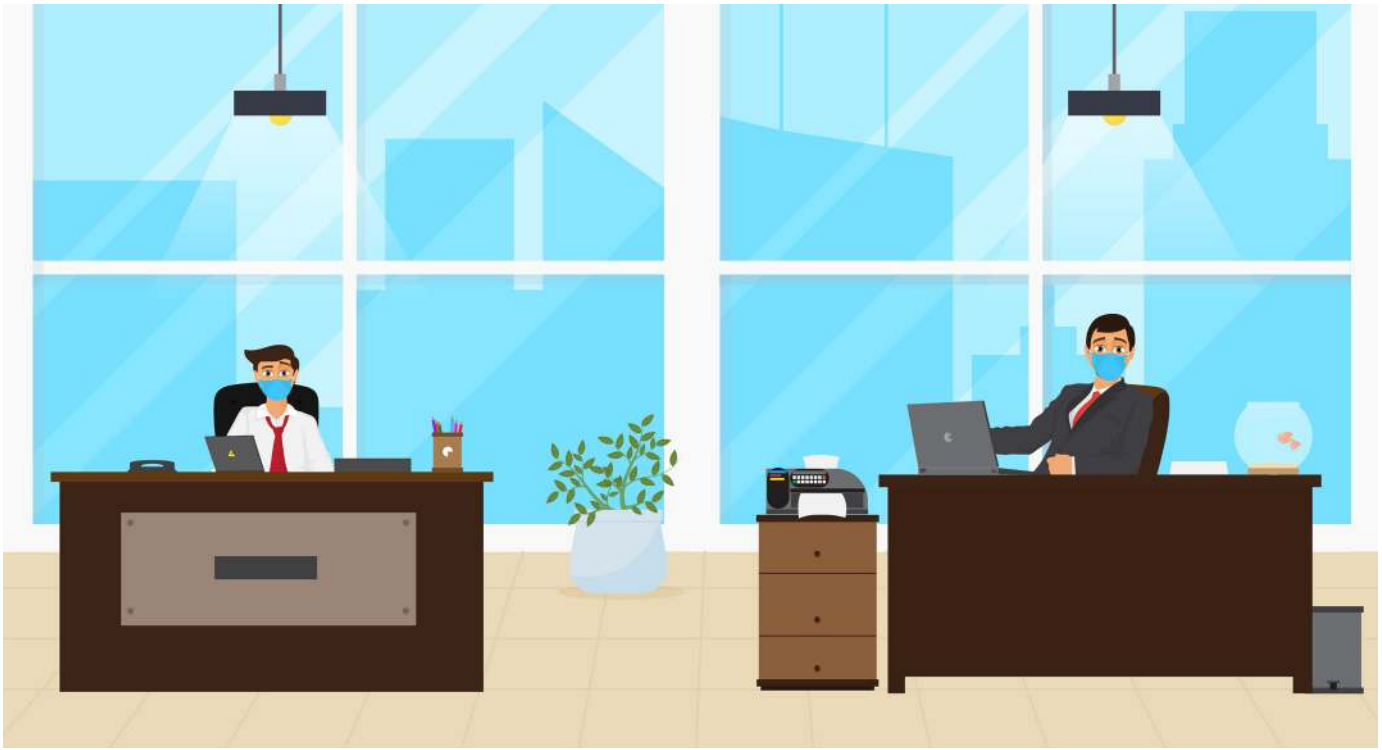
3.7 Sanitation and hygiene practices

Tourism, Travel and Hospitality establishments shall, where applicable;

1. Provide approved hand sanitizers/hand wash facility with running water and soap at the entrance/exit of the outlet and other strategic location proportional to the size of the facility, and shall be hygienically operated
2. Provide visible notices and any other sensitization information at the strategic locations/entrance on Covid-19 preventive measures, screening, frequent hand washing and sanitization and mandatory wearing of face masks
3. Guest/visitors register shall be kept and updated daily and shall include mobile contact & physical address for ease in contact tracing
4. Make provision for Plexiglass barriers at the payment counter or designate floor markings of at least 1.5-meter distance to protect staff and maintain physical distancing in areas likely to have queues
5. Integrate technologies to enable automation, such as contactless payments platforms such as mobile payment where possible and discourage cash payments
6. Where practical, doors shall be left/wedged open to reduce surface touching or porters/security shall be deployed to open doors and press lift buttons for guests to limit their touching of surfaces. Use of smart/automated doors is highly encouraged
7. Promote digital communication/automation of processes to minimize touch points such as check in/out paperless transactions, e-menus, e-shopping and cloud technologies
8. Develop cleaning procedures with appropriate disinfectants/sanitizers focusing on guest's body, luggage, travel documents and high-frequency touch points/surfaces
9. Guest luggage shall either be sprayed with a disinfection spray after off-loading, or wiped, and all handles and corners carefully wiped with surface sanitizer
10. Ensure public facilities (washrooms, lobby/lounge etc) adhere to physical distancing, frequent cleaning and disinfection and are provided with adequate supply of hand washing and sanitizing facilities
11. Maintain records of sanitized areas/surfaces, detergents used and personnel involved in cleaning and sanitization process
12. Provide separate pedal waste bins at strategic locations and appropriate method for collection and storage of used PPEs to ensure hygienic waste disposal with minimum contact
13. Establish and maintain documented list of emergency contacts, reporting system and evacuation procedures for any arising health related incidents at the facility



3.8 Office staff operation procedures.



Tourism, travel and hospitality management, supervisors and operators shall ensure staff working in the facility have their temperatures checked regularly and provided with PPEs in accordance with MOH Covid-19 preventive measures. In addition, the operator shall take the following into consideration: -

1. Develop office staff work schedules and shifts and provide the option of working from home where practicable.
2. Office staff shifts shall be staggered and teams/shifts reduced to limit the number of staff in offices in line with the facility's human resource policy.
3. Excess office furniture and superfluous items shall be removed. In addition, tables and chairs shall be spaced apart or taped off to ensure proper distancing and spacing, with Perspex screens used to separate facing workstations and nearby workstations where applicable.
4. Where equipment such as headsets, personal computers, desks, telephones are used, they will be dedicated to one staff member
5. Staff offices shall have provision for adequate ventilation and maximized via open windows or air-conditioning.



3.9 Frontline Staff Health and Preventive Measures

Tourism and hospitality facilities staff areas shall be kept clean, sanitized and physical spacing of at least 1.5 meters observed in all public areas. In addition, the following procedures shall be adopted;

1. Staff shall have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Establishments shall provide staff with appropriate, quality and sufficient approved PPEs (Masks/Face shields, Gloves, Gowns/Aprons, Caps and Boots or Boots covers etc.) as appropriate
3. Staff shall maintain physical distance of 1.5 meters apart from guests at all times
4. Staff shall frequently wash or sanitize their hands before and immediately after entering the work premises, after changing into uniforms, after using lockers and frequently while on shift, particularly after touching items or surfaces
5. Staff stationed in their areas of operation shall be responsible for sanitizing the area surfaces after every service or periodically as may be necessary
6. Surface sanitizing schedules shall be drawn up for other areas, which are not used continuously by members of staff
7. Staff handling luggage shall utilize gloves, sanitize or wash hands immediately before and after touching luggage
8. Staff members' temperatures, including visiting staff or out-sourced workers shall be taken on arrival and appropriately recorded in case of any observed temperature readings above 37.5^{0}C
9. Staff member with a suspect temperature or showing covid-19 symptoms shall not be allowed within areas of operation and shall instead be required to self-isolate for a minimum of fourteen (14) days
10. Special considerations shall be given to staff at higher risk such as those who are older or have co-morbidity conditions.
11. Where a staff member is confirmed covid-19 positive, all staff on that members' shift team shall self-isolate for 14 days after which they shall be tested and covid-19 free staff allowed to return to work
12. For accommodation establishments, consideration to accommodate higher risk staff to stay within the establishments may be given to avoid public transport risks
13. Efforts shall be made to have shifts staggered slightly to avoid queues at staff entrances and congestion in changing rooms
14. Staff kitchens, canteens, and bathrooms and service elevators where applicable shall be operated under the same hygiene, sanitizing and spacing standards as guest areas and facilities
15. Staff transport vehicles shall adhere to similar safety and hygiene practices with respect to physical distancing, sanitizing, cleaning, capacity, entry and exit and driver interaction as that provided for vehicles ferrying guests
16. Where outsourced workers are concerned, the company shall ensure their staff records are kept and they follow standard operating procedures of the facility

3.10 Staff training



Tourism and hospitality enterprises shall develop training modules in collaboration with a medical officer or competent organization of their choice to equip staff with knowledge on:

1. The spread and survival of the covid-19 virus on surfaces
2. Sanitization and distancing procedures for self and guests
3. Effective use of PPEs
4. Proper cleaning and disinfection & sanitization procedures
5. Special procedures including but not limited to shift staggering and dedicated separate shift teams, separation of duties, entry and exit queues and procedures, locker use and canteen procedures
6. Staff carrying out functions with higher risk such as wash-up, room cleaning, vehicle cleaning and laundry shall be provided with additional training specific to their roles
7. Training shall be continuous and cover any other relevant topics likely to support staff in areas such as counselling services



4. Specific protocols

SPECIFIC FOR ENTERPRISES CLASSIFIED AS PER SCHEDULE NINE OF THE TOURISM ACT

These protocols apply to specific enterprises in the tourism and hospitality industry i.e.

4.1 Accommodation and Catering (Class A & B) Enterprises

4.1.1 Hotels Restaurants/Eateries Serving Food and Beverages operations

Hospitality facilities providing services of food and beverage to guests shall adhere to the following protocols;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Ensure complete and regular disinfection and sanitization of food service premises or outlets by the MOH or approved outsourced service provider
3. Dining/Convention tables and chairs shall be spaced at least 1.5 meters apart while bar stools set at 1.5 meters apart to comply with MOH physical distancing guidelines
4. Creatively make use of open grounds such as gardens, gazebos and terraces to accentuate compliance with physical distancing protocol where applicable
5. Guests shall not be allowed to serve themselves from a buffet
6. Where buffets are served service shall be done by hotel chefs who will wear masks and gloves or where possible staff behind Perspex
7. Buffet may also be served if pre-portioned, plated or deli-type take-away/grab-and-go style meals
8. Drinks shall be served on the table by waiters who will be kitted with appropriate PPE's.
9. Arrival instructions should explain to guests that they should come down to the restaurants only when a table is available to avoid crowding.
10. Electronic menus (on sanitized tablets), fixed board, or printed single use-disposable menus are recommended
11. Self-service machines such as for juice and coffee and receptacles shall also be manned by staff
12. Waiting staff shall stand at least a meter from tables with floor markings to assist
13. Staff delivering room service shall stand back two meters until the guest has retrieved the food delivery to minimize contact



4.1.2 Kitchen, cooking and food preparation areas operations

To address food safety and hygienic kitchen operation, physical spacing, work surface and equipment sanitizing are critical. The following shall apply for kitchen operations;

1. Put in place a robust Food Safety Management Systems (FSMS).
2. Menus shall be simplified to reduce production complexities and the number of required staff and range of supplies at any one time.
3. Kitchen worktops/sections shall be demarcated to indicate the physical spacing required.
4. Kitchen equipment and guest crockery and cutlery shall be handled with gloves and disinfected/washed separately both on deep and high temperature wash cycles.
5. Guests shall not be allowed to serve themselves from a buffet style of meal service
6. Ventilation shall be maximized either with open windows or efficient fume extractor.
7. Disinfectants shall be used to deep clean kitchen areas and storage areas from time to time.

4.1.3 Supplies delivery and receiving operations

All Operators and suppliers shall adhere to the following protocols;

1. Suppliers shall be advised in advance, to adhere to the required MOH protocols while conducting pick-ups or making deliveries
2. Number of persons carrying out supplies delivery and receiving activities within the establishments shall be kept to the bare minimum

The entire loading/offloading area and all its surfaces shall be disinfected/sanitized at regular intervals and after every loading/offloading

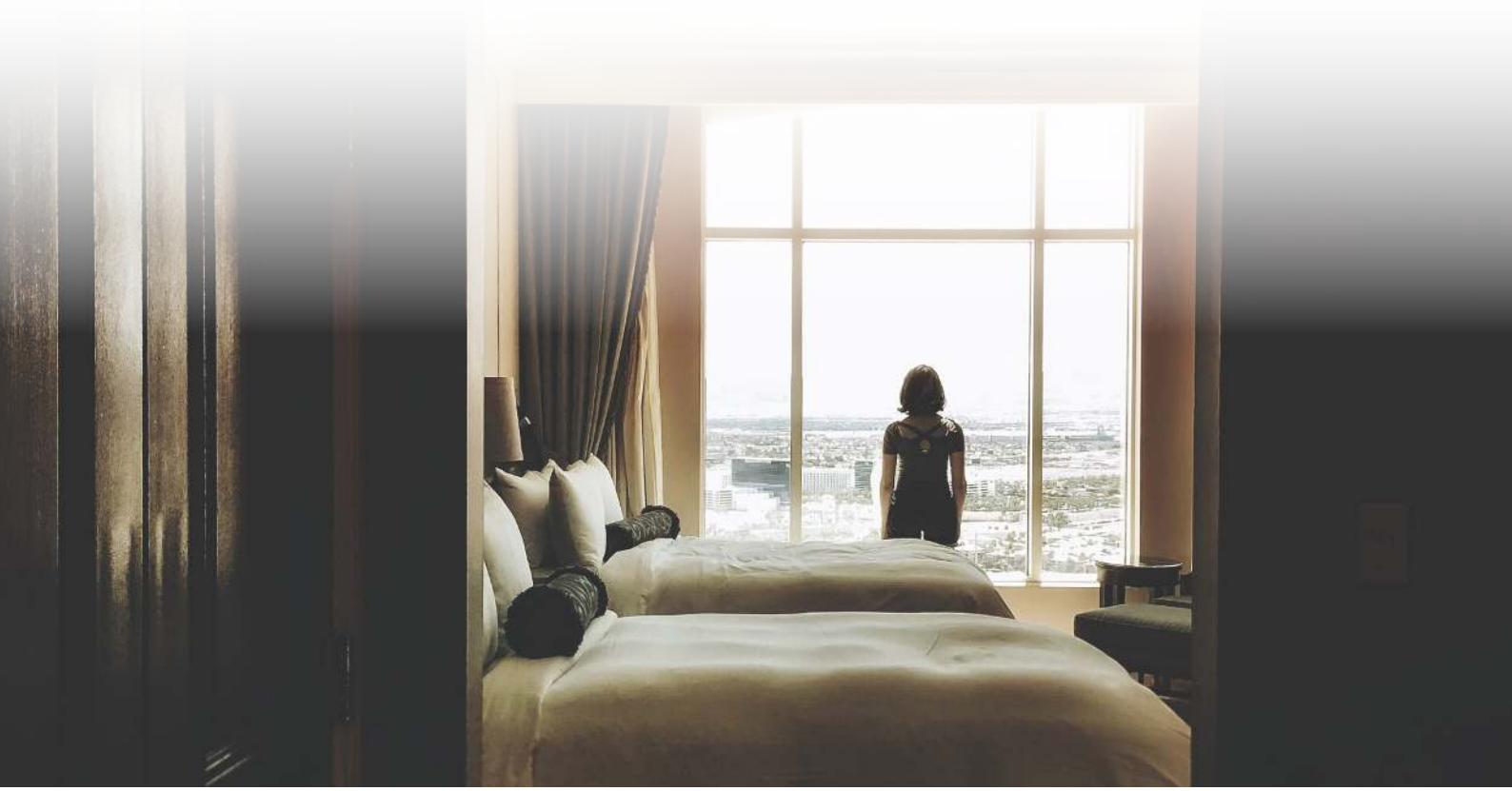




4.1.4 Guestrooms & Housekeeping Services

Guest's accommodation service providers shall adhere to the following protocols;

1. Where shared rooms are used and shared between non-group/non-family members, a maximum number of occupants per room, at approximately 50% of capacity, must be determined with 4 – 5m minimum spacing per bed.
2. Provide travel size hand sanitizer to guests as part of in-room amenity during their stay
3. Guest room air conditioning and ventilation systems shall be enhanced and cleaned after every check-out
4. Room cleaning and linen change frequency may be reduced to lower contamination risks during Covid-19 period.
5. When cleaning rooms, contact surfaces and floors shall be thoroughly cleaned and disinfected, beddings and linen, handled with care to avoid contact and soiled linen bagged immediately after removal.
6. Hand gloves shall be changed between rooms and disposed of safely
7. Turndown services shall be restricted to facilitate minimal contacts
8. Extra cushions, throws, blankets and décor items shall be removed
9. Guests shall be provided extra room requirements including but not limited to sewing kits, vanity kits, shoe cleaning kits, irons, magazines only on request.
10. Mini-bar stock shall only be provided on request as a room service.
11. On check-out all furniture, all surfaces, all movable items, wall surfaces close to traffic/seating/lying areas, all floors and bathrooms shall be thoroughly cleaned with an effective disinfectant.
12. Consideration shall be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms.
13. Laundry shall be handled with masks and gloves under all circumstances and guest's personal laundry items handled separately for each room
14. Laundry, linen, towels and guest cloths shall be put into ample quality non-plastic bags for laundry collection or transporting to the laundry for proper washing in hot cycles above 70 degrees Celsius
15. Accommodation establishments are encouraged to rotate room use leaving a used room for at least one (1) idle day before subsequent check-in



4.1.5. Swimming pool areas operations and services

The following protocols shall apply for swimming pools areas and services;

1. Be operated at maximum safety condition with chlorine levels in pools kept between 1-3mg/l, with pH range of 6.8 - 7.4'
2. Ensure the number of loungers are reduced and appropriately spaced at 1.5 meters apart to adhere to physical distancing guidelines
3. Pool use capacity shall be determined and monitored by lifeguards, in addition inter-group plays or mingling shall not be permitted in pools.
4. Communal pool usage should limit the number of people to allow physical distancing
5. Sunbathing chairs shall be appropriately spaced at 1.5 meters apart and areas routinely cleaned and disinfected.
6. Swimming towels shall be immediately collected and placed in laundry plastic bags for cleaning after use.

4.1.6. Health club and spa services

The following protocols shall apply for health clubs and spas;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Adhere to all health, safety and hygiene practice, sanitizing and spacing guidelines prescribed in general protocol provisions under part two of this protocol
3. Spa therapist shall follow strict hygiene rules and shall wear a mask during treatments. However, facial treatments shall be suspended for the time being until the situation is reviewed
4. Spa equipment shall be sterilized between treatments
5. Spa linen shall be replaced after each treatment and washed as per the specified MOH guidelines and prescribed protocols herein
6. Creatively provide alternative forms of exercise such as running or hiking to involve guest in other active physical exercises



4.2 Entertainment, Events, Meetings, Conferences and Exhibitions (Class F & G) Enterprises

Event and Entertainment, Conference/Exhibition facilities are considered high risk areas. Operations shall remain restricted during the Covid-19 pandemic period in accordance with the Ministry of Health (MOH) guidelines and shall be gradually opened with new available information on the virus. On opening, the facilities shall comply with the general provisions prescribed in part two of this protocol and any other relevant agencies' guidelines while holding any activity and;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Ensure all MICE activities are conducted in accordance with strict health, safety and hygiene procedures of this protocol, with revised floor plans to facilitate 1.5-metre distance between delegates or patrons
3. Provide adequate space between booths and aisles for ease of movement and physical distancing measures
4. Provide participant's control mechanisms by introducing barriers and floor marks spaced at 1.5 meters to ensure physical distancing at all arrival areas, queues, conference rooms and all public places
5. Event/banquet with over 15 persons and public gatherings likely to attract more than 15 people, like discos, dances and parties shall ensure physical distancing of 1.5 meters is adhered to between participants
6. Provide health and sanitation stations strategically located within the conference/exhibition area
7. Convention registration/guest bookings shall be set up at multiple stations to maintain physical distancing
8. Break times and meal periods be extended to allow for additional sanitization, and encourage pre-packaged food offerings as alternative options
9. Food service shall adhere to the food service protocols prescribed under part three of this protocol and cocktail functions are not allowed within MICE activities
10. Promote and encourage online bookings to minimize physical registration and issuance of badges by walk-in clients
11. Ensure water, mints and any other supply within meeting rooms are supplied to individuals and not collectively or shared
12. Provide pens, note pads, files and such supplies on request and guests required to keep any such supply distributed to them or in their possession
13. Ventilate meeting rooms and exhibition halls well to allow for free flow of air
14. Ensure real time monitoring of participants movements within and control of the number of people accessing the exhibition area
15. Conference delegates to maintain their designated seating area throughout the event, and institute control measures for breakout sessions to reduce multiple touch points
16. Discourage give a ways and souvenirs to delegates from any booths, and where promotional materials, information packs, press packs and collaterals are requested for, the laid down procedure for sanitization of all supplies and deliveries shall be adhered to
17. Discourage issuance of meeting bags, folders, programmes and provide downloadable material through QR Codes or online Apps with all necessary delegate information including presentations
18. Organized transport for delegates shall adhere to protocols for transport vehicles as set out in this protocol
19. Adapt frequency and schedule for regular waste disposal from all booths, exhibition stands, conference halls and common areas
20. All event attendees/ delegates must agree to understanding the rules and procedures and commit to adhering to the same prior to being accepted at registration, and gaining access to event facilities
21. Every indoor venue or convention center shall set aside a well-equipped Covid19 holding / emergency room for any suspected cas
22. Exhibitions and building materials for all booths, furniture, Audio visual equipment and all items on display shall be sanitized on delivery and personnel

manning them restricted to their area of operation

23. Events crew shall be guided by timelines of set up plan. Time keeping shall be critical to ensure zero interaction between the crews of different suppliers
24. For Sports events, the type of sports and number of attendees shall determine the size and design of the venue. Venues/fields shall be sanitized before, during half time and after games. Pre-game holding areas shall not be shared, each team is encouraged to have their own changing room facilities
25. At venues and convention centers, screens shall be installed at entrances to display COVID-19 safety awareness information, while brand ambassadors will engage all customers and consumers checking into the event and advise them on safety protocols
26. A no handshake, physical contact policy shall be maintained at all events to enhance compliance with Covid-19 preventive measures put in place



4.3. Tours and Travel Agencies and Adventure Sports (Class C) enterprises

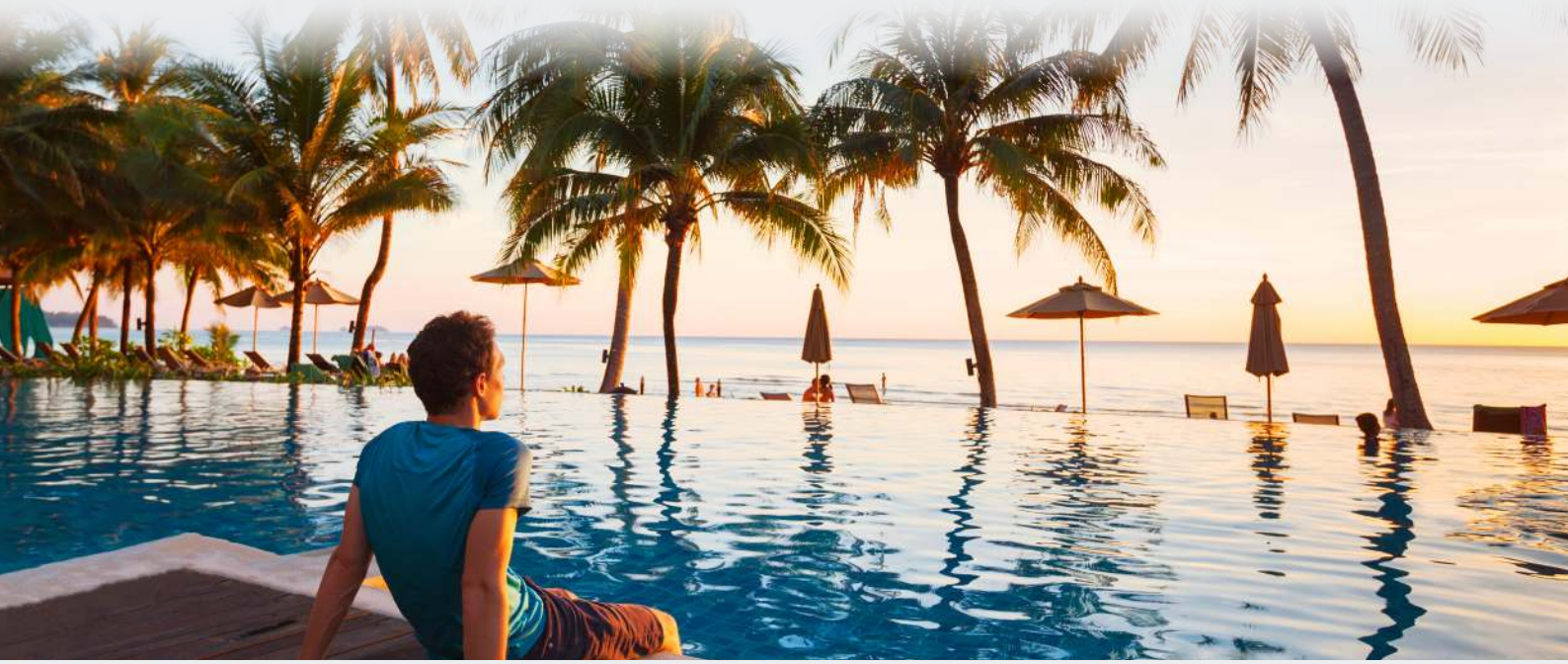
4.3.1. Tour operators

The tour operators and their service providers shall be required to comply with the general provision under this protocol and;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Have documented Standard Operating Procedure (SOP) for guest Management line with these protocols and MOH Covid-19 preventive guidelines as appropriate.
3. Guest/visitors register shall be kept and updated daily and should include mobile contact & physical address for ease in tracing.
4. Establish and maintain a register of all staff, drivers and guests handled.
5. Whenever possible, minimize walk-in clients and encourage online bookings
6. Ensure tour vans and transfer vehicles are properly cleaned and sanitized during and after each trip/ transfers
7. Provide packed lunches for long drive to avoid stop-overs. Staff while serving food and drinks shall observe the guidelines similar to catering and accommodation facilities provided herein
8. Ensure drivers and guides use suitable communication

gadgets for vehicles carrying more than 7 passengers to communicate with guest to avoid turning or shouting to enable them to be heard by guests

9. Ensure disposable headrests covers are replaced after each trip
10. Where possible, have vehicle air-conditioners modified to include air purifiers where applicable, which will reduce the ability of the virus circulating inside the vehicle especially for larger and luxury vehicles
11. Encourage open windows when weather permits, to allow air circulation.
12. Develop creative personalized group tours and packages to incentivize domestic tours, excursions, short trips and visits to nearby destinations in the short term
13. Limit the number of staff accompanying guests in every trip
14. Ensure information provided is stuck on the back of the chairs or the body of the vehicle to minimize contact
15. Promote use of smart/automated doors to minimize touching contaminated surfaces where applicable
16. Integrate technologies to enable automation, such as contactless payments platforms such as online money transaction where possible and discourage cash payments



4.3.2. Travel agents' operations and services

The travel agents and their service providers shall be required to comply with the general provisions prescribed on this protocol and in addition;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Minimize walk-in clients and encourage online bookings.
3. Promote use of smart/automated doors to minimize touching contaminated surfaces.
4. Develop a Covid-19 Travel Risk Assessment Plan to assess any potential risks. The risk assessment plan shall help provide question and answer —questions relating to health, safety and hygiene measures in the destination in response to guests' queries and specific needs.
5. Install physical barriers/transparent screens to provide special separation between customers and employees, especially for travel agents located in shopping malls, airports, or in areas with direct public access.
6. Encouraging physical distancing of at least 1.5 meters and providing signage to ensure proper separation in common areas, discouraging congregating in crowded areas, limiting the number of employees and customers in the travel agent's shop.
7. Educating both employees and customers about their shared responsibility to help protect each other in a Covid-19 environment

8. Enhanced Sanitation by customized procedures to suit each agents operating environment and the expectations of its customers
9. Implement touchless technologies or low-touch solutions, where practical, such as e-ticketing, e-visa solution, online check in services, e-payment or mobile payment services, customer, passenger tracing services and travel agents airport transfers to limit the opportunity for virus transmission while also promoting a safe and enjoyable travel experience for customers



4.3.3. Adventure sports facilitators and employees

Comply with the general provisions prescribed under part two of this protocol and;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Protect employees with various approaches, including barriers/visors, PPE, and distancing.
3. Put in place measures to manage density of people within the facilities to keep people or family units apart, flow of passage in defined visitor's paths and the use of common spaces.
4. Reduce or manage capacity to enhance compliance with physical distancing of at least 1.5 meters apart and monitor entrance and venue capacity at all times
5. All activity PPE should be cleaned, sanitized and stored following manufacturers guidelines
6. Clients shall on their own, put on activity PPE under the guidance and instructions of an instructor. However, where the instructor is required to physically help/check activity PPE, both shall properly wear appropriate PPE to ensure safety is not compromised
7. All clients and instructors shall carry and wear face masks if they are NOT on activities or if they have to interact with the public. Put your masks away during watersports and water rekated activities.
8. Check and clean equipment that is not PPE with appropriate disinfectant before client's arrival.
9. Appropriate venue and activity shall be chosen and considered by the instructor (size of water body, difficulty, wind, weather, tide and access) while taking into consideration physical distancing, rescues coaching and leadership."

4.3. 4. Golf tourism operations and Services

Golf club tourism facilities are considered high risk areas. Operations shall remain restricted during the Covid-19 pandemic period in accordance with the Ministry of Health (MOH) guidelines and shall be gradually opened with new available information on the virus. On opening, the facilities comply with the general provisions prescribed in part two of this protocol and any other relevant agencies' guidelines while holding any activity and:

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. All members/golfers and staff shall have their temperature and any other health details taken (Health declaration) before entering the facility
3. All members/golfers and staff shall wear masks and other relevant PPEs.
4. Information on covid-19 protocols shall be clearly displayed in strategic positions within the facility, and members and staff shall be trained on the new protocols.
5. The details of golfers and staff shall be recorded and maintained every day upon arrival
6. All members shall observe sanitizing, hygiene and physical distancing guidelines provided herein
7. The management shall increase frequency of cleaning and sanitizing of all surfaces that are frequently used
8. All clubs offering catering and accommodation facilities shall operate in line with catering and accommodation facilities guidelines provided herein
9. The management shall provide visibly-marked, wall-mounted hand sanitizer dispenser in the clubhouse and at all entries and exits points
10. Members shall be encouraged to avoid cash payments and instead use online and mobile phone payments for all their transactions with the clubs.
11. Members shall only be allowed entry into the club upon producing membership cards at the gate and having their temperatures checked
12. All members shall observe physical distancing and self-caddied play where golfers carry their own golf bags around the course.
13. Golfers are encouraged to either play alone, in twos or threes for physical distancing purposes.
14. The starting intervals shall be restricted and must be staggered by at least ten minutes.
15. Golfers shall not gather at the starters.
16. The facilities shall only accommodate a limited number of members at any one time to ensure physical distancing guidelines are adhered to



4.3.5. Zip lining tours, operations and services

The operators and visitors to the Zip Lining tours shall be required to ccomply with the general provisions under part two of this protocol ands;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Both instructors and guests shall wear face coverings and latex gloves under their protective gloves during Zip tours except when;
3. The guest is calling for assistance from instructors; for clarity.
4. The instructor give safety instructions at a distance of at least 1.5 metres
5. Safety critical checks shall be adopted to enable physical distancing where possible without compromising safety
6. Instructors shall brief each zip tour group on these protocols before departing from reception.
7. Safety critical PPE checks shall be performed visually by instructors while maintaining physical distancing without compromising the guest's safety during the activity. To aid in physical checks guests shall be instructed to demonstrate that their PPEs are fitted correctly. Where physical checks are essential, both guests and instructors shall wear latex gloves and masks at all times.
8. During physically challenging portions of the activity, for example during trekking, physical distancing shall be maintained at all times to ensure the health of the guest
9. Instructors shall carry spare face coverings and gloves for the guests.
10. Guests shall remove their PPEs outside the premise and place them in a rack provided for laundry
11. Guests shall pick their belongings from an assigned officer
12. Guest's belongings shall be properly stored in a clean sanitized surface
13. PPEs shall be cleaned and sanitized in accordance with the manufacturer's guidelines or MOH guidelines where the manufacturers has not provided any



4.3.6. Motor Sports, Cycling, Walking, Mountain Climbing/ Rock Climbing and Mountain Biking Activities

The operators, facilitators, service providers and visitors undertaking these events and activities for leisure and tourism purpose shall be required to ccomply with the general provision of this protocol and; in addition;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Ensure participants are briefed on these protocols and the expectations during the activities while observing physical distancing of 1.5m-2m.
3. Crew members are encouraged to carry their packed meals or have them supplied by an outlet that has been cleared/certified under catering/ restaurant Protocols.
4. Crew members are encouraged to carry their own drinking water and other items like snacks.
5. Kitchen tents shall be operated in line with food service protocols prescribed under part three of this protocol.
6. All public toilets shall be disinfected at least after every hour when guests are within the vicinity.
7. All eating spots shall be planned to accommodate distancing of groups.
8. KWS Mountain Rescue or a medical officer shall be notified of any suspected case of covid-19 for medical attention
9. Each client shall be provided with their own harness, helmet, carabiner, figure 8, cowstail lanyard or any other equipment for the duration of the activity. After gear allocation and fitting all clients and staff shall be required to sanitize before activity commencement
10. Instructors shall belay all ropes at least 2m from clients except in situations where safety is compromised. No client shall belay
11. Clients shall clip themselves onto the ropes using carabiner while the instructors check from a distance except where assistance is required
12. Back up bilayer shall be stationed at least 2m from bilayer
13. The carabiner shall be sanitized after each climb
14. Clients and bilayer shall sanitize their hands at the wash station setup at the base of the crag
15. Where applicable, Food and food containers shall be sanitized, and clients spaced out to observe physical distancing. A hand wash station shall be setup for use before and after eating
16. All PPEs shall be sanitized and washed following manufacturing guidelines or MOH guidelines where the manufacturers have not provided any
17. All third-party contractors including rangers, guards and drivers shall be briefed on the 1.5-2-meter distancing rules and they shall wear masks when in close proximity of guests and other employees.
18. Mountain biking routes shall be limit to remote trails and not through villages or settlements to avoid any contact with the local population. Where the trails pass through villages/settlements, participants shall wear face masks and maintain physical distancing



4.3.7. Water Sports: Scuba Diving, Snorkelling, Kite surfing, Sailing, jet Ski, Rafting, Canoeing and Kayaking

Scuba Diving, Snorkelling, Kite surfing, Sailing, Jet Ski, Rafting, Canoeing and Kayaking Operators shall comply with the general provision under part two of this protocol. In addition, shall adapt the following protocols;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Appropriate venue and activity shall be chosen and considered by the instructor (size of water body, difficulty, access) while taking into consideration physical distancing, rescues coaching and leadership
3. Continually consider and act to minimize the risk of infection/transmission, such as avoiding sharing or passing any equipment to the paddler or helping lift their craft/helping them put equipment on and equipment checks shall be done by individual client
4. There shall be appropriate time allocation between different groups accessing the water to observe physical distancing
5. Instructor to client ratio shall be reduced to 1:6
6. Suitable canyons and activity sections shall be selected for the group to observe physical distancing whilst on activity
7. Ensure all sporting activities are done in designated safe areas to limit interaction/contact with the local population
8. Tight canoes with limited space where clients cannot observe the current MOH physical distancing regulations shall NOT to be used



4.4. Professional Safaris & Services, Photographers, Tour Guides/ Leaders and Beach Operations Services (Class E) Enterprises

All professional safari providers, guides and beach operators shall comply with the general provision under this protocol and in addition;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Safari guides shall carry sanitizer at all times and its regular use encouraged.
3. Guides and guests shall wear appropriate PPEs at all times
4. Additional disposable PPEs shall be made available in the vehicle for use at all times
5. Waste bins shall be available for the disposal of used PPEs
6. A contactless thermometer for checking temperature shall be made available for use in the vehicle at all times
7. Maintain good personal grooming and ensure clothing properly cleaned and ironed on a daily basis
8. Ensure Vehicles used in guest transport are cleaned and sanitized after every passenger /group tour
9. Each Beach Management Organization/Operator Association shall appoint a Safety Officer responsible for temperature screening of beach operators and clients before their interaction
10. Maintain a register of clients transported or who have interacted with the tour guides/beach operators.
11. Maintain appropriate and reliable list of emergency contacts for rapid assistance in case of health and safety related instances.
12. Handling of cash shall be minimized or eliminated and online mobile payment or credit/debit cards encouraged
13. Guide books shall be provided on requests
14. Develop and implement a uniform standard operating procedure shared among all association members, TSV operators and companies
15. Membership to recognized professional associations is encouraged



4.5 Tourist Mobile Service and Transport Providers– Local Air Charters, Tourist Vehicle Service & Boat Operators (Class C & E) Enterprises

4.5.1 Tourist Service Vehicles

Tourist Service Vehicle/Boat Operators shall be required to comply with the general provisions in this protocol and in addition;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Ensure TSVs/Boats are sanitized before the start of each trip and this will include cleaning and disinfecting of all surfaces (handrails, door handles, tables, seats etc.) at regular times in the course of trip
3. Ensure vehicles/Boats are sanitized between uses by different guests/clients
4. Have hand sanitizers freely available on board for the guests to use throughout the journey.
5. Make available approved quality facemasks for sale to guests on all trips
6. Tourist vehicles/boats shall not be allowed to make stopovers at any other place apart from the pre-arranged designated point or areas unless in a case of emergency

4.5.2 Carrying Capacity of Tourist Service Vehicles/ Safari Vehicles and Boats

1. Carry a capacity that ensures physical distancing between guests travelling together
2. The maximum recommended capacity to be observed for each class of vehicle are as follows;
    a. For Minibuses, Land cruisers and similar vehicles the carrying capacity shall not exceed 7 passengers, unless when travelling as a family unit
    b. For 23-seater Coaches, the carrying capacity shall not exceed 70% occupancy
    c. For 33-seater Coaches, the carrying capacity shall not exceed 70% occupancy.
    d. For 45-seater Coaches, the carrying capacity shall not exceed 70% occupancy
    e. For 56-seater Coaches, the carrying capacity shall not exceed 70% occupancy
3. Ensure that all tour arrangements consider the needs of persons with disabilities
4. Choose partners that are confirmed to comply with existing Government directives for the safe handling of their guests
5. Keep a record of emergency contacts for rapid response services in case of Covid-19 suspected instances from designated Authorities.



4.5.3 Maintenance of Cleanliness of the Vehicles / Boats on trips

1. Ensure that interior surface of Vehicles/boats are sanitized frequently. Particular attention shall be paid to disinfecting frequently touched areas and surfaces both internal and external such as door handles and arm rests.
2. 3rd party cleaners and car washers shall be encouraged to wear appropriate PPEs (gloves, aprons or boiler suits)
3. Guests are encouraged to bring their own water bottles.
4. Any provided water bottles or items shall be labelled with each guests name to avoid sharing or use by another
5. Portable food containers shall be sanitized regularly.
6. Binoculars, telescopes and cameras shall not to be shared and shall be sanitized regularly.
7. Blankets or ponchos are discouraged, however, where provided for guest use, they shall not be shared, and be disinfected/sanitized regularly.
8. Particular attention shall be given to luggage disinfection before and after handling

4.5.4 Hot air balloon operators

Balloon operators shall comply with the general provision prescribed under part two of this protocol and airlines operations protocols. In addition, the operators shall adapt the following protocols;

1. Hot air balloon flights operators shall provide additional antibacterial hand sanitizers within each balloon for customers and staff use.
2. Appropriate PPEs shall be worn by all staff when cleaning balloon basket equipment.
3. Hot air balloon operators shall observe regular cleaning procedures, sanitizing high traffic / high usage areas and surfaces before and after every flight, including regularly disinfecting all surfaces and equipment.
4. Hot air balloon operators shall ensure physical distancing is observed during each trip.
5. All passengers shall fill a health declaration form and avail a proof of covid-19-free certificate before booking.
6. Binoculars, telescopes and cameras shall not to be shared and shall be sanitized regularly.

Blankets or ponchos, when provided for guest use, shall not be shared, and shall be disinfected/sanitized regularly.



4.5.5 Airline operations

1. Implement proportionate health check procedures as appropriate according to risk assessment
2. Deepen and increase the frequency of aircraft and cabin cleaning
3. Provide masks for passengers and crew and ensuring their use during the whole flight
4. Implement boarding and deplaning processes that reduce contact with other passengers or crew (use front and rear doors) in respect of physical distancing rules
5. Limit movement within the cabin during flight
6. Simplify catering and other procedures that lower crew movement and interaction with passengers
7. Facilitate people not to sit next to each other where load factors make it possible
8. Provide in-flight sanitizing tissues to passengers and crew members.
9. Reduce the number of objects in the cabin (printed material and souvenirs) and limit hand luggage
10. Adhere to any other guidelines as may be issued by KCAA from time to time
11. In addition to these protocols Airlines shall be guided by International Civil Aviation Organization (ICAO), World Health Organization (WHO), Ministry of Health (MoH), Kenya Civil Aviation (KCAA) guidelines that promote high standards of aviation health safety to protect air passengers and aviation workers.

4.5.6 Airport operations

Kenya Airports Authority (KAA), Immigration, Kenya Revenue Authority (Customs), Port Health and all other agencies involved in border control activities shall in line with International Civil Aviation Organization (ICAO), World Health Organization (WHO), Ministry of Health (MoH) and Kenya Civil Aviation (KCAA), promote high standards of aviation health safety to protect air passengers and aviation workers whilst implementing the Air Travel Operations protocols. In addition, they adapt the following;

1. Control of unnecessary access to the airports to decongest the facilities. Only passengers, airport workers and facilitators will be allowed in the airports and terminals.
2. Routine sanitization and disinfection of airport facilities and equipment. Hand washing facilities and sanitizers shall be placed strategically on the passenger departure and arrival concourses.
3. Health Screening – Port Health officers shall conduct pre-flight and post-flight screening (arrivals and departures) in terms of Covid-19 symptoms, body temperatures and travelling history.
4. Physical distancing consistent with World Health Organization (WHO) and Ministry of Health (MOH) guidelines within airport facilities. All the service level points at the terminals shall be marked at a distance of at least 1.5 meters apart for physical distancing for queues and seating arrangements
5. Promotion of clean air in the terminals and lounges. Terminals and lounges shall be well ventilated.
6. Public education and sensitization on Covid-19 – provision of accurate and timely information, use of flight information display systems, pamphlets and brochures (across the entire passenger journey).
7. Use of Personal Protective Equipment (PPEs) like gloves, masks, face shields by passengers and airport workers.
8. Prohibit:
    i. Self-service buffet outlets
    ii. Café seating and multipurpose seating
    iii. Smoking areas
    iv. Children play areas
9. Promotion of touchless/contactless processes and technology, where possible, on-line booking and check-in, security screening, purchases and payments on phone Apps
10. Health self-declarations to support health authorities in contact tracing. Passenger Locator forms and Surveillance forms developed by Ministry of Health shall be filled by all travelers
11. Sanitization of cargo and cargo facilities both at export and import points
12. Communicate airport Covid-19 protocols to passengers, workers, stakeholders and members of public so that they know what to expect when they travel through the airport

4.5.7 Management and conduct of crew at hotels

To ensure that risk of exposure to crew members through contact with local population is minimized, the following measures will apply;

1. Crew transportation shall be done with a minimum separation of one seat between crew members
2. The airline shall ensure that crews do not share the transport with any passengers or other airline crew
3. At the resting facilities (hotel) the crew members shall not be allowed to leave the hotel facility or rooms except for emergency reasons
4. Only hotel room service meals and drinks will be allowed
5. The crew hotels rooms are to be disinfected prior to being used

In addition to the above, when crew members travel into high risk areas, they shall practice health self-monitoring techniques, which shall include:

1. Measuring of body temperature at least twice a day
2. Monitoring for symptoms such as fever, persistent coughing, or breathing difficulties
3. Clear and expeditious reporting means to inform the operator of potential signs of infection



4.6 National parks/reserves, nature and amusement parks, conservancies, game ranches, monuments, and other tourism attraction sites (Class C & E) enterprises

4.6.1 National Parks/reserves

Park and reserve management shall comply with the general provision under this protocol and in addition;

1. The Rangers on duty shall welcome the visitor, conduct security checks and direct the visitor to the screening desk to undergo COVID 19 precautionary protocols including temperature checks
2. The Health care staff shall conduct screening checks to all visitors accessing KWS managed facilities and direct visitor to their correct destination
3. The Customer Service Assistant (CSA) shall ensure that points of sales or point of interests facilities (machines/equipment/tickets) are in order and ensure continuous sanitization throughout the day
4. Customer service staff shall welcome and serve the visitors and while maintaining physical distancing at all times
5. All top-ups for the applicable fees to new/existing safari cards shall be done through Cashless payment modes (mobile payment, Bank cards, EFT or Direct Bank deposit) as per the customer's request
6. Where the customer requires a permanent/ temporary/replacement card, the CSA shall key in the customer's details in the system for issuance/loading of the applicable conservation fees onto the card
7. The visitor shall present the ticket at the POA for entry processing, visitors matrix, vehicle details and time of entry shall be recorded
8. The Gate Entry register shall be filled by customer service staff to rule out transmission or infections.

4.6.2 Game Ranches, Conservancies & Other Attraction sites

The managers, wardens, service providers and visitors at the ranches Conservancies & Other Attraction sites shall be required to ccomply with the general provision under this protocol and in addition;

1. Have valid covid-19 free certification for core staff not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. The facilities shall develop own policies/guidelines conforming to this protocol to manage guests/staff interaction, conduct and behaviour with animals in relation to Covid-19 preventive measures
3. Ensure monitoring of visitors and staff to guarantee compliance with the physical distancing requirements of at least 1.5 meters a part
4. Frequently clean and disinfect commonly shared surfaces and spaces
5. All attraction sites and visitors shall, while serving, taking and disposing meals, observe similar catering and accommodation facilities guidelines laid down under part three herein
6. All attraction sites shall where possible conduct on-line pre-sales of their services and products where possible
7. Visitors shall have specified time slots for visiting and queue management practiced to maintain physical distancing
8. Tourist briefing and de-briefing areas that allow the required physical distancing between visitors shall be set up

9. The briefing and de-briefing areas shall have hand washing facilities with clean water, soap and sanitizer for visitors
10. The visitors/tourist shall be required not to touch surfaces or items while touring an attraction site
11. The number of visitors in a specific attraction site shall be staggered to prevent overcrowding and ensure physical distancing
12. There shall be reduced number of tour guides and leaders among a group of visitors to minimize number of interactions between them
13. Signage shall be posted at the entrance to attraction sites advising on social distance, hygienic wash hand process and any other Covid-19 prevention measures to be observed by the guests and staff.
14. Visitors or staff depicting Covid-19 symptoms shall be barred from entering the attraction sites and shall be referred to the nearest health facility or county command centre informed
15. A register of guests to the attraction sites shall be maintained and updated at all times.
16. Organized sporting activities in the protected area with probability of close contacts are discouraged.
17. Adoption of Cashless/contactless payment is encouraged
18. Public washrooms in the attraction sites shall be regularly and properly cleaned and have running water with soap for handwashing at all times.
19. There shall be approved waste bins for litter, collection sites and appropriate disposal of used face masks, gloves and other PPEs items conforming to MOH and WHO standards
20. Emergency contacts for the health Authorities shall be prominently displayed
21. Clear signage outlining allowable activities, use and enforcement shall be placed strategically



4.6.3 Game Drive /Nature Walk and Excursion Activities

The visitors on Game Drive /Nature Walk and Excursion Activities shall be required to ccomply with the general provision under protocol and in addition;

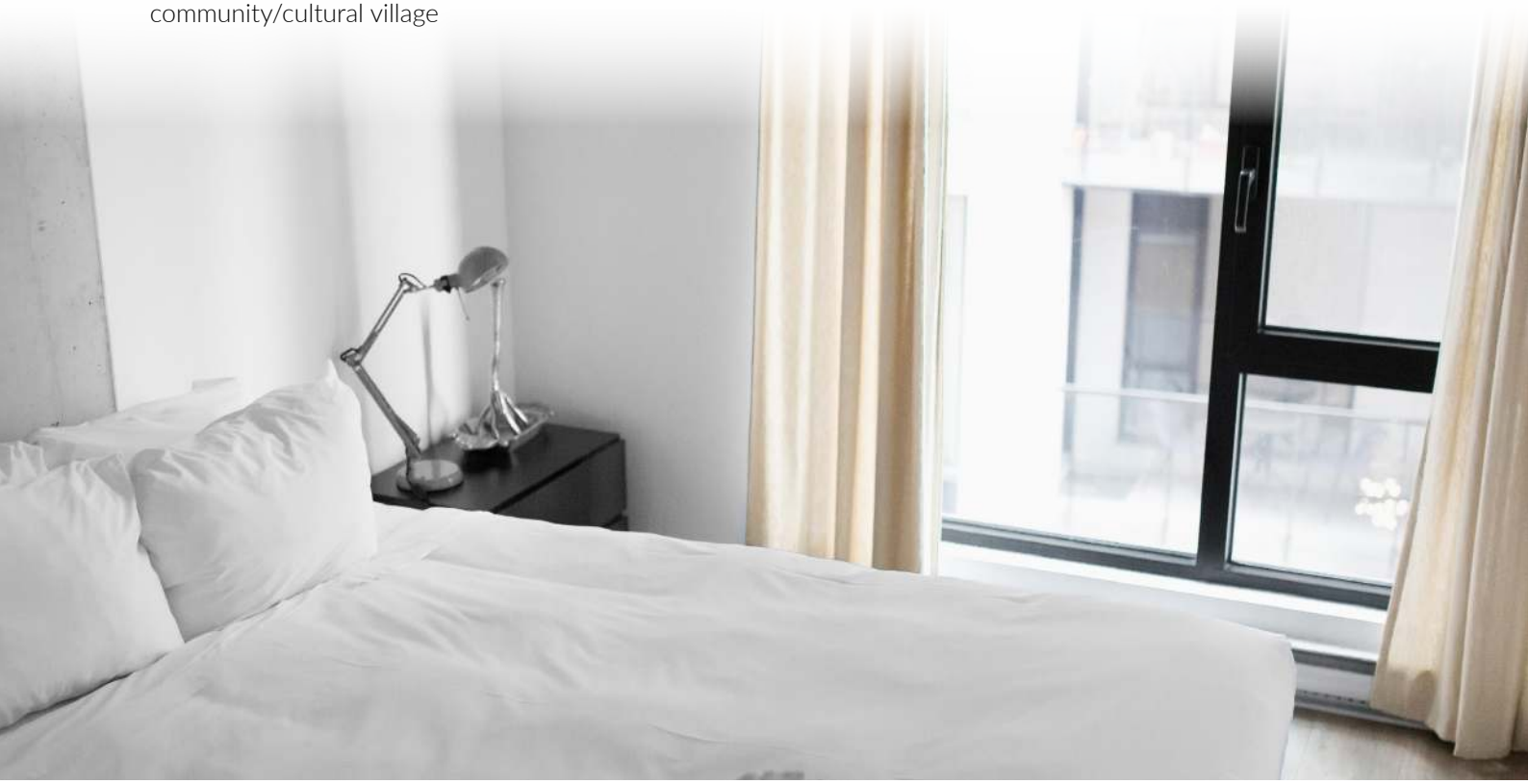
1. As much as possible, families, tour groups and couples shall be allocated to a specific vehicle and a guide for the duration of their stay to minimize exposure to other guests and guides.
2. All game viewers and boats shall have at least one bottle of disinfectant hand gel/ sanitizers strategically positioned to offer guests while on board.
3. Guides and support staff shall carry their own hand sanitizers to maintain hygiene during the activity and when setting up drink stops.
4. After the activity, all surfaces and objects used shall be sprayed with disinfectant i.e., car door handles, roll bars, boat railings, seats, binoculars or guide books used by guests, pouches behind the seats etc.
5. Communal containers shall be replaced with pre-packed and sealed individual snacks for breakfast/ sundowner stops.
6. Visiting (full board) safari guides shall be briefed to follow these protocols



4.7 Homestays, Community/ Cultural Villages and Informal Attractions Sites

Homestays and community/cultural villages tourist, owners, service providers shall be required to comply with the general requirements outlined this protocol herein and;

1. Guests shall inform the host homestay, community/ cultural village of their intended visit at least three (3) days in advance to allow hosts to ably prepare for their visits.
2. Homestay/ host families conducting guest hosting shall be required to have valid covid-19 free certification not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
3. Guest shall only be allowed at specified homes or communities that enable guest and host keep the required physical distance and practice safe hygiene practices.
4. Vulnerable persons, children and elderly members of the host family/community shall not be allowed to interact with guests.
5. Guests shall have their specific utensils, furniture items, toilet facilities and sanitization items that shall not be used by members of the hosting family or community/cultural village
6. Unregistered/licensed homestays shall not be allowed to receive and/or accommodate guests overnight within hosting community/cultural village
7. Guests shall only be allowed to touch souvenir items that they purchase
8. Food preparation and service demonstrations by community/cultural villages shall not be allowed
9. Informal attractions such as Valley viewpoints and curio shops along tourist routes shall provide hygiene and sanitation facilities including running water and soap for hand washing.
10. Great care shall be taken when using equipment to avoid sharing items such as boats and life jackets among others.
11. Where a safari guide stops at any informal attraction site, they shall ensure strict hygiene protocols are followed including face covering essentials and sanitization before and after stopover at the sites.



4.8 Shops / Curios and General Vendors (Class E) Enterprises

Shops/curio venders shall comply with the general provision under part two of this protocol to ensure minimum contact with guest and;

1. Have valid covid-19 free certification not more than14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Sanitize or wash hands before and immediately after entering the work premises and after touching items or surfaces
3. Guests hand sanitizers/hand wash facilities shall be provided in strategic locations within and around the premises or entrance of the premises
4. Credit card machines where used, shall be wiped with alcohol wipes before and after use by each guest
5. 70% alcohol sanitizer spray can be sprayed thinly on all items that had been touched and then allowed to evaporate (no wiping needed).
6. Guests shall be required to properly sanitize and/or wash their hands-on initial arrival before entry to the shop.
7. Goods/items shall be packed, cleaned and sanitized and delivered to guest's pick-up tray/trolley or table designated for the purpose.
8. Staff delivering packed goods/items shall stand back two meters until the guest has retrieved the goods/ items delivery.
9. There shall be zoning of general vendors/beach traders operating in a certain locality to ensure physical distancing is maintained.
10. General vendors shall be encouraged to belong to an association which will ensure these protocols and MOH guidelines are followed.
11. A register of general vendors operating in a certain locality shall be kept by local associations or local authorities for ease in tracing.
12. Unlicensed vendors shall be barred from operating on the beach as they may pose problems in tracing



Implementation approach (co-regulatory approach)

- These Protocols shall be implemented through a "Collaborative model' between the public and private sector as enshrined in the Tourism Sector Policy and Regulatory Authority Strategy for the regulation of the tourism sector.
- Specifically, for the purpose of implementing the protocols, the co-regulatory approach adopted will comprise of the Authority on behalf of the Ministry of Tourism and Wildlife, Ministry of Health, County Governments and the tourism industry private sector stakeholders
- The Authority will play a coordination role of rallying industry players through collaborative networks with emphasis on promoting uptake of quality standards in business operations
- Greater focus will also be given to enhanced participation in standards development, adoption of digital tourism, innovation and technology and up-skilling the tourism and hospitality practitioners to increase their capacity to mainstream health, safety and hygiene practices in their business operations as well as conduct own internal quality audits to enhance compliance and self-regulation
- The approach therefore will go a long way in building the image of Kenya as a competitive destination for ethical and best practices suppor



Protocols are aligned to

1. **WHO Guidelines**
2. **UNWTO Guidelines for reopening Tourism**

World Health Organization

UNWTO World Tourism Organization

The Protocols are approved by Kenya's Ministry of Health

HARAMBEE

Ministry of Health



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