



Department of Tourism, Government of Goa



COVID-19

# Safety and Hygiene Guide

for Tourism Industry in Goa

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# INTRODUCTION

Given the current COVID-19 outbreak in India, it is important that all hospitality units as well as other tourism-related businesses take suitable measures to restrict any further transmission of the virus, while providing high-quality services to tourists after lifting of movement restrictions.

These guidelines were prepared by considering nature of tourism industry in the state and precautions required by various tourism related businesses / stakeholders, while taking into consideration several guiding principles / SOPs that were circulated by multiple authorities / experts as mentioned below:

- COVID-19 safety and hygiene guidelines for Tourism Sector (Hospitality Units) by Ministry of Tourism, Govt. of India (MOT) dated May 2020
- General precautions for COVID-19 prevention by Goa Institute of Public Administration & Rural Development (GIPARD) and Department of Preventive & Social Medicine, Goa Medical College & Hospital dated 30<sup>th</sup> May 2020
- Leading Global Protocols for the new normal by World Travel & Tourism Council (WTTC) dated May 2020
- Office Memorandum from Ministry of Health & Family Welfare, Govt. of India dated 4<sup>th</sup> June 2020.
- Operational Recommendations for Tourism Service Providers by Ministry of Tourism, Govt. of India (MOT) vide D.O. No. 1/DG(T)/HRDiv./2020 dated 8<sup>th</sup> June 2020
- Suggestions made by leading hospitality entities, and industry professionals for commencing the tourism business.

## a) Classification of guidelines in this document

Based on the nature of tourism industry in Goa and with respect to COVID-19 preparedness, the specific guidelines have been developed that covers following focus areas– (a) General Preparedness, (b) Safety & Hygiene, (c) Social Distancing, (d) Cleaning & Sanitation, (e) Awareness & Training. The guidelines are classified as follows:



**Tourists visiting to Goa**



**Tourist Transport Services**



**Tourism Activities**



**Accommodation Units**



**Tour & Travel operators**



**Tourist guides**

## b) Validity and Review of Guidelines

Given the dynamic changes happening around the world due to the ongoing pandemic, these guidelines are issued up to 30<sup>th</sup> September 2020, and DOT will review and revise these guidelines, as necessary.

**c) Additional Guidelines for Tourist Accommodation Units**

Ministry of Health & Family Welfare (MoHFW) vide memorandum F.No.Z.28015/19/2020-EMR (Pt.) dated 4<sup>th</sup> June 2020 had issued general guidelines to hotels and hospitality services (placed at Appendix-3), which must be complied by all the accommodation units in the state that commences their business after receipt of permission from Department of Tourism.

While adhering to the overall guidelines provided by Ministry of Health & Family Welfare as stated above, the State Government have prepared the present protocols with the intent of ensuring preparedness of accommodation units and rebuilding trust and confidence among tourists. The objective is to ensure that protocols are in place across all relevant functions with an increased focus on health, safety and social distancing.

# GUIDELINES FOR TOURISTS

## 1. APPLICABILITY

As Goa Tourism is gearing up for phase-wise opening of the tourism sector, all the tourists visiting Goa for leisure and wellness purposes – typically for a short duration and staying at various accommodation units in Goa will be permitted initially. The present guidelines will be applicable to this category of tourists (referred as “tourists” in rest of the document). In subsequent phases of opening of the tourism sector in the State, the guidelines will be issued for other categories of travelers visiting the state for long duration. Till such time, any person intending to visit Goa for long duration will be subjected to extant protocols issued by State Health Government including screening, testing and isolation (home / institutional).

Each tourist will be required to adhere to these guidelines in order to contain the spread of COVID-19. In addition, it is the responsibility of hotels and other tourism establishments in the state to ensure that the tourists adhere to the guidelines provided in this document, while providing services to them. While these guidelines are obligatory on all the tourists, any instructions issued by the State Government or other Competent Authorities from time to time will be binding and will override the provisions in this document and must be strictly complied with.

## 2. PREREQUISITES FOR TRAVEL

While all tourism related stakeholders in the state shall take necessary steps to implement the measures outlined in these guidelines, it is important for tourists to take adequate precautions to ensure their own health and safety. It shall be encouraged that the tourists make themselves aware of the prevailing rules and regulations in context to COVID-19. In order to have a hassle-free entry into the state, all the tourists are required to carry the following:

- **Mandatory Documents / Equipment**
  - ✓ A valid pre-booking for entire duration of the stay with permitted accommodation units in the State. The list of permitted accommodation units with Department of Tourism can be seen at [www.goa-tourism.com](http://www.goa-tourism.com). A copy of the notification shall be circulated to all online travel agencies (OTAs) and tour operators.
  - ✓ Carry own protective gears such as face mask / face shields, gloves and hand sanitizers.
  - ✓ All tourists need to install Aarogya Setu app on their phones.
- **Optional Documents**
  - ✓ A COVID-19 negative certificate, issued within 48 hours prior to date of arrival by Indian Council of Medical Research (ICMR) authorized lab in the location of their origin.

## 3. GUIDELINES FOR ENTRY IN THE STATE

- a) Pre-booking of accommodation (registered with Department of Tourism) is mandatory. Proof of pre-booking for entire duration of the stay will be checked at the entry points.
- b) All tourists will have to undergo a basic screening at the entry point. Any tourist exhibiting sickness or COVID-19 related symptoms upon arrival will be subjected to a COVID-19 test at

designated testing centers / hospitals at the tourist's cost.

- c) The Authorities will check: (a) if the booking was made with any registered accommodation unit with Department of Tourism and is permitted to operate; and (b) validity of booking for entire duration of the stay.
- d) Subsequently, the tourists will be subjected to the following safety protocols:
  - In case the tourist is carrying a COVID-19 negative certificate, they will be allowed to move to booked accommodations.
  - In case a tourist is not carrying a valid COVID-19 negative certificate, he/she will be directed to undergo testing for COVID-19 at designated testing centers / hospitals. Thereafter, they will have to go into self-isolation till the test results are received. The isolation facilities will be provided by the accommodation units themselves, where the tourist made a pre-booking. Once results are received, only and if found COVID-19 negative, the tourist shall be allowed to travel outside the isolation facility. In case any tourist is found COVID-19 positive, the accommodation unit will act as per the extant protocol issued by the State Health Department. All costs for COVID-19 tests including the stay at the isolation / quarantine facilities shall be borne by the tourist themselves.
- e) If the tourist intends to change their original booking during their period of stay in Goa: Such changes are allowed only with permitted accommodation units by Department of Tourism. The tourist needs to show the proof of re-booking, if any, to the Rapid Response Leader of the accommodation unit before they can shift from original accommodation.
- f) Tourists shall be required to fill out a self-declaration form in the format provided at the accommodation unit for the purpose of contact tracing (if necessary).

## **4. BASIC TRAVEL GUIDELINES FOR TOURISTS**

The following basic guidelines should be adhered to by all tourists at their accommodation unit and while engaging in any tourism activity to ensure their own safety as well as the safety of their service providers.

### **4.1. GENERAL PREPAREDNESS**

- All tourists shall be briefed on the dos and don'ts at their pre-booked accommodation units, which should be mandatorily followed during their entire stay in Goa.
- Similar briefings will be made by various tour operators / tourism activity providers / tourist transport etc. Tourists may need to follow basic screening procedures (like temperature check) and hygiene protocols (use of mask and hand sanitizers) before using the said services.
- Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to either avoid completely or limit their travel. While travelling, they are advised to take extra precautions.
- Before booking any activity / service within the state:
  - (i) Tourists should be advised not to visit areas falling within containment zone.
  - (ii) As far as possible, a zero-contact policy should be followed at all tourism facilities and Tourists

shall minimize contact with service providers and other tourists.

- (iii) Tourists are advised to plan their visits of any facility / tourist attraction / activity by checking their open timings.
- (iv) Allotted time slots by any facility / tourist attraction / activity should be followed by all tourists for the convenience of service providers and other tourists.
- (v) Tourists should avoid handling cash as much as possible. All payments should be done through digital modes.
- (vi) Tourists should follow proper procedures for handling and disposal of utensils, crockery, linen, etc. after availing of F&B services.
- (vii) While traveling all tourist should wear a face mask and carry their own sanitizer and wet wipes for personal use.

#### 4.2. SAFETY AND HYGIENE

- Tourists should strictly observe social distancing norms with a physical distance of 2 meters (6 feet) per person. Family groups can stay together as long as they ensure that are at least 2 meters (6 feet) away from any other individuals or family groups.
- Tourists should ensure that they wear a protective face mask while within the premises of any tourism destination.
- Tourists should frequently wash hands or use hand sanitizers. While respective facility / activity / service provider shall provide for soaps / sanitizer at common places, tourists should be prepared and carry their own sanitizer and wet wipes.
- Tourists should sanitize their hands after any contact with public surfaces including ticketing counters or check-in counters. Sanitizing stations shall be set up for their convenience at regular intervals.

#### 4.3. TICKETING AND BOOKINGS

- Tourists should avail online / digital ticketing facilities where available and book their tickets well in advance. This will ensure that service providers have information to make adequate arrangements.
- All tourists shall have their temperature checked at the entry points using non-contact devices and shall be screened for symptoms such as cold, cough etc. Service providers shall ensure that privacy is maintained during screening.
- Tourists having an abnormal temperature and / or flu like symptoms shall not be allowed to enter the facility / activity premises. The service provider shall note down their contact details of such tourists and shall notify relevant health or administration authorities for acting on necessary Government protocols.
- Any tourist displaying potential COVID-19 symptoms and the people accompanying the said tourist shall be moved to a containment area or isolation room for further action.





# GUIDELINES FOR ACCOMMODATION UNITS

## 1. APPLICABILITY

The guidelines are applicable to all the accommodation units, registered with Department of Tourism, Govt. of Goa (DOT). Any accommodation unit not yet registered with DOT is required to complete their registration before (re)starting their operations in the state. Any violation found in this regard i.e. accepting bookings without registering with Department of Tourism, will lead to severe action from Department of Tourism, under Goa Registration of Tourist Trade (Amendment) Bill 2019.

- It must also be clearly understood that any instructions issued by the State Government or other Competent Authorities from time to time will be binding and will override the provisions in this document and must be strictly complied with.
- All accommodation units in the State adhering to the following Standard Operating Procedures (SOPs) and after submitting the self-declaration form provided in Appendix 1 shall be allowed to resume their operations.



Only register accommodation units following the prevailing SOPs and guidelines shall get an opportunity to re-start



All accommodation units should arrange for designated quarantine facility for the guests awaiting test results

## 2. PREREQUISITES FOR ACCOMMODATION UNITS

### 2.1. REQUIREMENTS FOR COMMENCEMENT

- a) SOPs to be circulated by the Department of Tourism (Units will be given 10 days to align their operations as per the SOPs).
- b) Hotel-resumption form to be submitted, mentioning the date for commencement of business.
- c) Submit the self-certification form to Department of Tourism declaring that the unit is compliant to the SOPs.
- d) Certificate for commencement of business shall be received from the department of tourism.
- e) The unit can be subjected to an audit by the officials appointed specifically for the purpose.

### 2.2. SET UP A RAPID RESPONSE TEAM

- g) Appoint a *Rapid Response Team* headed by a *Rapid Response Leader* (single point of contact), ideally an officer from high management, a specially appointed officer or the head of the establishment or manager or in-charge of the accommodation unit. The appointed *Rapid Response Team* should strictly follow these guidelines in consultation with other directions, which may be issued from various authorities in connection with COVID-19.
- h) The team should be responsible for preventing incidents, effectively managing cases and mitigating

impact among guests, staff and other involved parties. The team should also update the entire staff when necessary in case of issuance of new guidance, procedures, regulations or any change issued by the pertinent authorities.

- i) The team should frequently evaluate, identify gaps and adjust in accordance to ensure practicality and consistent continuation as well as be alert on unusual and notable incidents. The team must ensure to record all notable, unusual, important incidents & measures taken in detail. Outcome of the collection of this data has to be reported to the state health department and Department of Tourism once in every 15 days or on demand, as the case may be.

### 2.3. DESIGNATED ISOLATION ROOMS

- a) The accommodation unit should dedicate a proportion of the total rooms (depending on flow of guests) as isolation rooms for the guests awaiting medical test results. The guest having pre-booked accommodations and undergoing the test for COVID-19, shall be required to be quarantined at the booked accommodation unit till the results are received.
- b) The isolation room should be preferably away from open crowded areas and sealable with a door (to keep others away while a doctor or ambulance is being called).
- c) Preferably, the hotel unit should be able to have the ability to turn off the HVAC / ventilation system in the isolation room, so no other areas are potentially not contaminated by air.
- d) The Rapid Response Leader or Accommodation in-charge should ensure to keep other staff and guests out while the isolation room is in use.
- e) The accommodation unit should have a decontamination / cleaning protocol after a suspected case has left.
- f) The accommodation unit should have a designated/ attached toilet near the isolation room that the suspect case can use, but which can then be closed off, so others do not use it.
- g) No staff member with any pre-existing health condition, which may likely to get the COVID-19 virus, should be working in the isolation room.

### 2.4. NECESSARY TIE UPS

- a) The accommodation unit should have at least 1 doctor and 1 paramedic / health worker on board, which are available on on-demand basis within 15 minutes.
- b) The accommodation unit should have a tie-up with a health care centre / hospital, particularly for ambulance services.

### 2.5. COMMUNICATION

- a) The Rapid Response Leader shall be nominated as single point of contact for ensuring that adequate communication is maintained at all times with the Tourism Taskforce of the Department of Tourism and State Health Department.
- b) Prevailing guidelines, precautionary measures or any other related information should be circulated among staff through the Rapid Response Leader to make sure that they follow the correct protocol on any incident that may arise in the future.
- c) The units will put up awareness signages/posters at appropriate places. This may include Do's and

Don'ts for guests and staff, such as:

- (i) Promoting of hand washing and other general hygiene practices/social distancing norms;
- (ii) Contact information of Rapid Response Team and Tourism Task Force;
- (iii) Emergency Telephone numbers.

*Samples for signages / posters are provided in the Appendix-4.*

## **2.6. MANDATORY EQUIPMENT TO BE PROVIDED AT THE ACCOMMODATION UNIT**

- a) Sufficient quantity of below mentioned equipment must be available at the accommodation unit:
  - 1. Hand sanitizers mainly at the entry points (min. 70% alcohol)
  - 2. Chemicals for Deep cleaning
  - 3. Thermal Gun/ Scanner
  - 4. Biohazard disposable waste bag
  - 5. Mandatory consumables provided to staff:
    - o Reusable ply cloth face masks that can be washed daily – 3 no's per month
    - o Reusable cloth gloves that can be washed daily – 3 pairs per month
    - o Pocket Size Hand Sanitizer bottle (refillable during the day) – 1 no.
    - o Gowns/Aprons, especially for kitchen staff
- b) The accommodation unit is encouraged to have the following equipment: Electrostatic spraying technology, UVC light and EPA-based air filtration with validation from government institutions / expert bodies such as the World Health Organization (WHO).

## **2.7. USE OF AAROGYA SETU**

- a) The Rapid Response Leader should ensure that all staff members, both skilled and unskilled, have downloaded Aarogya Setu application or provided their details on feature and landline phones via IVRS (Interactive Voice Response System).

## **2.8. GENERAL GUIDELINES**

- a) Promote Social Distance, hygiene practices and use of safety kits
  - (i) All hotel staff must wear masks and gloves mandatorily while performing their duties.
  - (ii) Hotel staff should follow restricted movement (only in cases of work) around rooms.
  - (iii) Hotel staff should maintain minimum 2 m (6 ft) distance with the guests and other staff members at all times.
  - (iv) Hotel staff should sanitize/wash their hands regularly.
  - (v) Every hotel employee should wear shoes. Shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning.
  - (vi) Staff should remove gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
  - (vii) Separate entry and exits for guests, staff and goods/supplies shall be organized. Specific

markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.

b) Management of public areas and HVAC system

- (i) Crowd management in indoor and outdoor premises (like parking lots) should be put in place to ensure that social distancing norms of 2 meters (6 feet) are enforced. Gatherings/congregations should be limited to 50 people.
- (ii) Self-parking should be encouraged. In case of valet parking, the staff assigned to park the vehicles should wear mask and gloves.
- (iii) Room service to be encouraged, instead of dine-in. Room service personnel should leave the food at guest's door and not directly hand it over.
- (iv) Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- (v) Remove newspapers, magazines from public areas. Instead, accommodation units are encouraged to use digital options such as subscription to e-newspapers, etc. The use of artefacts and decoration items which might be touched by guests should be preferably avoided.
- (vi) For air-conditioning/ventilation, the guidelines of Central Public Works Department (CPWD, Government of India) dated 22/04/2020 shall be followed to ensure that temperature setting of all air conditioning devices is in the range of 24-30°C and the relative humidity between 40% and 70%. Intake of fresh air should be maximized, as much as possible, and cross ventilation should be adequate.

c) Usage and cleaning of equipment

- (i) All touch points (like doorknobs, switches, door handles, safety latches and taps etc.) must be cleaned regularly with surface cleaner. It is advised to use Sodium Hypochlorite 1% solution having at least 70% alcohol should be used to clean these touch points
- (ii) Common area cleaning checklist should be displayed at the reception. Rooms cleaning checklist should be displayed inside the room on the back of the door.
- (iii) Equipment, containers, utensils, cutlery, etc. should be cleaned thoroughly with soap and water. Preferably use hot water (above 60°C) for washing and sanitizing. After cleaning, sanitation using Alcohol/Quaternary ammonium compound is recommended.
- (iv) Protocols for elevators
  - Guests should be encouraged to use staircases in priority.
  - In case lifts are being used, the number of people in the elevators shall be restricted. Not more than 50% capacity shall be allowed inside the elevators at any given point of time. The same to be monitored and displayed near the elevator.
  - Hand sanitizers to be made available at all elevator landing.
  - Signage to be kept making the guest aware of the protocols.
  - All hand contact areas in elevators to be disinfected regularly and the elevator as such will be disinfected every 4 hours with 1% sodium hypochlorite solution.

d) Effective use of digital methods for interaction with guests

- (i) The accommodation unit should have integrated technologies to enable contactless automation for check-in, payment, feedback, menu, etc. where possible.
- (ii) CCTV cameras must be fully functional at the location where guests and staff are being screened.
- e) Practice and encourage effective Garbage Disposal practices
  - (i) Masks, gloves etc. should be disposed carefully as per guidelines issued by the State health department.
- f) Plan shift system, if feasible, for adequately spacing of the staff as per operational capacity of the premises thereby ensuring effective social distancing arrangements as per Government order.

### **3. PROTOCOLS FOR HANDLING SUSPECTED & COVID POSITIVE GUESTS**

The following protocols are as per the guidelines provided by Ministry of Health and Family Welfare for handling Suspected & COVID-19 positive cases. The Rapid Response Leader should be in close communication with Department of Tourism to obtain information about any revision in guidelines by the Central Government.

- a) Place the ill person in the isolation room, away from others. Provide a mask/face cover till such time he/she is examined by a doctor.
- b) Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- c) A risk assessment will be undertaken by the designated public health authority (district Rapid Response Team/ Task Force/ treating physician) and accordingly further advice shall be made regarding management of case, his/her contacts and need for disinfection.
- d) The suspect case if reporting very mild/mild symptoms on assessment by the health authorities would be placed under institutional isolation.
- e) Suspect case, if assessed by health authorities as moderate to severe, will be treated as per health protocol in appropriate health facility.
- f) The State Health Department shall be requisitioned and will undertake the listing of contacts, and Rapid Response Leader should provide the necessary support.
- g) The necessary actions for contact tracing and disinfection of the accommodation unit will start once the report of the patient is received as positive. The report will be expedited for this purpose.
- h) If there are large numbers of contacts from a pre-symptomatic/asymptomatic case, there could be a possibility of emergence of a cluster. The essential principles of risk assessment, isolation, and quarantine of contacts, case referral and management will remain the same. However, the scale of arrangements by the accommodation unit will be higher (such as additional isolation rooms, PPE kits etc.).
- i) The accommodation units are advised to devise a new information system/format, apart from self-declaration form as provided in Appendix-2 and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future.
- j) The State Health Department will have the final authority on necessary action to be taken for effective management of such a scenario which may include advise on deep cleaning of any specific

areas or temporary closure of such accommodation unit, as necessary.

## 4. PROTOCOLS FOR STAFF

### 4.1. REQUIREMENTS BEFORE STAFF RESUMES TO WORK AT THE ACCOMMODATION UNIT

- a) Identify if any staff member is suspected to have COVID-19 symptoms:
  1. Temperature check through thermal gun;
  2. Enquire if the staff has any COVID-19 symptoms (like fever, dry cough, diminished sense of smell, sore throat, severe weakness, shortness of breath, drowsiness, persistent pain and pressure in chest);
  3. Enquire if any staff member (in the last 3 weeks) had:
    - Travel history, especially to Govt. declared red zones / containment zones;
    - Came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance).
- b) If any staff member is suspected to have COVID-19 symptoms:
  1. The staff member should be escorted to the nearest COVID-19 health care centre / hospital for testing.
  2. The Rapid Respond Leader should assist the authorities to perform contact tracing.
  3. The Rapid Respond Leader should advise the staff member to follow the quarantine instructions, as suggested by the health care centre / hospital;
  4. The Rapid Respond Leader should ensure that the State health department guidelines are enforced regarding the future course of action.
- c) The accommodation unit should maintain the record of the temperature of all staff members in a register, preferably in digital mode.
- d) If any staff member is displaying COVID-19 related symptoms, he/she should not come to work. Only asymptomatic staff and guests shall be allowed in the accommodation unit.
- e) All staff members who are at higher risk i.e. older staff members, pregnant women and staff members with underlying medical conditions, should take extra precautions. They should not be exposed to any front-line work requiring direct contact with guests.

### 4.2. STAFF TRAINING

- a) All staff members shall be briefed and trained about orders from State Government and Ministry of Health & Family Welfare, GOI regarding Do's & Don'ts at home, public area & workplace, including:
  1. How to wear a face mask.
  2. Hand Sanitizer shall be used to clean hands as often as possible.
  3. Maintain social distancing of 2m (6 feet) at all time.
  4. Maintain personal hygiene (have shower / bath after every shift & at the end of the day)
  5. COVID-19 major symptoms.

- b) Provide training to staff members, preferably using audio / visual medium, in hygiene and sanitation practices and troubleshooting risks. The accommodation should keep a log of training sessions provided to their staff members.
- c) Any new notification / order from State Government and Ministry of Health & Family Welfare, GOI to be informed & explained to the employee.
- d) Hygiene of Staff
  1. Hands should be washed for 40 to 60 seconds using water (preferably hot water) and soap. Hands should be dried with clean towel or air dryers. This should preferably be followed with sanitizing of hands (with 70% alcohol-based sanitizer or an equivalent). If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60-70% alcohol.
  2. Staff should wash/disinfect hands after removing their regular clothes and before touching their clean uniforms to avoid contamination of clean clothes. Staff members shall preferably not use personal jewellery, watches etc.
  3. Staff members, especially the staff handling food, shall wear face mask and clean protective clothing like full sleeves clothes/aprons, head gears, caps, gloves. In case of shortage of face masks, the Staff members/ food handlers should preferably use clean cloth-based face covering or face mask to cover nose and mouth. The face cover should fit perfectly on face without leaving any gaps on mouth, nose and chin.
  4. Gloves shall be worn while handling prepared food or ready to eat food. During this time no other surface, equipment, utensils should be touched or no non-food related activities such as emptying bin, closing doors/windows, touching mobile phones, handling currency etc. are carried out. In such a case, the gloves shall be changed and suitably disposed off in a biohazard disposal waste bag. Hand must be washed between glove change and when gloves are removed.
  5. Respiratory hygiene is important to prevent COVID-19 spread at a workplace. Staff members shall cover their mouth and nose with tissue while coughing or sneezing. The tissue shall be disposed in a closed bin and hands shall be thoroughly washed and sanitized, before handling food.

#### 4.3. STAFF PROTOCOLS

##### **Room Service**

- a) Communication between guests and room service staff should be strictly through intercom or mobile phone.
- b) Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests without making any contact, via trays or similar methods.
- c) Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc. so that they can inform guests & solve accordingly on call.
- d) Linen in rooms and dining area must be washed after single use. Preferably use high quality paper tissue and table mats in dining areas.
- e) Accommodation units are encouraged to serve food cooked in the in-house kitchen. In case the

accommodation unit does not have an in-house kitchen, food may be sourced from vendors that follow adequate safety measures.

- f) No printed menu card should be distributed inside the rooms. The accommodation unit may share the menu card digitally or take orders orally.
- g) All cutlery should be sanitised as per the guidelines of State Health Department or disposable cutlery may be used.
- h) Single use sachets for salt, pepper, sugar, condiments and toothpicks should be encouraged instead of using containers.

### Room & common area cleaning

- a) Rooms and common area are required to be cleaned on daily basis.
- b) Staff must sanitize their hands or wash their hands before & after the cleaning process.
- c) Identify high risk points (like tables, place mats, POS machines, Side stations, Coffee machines, Refrigerator handles, Doorknobs, Trays, Keyboard, Phones etc.) & have them sanitized regularly.
- d) All tables & chairs (any equipment that is used by Staff members / guests) must be cleaned & sanitized daily after each use.
- e) The following cleaning schedules & protocols should be undertaken:

S.No.	Item	Cleaning material	Frequency	Method/procedure
1.	General Cleaning	R2/Detergent & Warm Water, Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>▪ Clean with plain water</li> <li>▪ Allow to dry &amp; mop with disinfectant (1% Sodium Hypochlorite)</li> </ul>
2.	Lockers, Tables Cupboard, Wardrobes	Damp Duster with disinfectant	Daily	<ul style="list-style-type: none"> <li>▪ Wipe with cloth dipped in 1% Sodium Hypochlorite solution</li> </ul>
3.	Railings	Detergent/Sanitizer-hot water, Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>▪ Wipe with cloth dipped in 1% Sodium Hypochlorite solution</li> </ul>
4.	Mirrors & Glass	Warm water / Detergent water / Cleaning solution damp cloth wiper	Daily	<ul style="list-style-type: none"> <li>▪ Using warm water &amp; a small quantity of detergent &amp; Using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror &amp; glass to a clean dry finish</li> </ul>
5.	Furniture & Fittings	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> <li>▪ Wipe with cloth dipped in 1% Sodium Hypochlorite solution for furniture &amp; fittings, including chairs, stools, beds, tables etc.</li> </ul>
6.	Light Switches/ Over bed lights	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> <li>▪ Light switches to be cleaned of dust, spots &amp; finger marks, clean with damp clothes</li> </ul>
7.	Toilet Pot / WC	R1/Soap powder, Long handle angular brush	Whenever required	<ul style="list-style-type: none"> <li>▪ Inside Of toilet pot/commode</li> </ul>



				<ul style="list-style-type: none"> <li>▪ Scrub with the R1/soap powder &amp; angular brush</li> <li>▪ Clean with R1/soap powder &amp; scrubber</li> </ul>
8.	Toilet Floor / Sink	R1/Soap powder, scrubbing brush	Whenever required	<ul style="list-style-type: none"> <li>▪ Scrub with soap powder &amp; the scrubbing brush</li> <li>▪ Wash with water</li> </ul>
9.	Taps & Fittings / Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever required	<ul style="list-style-type: none"> <li>▪ Wipe over taps &amp; fittings with a damp cloth &amp; detergent</li> <li>▪ Care should be taken to clean the underside of taps &amp; fittings</li> </ul>

### Staff member clothes

- a) It is mandatory for all staff members to wear a fresh set of clothes every day and not-reuse without washing them. The accommodation unit will provide protective gears / mandatory consumables to all staff members, as stated above.
- b) In case the accommodation unit has a uniform policy, all staff members are required to wear a fresh pair of uniform on daily basis.

### Other work protocols for staff

- a) Staff to wear PPE - gloves, apron, closed footwear and mask - while handling / washing of utensils, linen etc. and interacting with guests.
- b) Separate bins with adequate signages for placing soiled linen. Ensure staff do not touch them without wearing PPEs.
- c) If the staff carries any food, the same to be brought in reusable containers that are washed every day.
- d) Staff meals / access to lockers and changing rooms / shifts should be planned in such a manner that social distancing norms can be maintained.

## 5. PROTOCOLS FOR GUESTS

### 5.1. CHECK-IN PROTOCOL FOR GUESTS

- a) Tourists should reach out to the *Rapid Response team* identified by the accommodation unit for any issues or concerns with regards to hygiene and safety.
- b) Namaste as gesture for greetings. No handshake.
- c) Checking with guests related to the testing procedure adopted by them – whether they produced a COVID-19 negative certificate or provided test samples at the entry point. If the guests have provided test samples at the entry point, the accommodation unit needs to accommodate the guests in isolation facility till the results are received. The checking procedure should be done using digital methods.
- d) Briefing to all guests (at the time of check-in) regarding new measures and service limitations for

health and safety of guests and staff including encouraging guests to maintain social distancing, face masks, and use sanitizers etc.

- e) Guests are requested to maintain a queue with 2 m (6 ft) distance between them. Standing space signs need to be placed on the floor to maintain social distancing.
- f) Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- g) Details of the guest (Travel history, medical condition etc.) along with ID and self-declaration form (provided at Appendix-2) must be provided by the guest at the reception. Any guest who indicates COVID-19 symptoms is required to undergo a medical examination prior to check-in
- h) Only asymptomatic guests shall be allowed in the accommodation unit
- i) The use of Aarogya Setu app will be recommended to all guests.
- j) Hand Sanitizers must be kept at the reception for guests. Guests to sanitize hands before & after filling relevant forms.
- k) Accommodation units are encouraged to convert its forms and registers, including Arrival & Departure register, in a digital form.
- l) Accommodation units may adopt contactless check-in process as feasible.

## 5.2. CHECKOUT PROTOCOL

- a) Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.
- b) While accepting payments via debit / credit card modes, the staff should be handling the POS machines by wearing gloves.
- c) Any feedback collected from guest should be through digital methods only.
- d) If the guest intends to change their original booking during their period of stay in Goa: Such changes are permitted only with registered accommodation units with Department of Tourism. The guest needs to showcase the proof of re-booking, if any, to the Rapid Response Leader of the accommodation unit before they can shift from original accommodation.
- e) Post check-out, rooms to be cleaned and fresh linen and towels to be provided.

## 6. PROTOCOLS FOR DINING FACILITY IN ACCOMMODATION UNIT

### 6.1. PRE-ARRIVAL PROCESS

- a) Guests are encouraged to make prior reservations before going to the restaurant within the accommodation premises to avoid crowding. Guests to be seated in a designated waiting area with norms of social distancing in case of waiting.
- b) Complete details of number of persons to be taken in advance by the staff and seating to be accordingly arranged by maintaining the social distancing norms.
- c) Guests to be requested to carry their own Face Mask, Hand Gloves and Instant Hand Wash etc. If the guests are not carrying their own protective gears, Guests should be provided with necessary protective gears like hand gloves and face masks to ensure safety of other guests and staff.

## 6.2. ARRIVAL PROCESS

- a) The gate/door of the dining facility to be opened by the staff / attendant.
- b) Hand sanitizers/ pedal sanitizer / automatic or sensor-based sanitizers should be placed at the entrance and washrooms. Guests are directed to sanitize their hands before proceeding to the seating area.
- c) Markings on the floor to be done to maintain Social Distance, wherever required.
- d) Tables to families or a group to be allocated strategically to ensure non-contamination to other guests/areas.
- e) For Restaurant, dining entry inside restaurant to be limited to the seating capacity. Extra guests to be seated in a designated waiting area with norms of social distancing.

## 6.3. GENERAL MEASURES AT THE DINING FACILITIES

- a) Disposable menus to be used to reduce the chances of transference of virus. Contactless Menu through digital modes / QR Code recommended.
- b) Instead of cloth napkins, use of good quality disposable paper napkins is encouraged.
- c) Guests may be requested to make the payment via digital mode as much as possible.
- d) Modification of Restaurant Layout keeping minimum 1-meter distance between tables. Not more than 50% of seating capacity to be permitted.
- e) Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant/ dining facility like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.
- f) Buffet service to be avoided in near future. In case, Buffet service is provided, it should follow social distancing norms among guests.
- g) Only designated staff to serve the food on a particular table.
- h) The crockery, cutlery, etc. to be washed with hot water and food grade/ approved disinfectants.
- i) The service equipment to be segregated and stored in sanitized cupboards.
- j) Use different types of warmers to keep the food and crockery on warm temperature.
- k) The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.
- l) HACCP/ISO/FSSAI standards to be followed for cleanliness of F&B material and hygiene. Safety and Hygiene protocols issued by FSSAI - Food Hygiene and Safety Guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic, shall be implemented in all F& B Production area and F&B Service area of the accommodation establishments.
- m) E-payments to be encouraged to avoid touching the debit/credit cards of guests.
- n) Cashiers to disinfect hands after every settlement through cash or cards.

## 6.4. BAR SAFETY MEASURES

- a) Bar counter and stools to be sanitized properly. Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.
- b) Ice container trolley to be washed and sanitized.
- c) All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.
- d) All the glassware to be cleaned with hot water and lemon.
- e) To follow FSSAI guidelines by marking dates on recently opened beverages.

# GUIDELINES FOR TOUR & TRAVEL OPERATORS

## 1. APPLICABILITY

The guidelines are applicable to all the Tours & Travel Operators, registered with Department of Tourism, Govt. of Goa (DOT). Any Tours & Travel Operators not yet registered with DOT are requested to complete their registration before restarting their operations in the state.

It must also be clearly understood that any instructions issued by the State Government or other Competent Authorities from time to time will be binding and will override the provisions in this document and must be strictly complied with.

## 2. PREREQUISITES

The following list of essentials shall be required to be complied by all Tours & Travel Operators to commence their business.

### 2.1. CONSUMABLES AT BOOKING OFFICE PREMISES (IF APPLICABLE)

- Hand Sanitizer at key locations in office.
- Handwash in all washrooms
- Tissue Paper in all washrooms (no towels)
- Adequate cleaning equipment & materials

### 2.2. PRE-REQUISITES FOR STAFF

- a) The Tour & Travel Operator / in-charge should ensure that all staff members, both skilled and unskilled, have downloaded Aarogya Setu application or provided their details on feature and landline phones via IVRS (Interactive Voice Response System).
- b) All staff members must wear face masks and gloves mandatorily while performing their duties and fresh set should be used on daily basis.
- c) Identify if any staff member is suspected to have COVID-19 symptoms:
  - Temperature check through thermal gun
  - Enquire if the staff has any COVID-19 symptoms (like fever like fever, cough, shortness of breath, persistent pain in chest)
  - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to Govt. declared red zones or those places reported of any positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- d) If any staff member is suspected to have COVID-19 symptoms:
  - The staff should be escorted to the nearest COVID health care centre / hospital for testing.
  - The Tour & Travel Operator / in-charge should advise the staff to follow the quarantine instructions, as suggested by health care centre / hospital
  - The Tour & Travel Operator should also maintain a record of temperature of all the staff

members in a register (apart from the details that they normally collect about their staff).

### 2.3. STAFF TRAINING

Provide training to staff in hygiene and sanitation practices and troubleshooting risks.

- a) All staff members shall be briefed about orders from State Government and Ministry of Health & Family Welfare, GOI regarding Do's & Don'ts at home, public area & workplace and ensuring that they follow them including no spitting, no removing masks Infront of people / guests, use of gloves, coughing, use of handwash / hand sanitizer & all safe practices as prescribed by the Government authorities.
- b) Any new notification / order from State Government and Ministry of Health & Family Welfare, GOI to be informed & explained to the staff
- c) Staff to be briefed about the SOPs provided in this document.
- d) Staff to be briefed about personal
- e) Staff sanitation and hygiene practices
- f) Wearing a face mask at all times at work is compulsory.
- g) Hand Sanitizer shall be used to clean hands as often as possible.
- h) Maintain social distancing of 2 m. at all times.
- i) If the staff carries any food, the same to be brought in reusable containers that are washed every day.

### 2.4. GENERAL GUIDELINES

The following general guidelines must be observed by the tour & travel Operators:

- a) Digital transaction to be encouraged as much as possible for booking and purchase of tickets. Cash handling should be avoided as far as possible. If cash handling is required to be done, staff should wash or sanitize their hands frequently.
- b) To ensure that all Tours & Travel Operators/ staff use face masks, hand gloves and sanitizers while doing daily activities, they follow all guidelines provided by the MHA/ state health department
- c) Hand Sanitizers to be placed at frequent intervals for use by the tourists.
- d) A well informed and trained security person and a 24x7 security guard to keep check at the entrance gate of the booking office and to supervise social distancing.
- e) Ensure proper attendance logs of entry and exit of all vehicles are maintained
- f) CCTV cameras must be fully functional and capture the entire premise of the booking office.
- g) All touch points at the stations/ ticketing areas/ Area of Boarding /de-boarding (like ticket counter slabs, doorknobs, chairs in waiting areas etc) must be cleaned regularly with surface cleaner i.e. R2 Cleaner, Detergent water, Disinfectant Surface Cleaners .It is advised to use Sodium Hypochlorite 1% solution having at least 70% alcohol should be used to clean these touch points.
- h) All staff / tourists shall be strictly screened using thermal gun/scanner by designated trained person at entry by holding the scanner 3 to 15 cm away from the person's forehead and anybody having

fever(equal to or more than 37.50 C/ 99.50 F ), cold, cough, , difficulty in breathing shall not be allowed and immediately sent to seek medical advice or visit the nearest health centre.

- i) Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
- j) Daily Temperature to be checked with a thermal gun thermometer for all the tourists by the drivers/ Conductor before on-boarding the vehicle.
- k) Checklist should be displayed in common area like ticketing areas, waiting areas, washroom cleaning. Cleaning checklist to be updated and monitored regularly during the day to ensure compliance by MHA/ state Government.
- l) Bio-metric machine and similar equipment's for recording staff's attendance to be discontinued.
- m) Alternate methods viz QR Code method may be devised for staff to mark attendance
- n) All the promotional material including the official website of the all service providers should clearly mention all the details with respect to permitted travelling capacity, timings and other precautionary measures taken as per the guidelines and Dos & Don'ts that the tourists need to be aware of while traveling.
- o) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to either avoid completely or limit their travel. While travelling, they are advised to take extra precautions. Tour & Travel Operator to advise accordingly and the same should be communicated to tourists through promotional material and social media platforms.
- p) Tourists who are at higher risk, i.e., those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- q) All tourists and the staff should use Aarogya Setu app for survey by Government of India.

## 2.5. PROTOCOLS FOR OPERATIONS

The following guidelines are to be followed by all the staff members directly or indirectly involved with the operations of any tourism activity:

### **Bookings**

- a) Booking and travels plans are to be accepted for Tourists with no medical history of the virus in the last 28 days, especially in case of inbound tourists.
- b) Necessary medical proof or health declaration may be sought for inbound tourists
- c) Bookings required to be made online or via an online platform with cashless transactions only.
- d) Proper record and logs are to be maintained for each traveller
- e) Information on age, medical history, allergies etc. are recommended to be captured for each traveller
- f) Ensure that detailed itinerary is be provided to each traveller with details on vehicle, stay, layovers, activities etc.
- g) Ensure guidelines based on advice from health authorities which may include the wearing of face masks, guidance on hand hygiene and social distancing is provided to the tourists beforehand

- h) All information to the tourists should be disseminated digitally.
- i) Small group tours recommended with maximum of 10 to 15 people for ease of implementing social distancing.
- j) Obtain information about the customer:
  - Enquire if the customer has any COVID-19 symptoms (like fever like fever, cough, shortness of breath, persistent pain in chest)
  - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to Govt. declared red zones or those places reported of any positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- k) Inform the customers (at the time of booking) regarding new measures and service limitations that the customers may expect in the State due to Covi-19 situation. The operator needs to explain that same is essential for health and safety of customers and local public including encouraging customers to maintain social distancing, face masks, and use sanitizers etc. The same is mandatory in case of group tours.
- l) Request the customer to carry necessary documents including hotel booking, ID proofs, COVID-negative certificate etc.

### **Guidelines for Operators**

- a) Before starting the tour, the tour guide shall take temperature check of customers using a thermal gun. If any customer is suspected to have COVID-19 symptoms, the customer should be escorted to the nearest COVID health care centre / hospital for testing.
- b) The tour operator should ensure that tour guide is good health condition without high body temperature. Tour guides with high temperature or having pre-existing health conditions should be kept away accompanying groups.
- c) The tour operator should pre-plan the format of group tours, preferably in small groups not exceeding 4 people, while ensuring adequate social distancing norms.
- d) All customers and tour guide (including other support staff like driver etc.) should wear PPE - gloves, apron, closed footwear and mask during the entire tour.
- e) Adequate safety measures (including PPE) need to be taken for senior citizens and children (below 10 years).

### **Vehicles used by Tour & Travel Operators for transporting Tourists**

- a) All vehicles must be thoroughly disinfected prior to boarding of tourists.
- b) High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, etc.) should be sprayed with disinfectant surface cleaner regularly
- c) Hand sanitizer dispenser and masks must be kept available in every vehicle.
- d) In case of AC buses: cleaning of interiors of air ducts on weekly basis
- e) Use of disposable seat covers, head rest covers are recommended for all vehicles.
- f) Use of fiberglass partition between the driver and passenger's seat in buses and cars is



recommended

- g) Emergency numbers should be displayed on all vehicles and made available with all staff and tourists
- h) Ensure only two guests are seated at the rear side of a car and guests (not from the same household) are seated maintaining a physical distance of 2 feet in a bus. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.
- i) Ensure all information provided to tourists is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)
- j) Strictly follow pre-planned itineraries (to avoid peak hours) with minimum layover at pre-determined stops only.
- k) Limited use of public transport for large tour groups of more than 10 Pax is recommended
- l) Health certificate should be mandatory for all drivers
- m) Drivers/helpers should always wear masks and gloves and should undergo thermal screening before every new assignment
- n) Ensure training of drivers in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept)

#### **Protocols before Journey commencement**

- a) Screen all tourists at entry point for symptoms of COVID-19 such as temperature (using non-contact type thermometer/ thermal guns), cough, cold, etc. Temperature Screening should be conducted while maintaining privacy.
- b) Only asymptomatic tourists shall be allowed.
- c) Those performing initial screenings should be trained on the screening procedure. They should wear the appropriate protective gears as per the guidelines (face masks/ gloves)
- d) Those with temperature more than 37.5 °C (99 °F) and/or flu like symptoms shall not be permitted to travel. The Tour & Travel Operator should record their contact details and be empathetic towards such tourists, while advising them to return and seek medical help.
- e) Tourists showing any of the symptoms of COVID-19 will be recommended to visit a doctor and the administrative / health authorities shall be notified of such tourists for further protocol.
- f) Before commencement of Travel, all tourists to mandatory submit a self-declaration form. Tourists to provide basic personal information when travelling, including name, phone number, Govt. ID type and ID number. Consent for sharing of their details with the administrative / health authorities should be taken from tourists, as and where required for contact tracing related activity.
- g) Tourists must be requested to maintain a queue with 2 metres (6 feet) physical distance between them while waiting to on-board. Standing space signs will be placed to maintain social distancing.
- h) All tourists shall be briefed on the safety measures taken by the service providers before on-boarding.
- i) All the tourists shall be briefed on the Dos and Don'ts to be mandatorily followed while traveling.

- j) Hand Sanitizers must be kept at the ticketing centre for use. Tourists to sanitize hands before & after getting the tickets for the destinations.
- k) Ensure that detailed itinerary is be provided to each traveller with details on vehicle, stay, layovers, activities etc.
- l) Tour & Travel Operator to ensure all information is provided to tourists is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)
- m) Tour & Travel Operator to strictly follow pre-planned itineraries with minimum layover at pre-determined stops only.

### **Social Distancing**

- a) All vehicles to operate with not more than 50% of its seating capacity excluding the driver.
- b) The permitted seating arrangement within the vehicles while traveling should be released by the service provider that complies to social distancing norms.
- c) A safe physical distance of at least 2 metres (6 feet) should always be mandatorily maintained by customers while all the time.
- d) Clear Signages on “safe physical distance of at least 2 metres (6 feet)” to be displayed at frequent places at the Stations/ ticketing areas/ Area of Boarding /de-boarding to reinforce social distancing behaviour among the staff and tourists.
- e) 2 metres (6 feet) physical distance markings at all waiting areas like entrance, ticketing should be done for tourists to stand during the queue
- f) Rearrangement of common sitting / gathering areas at the waiting areas / ticketing area. Seating arrangement should be done following social distancing norms. The tourists are not to be seated next to the driver.

# GUIDELINES FOR TOURISM ACTIVITIES

## 1. APPLICABILITY

The guidelines are applicable to all the Tourism Activities such as water sports activities, adventure activities, etc. registered with Department of Tourism, Govt. of Goa (DOT). Any Tourism Activities not yet registered with DOT is required to complete their registration before (re)starting their operations in the state. Any violation found in this regard will lead to severe action from DOT, under Goa Registration of Tourist Trade (Amendment) Bill 2019.

- It must also be clearly understood that any instructions issued by the State Government or other Competent Authorities from time to time will be binding and will override the provisions in this document and must be strictly complied with.

## 2. PRE-REQUISITES FOR TOURISM ACTIVITY OPERATOR

The following list of essentials shall be required to be complied by all tourism activity operators to commence the business.

### 2.1. CONSUMABLES AT BOOKING OFFICE PREMISES (IF APPLICABLE)

- Hand Sanitizer at key locations in office and extra pairs of face masks
- Handwash in all washrooms
- Tissue Paper in all washrooms (no towels)
- Adequate cleaning equipment & materials

### 2.2. PRE-REQUISITES FOR STAFF

- a) The Tourism activity operator / in-charge should ensure that all staff members, both skilled and unskilled, have downloaded Aarogya Setu application or provided their details on feature and landline phones via IVRS (Interactive Voice Response System).
- b) Identify if any staff member is suspected to have COVID-19 symptoms:
  - Temperature check through thermal gun
  - Enquire if the staff has any COVID-19 symptoms (like fever like fever, cough, shortness of breath, persistent pain in chest)
  - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to Govt. declared red zones or those places reported of any positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- c) If any staff member is suspected to have COVID-19 symptoms:
  - The staff should be escorted to the nearest COVID health care centre / hospital for testing.
  - The Tourism activity operator / in-charge should advise the employee to follow the quarantine instructions, as suggested by health care centre / hospital
  - The booking office should also maintain a record of temperature of all the staff members in a

register (apart from the details that they normally collect about their staff).

### 2.3. STAFF TRAINING

- a) Provide training to staff in hygiene and sanitation practices and troubleshooting risks.
- b) All staff members shall be briefed about orders from State Government and Ministry of Health & Family Welfare, GOI regarding Do's & Don'ts at home, public area & workplace and ensuring that they follow them including no spitting, no removing masks Infront of people / tourists, use of gloves, coughing, use of handwash / hand sanitizer & all safe practices as prescribed by the Government authorities.
- c) Any new notification / order from State Government and Ministry of Health & Family Welfare, GOI to be informed & explained to the employee
- d) Staff to be briefed about the SOPs provided in this document.
- e) Staff to be briefed about personal hygiene.

### 2.4. STAFF SANITATION AND HYGIENE PRACTICES

- a) Wearing a face mask at all times at work is compulsory.
- b) Hand Sanitizer shall be used to clean hands as often as possible.
- c) Maintain social distancing of 2 m (6 feet). at all times.
- d) If the staff carries any food, the same to be brought in reusable containers that are washed every day.

## 3. PROTOCOLS FOR TOURISM ACTIVITY

The following guidelines are to be followed by all the staff members directly or indirectly involved with the operations of any Tourism Activity:

### 3.1. BOOKINGS

- a) Booking and travels plans are to be accepted for tourists with no medical history of the virus in the last 28 days, especially in case of inbound tourists.
- b) Necessary medical proof or health declaration may be sought for inbound tourists
- c) Bookings required to be made online or via an online platform with cashless transactions only.
- d) Proper record and logs are to be maintained for each traveller
- e) Information on age, medical history, allergies etc. are recommended to be captured for each traveller
- f) Ensure that detailed itinerary is be provided to each tourist with details on vehicle, stay, layovers, activities etc.
- g) Ensure guidelines based on advice from health authorities which may include the wearing of face masks, guidance on hand hygiene and social distancing is provided to the tourist beforehand
- h) All information to the tourists should be disseminated digitally.
- i) Small group tours recommended with maximum of 10 to 15 people for ease of implementing social

distancing.

- j) Obtain information about the customer:
  - Enquire if the customer has any COVID-19 symptoms (like fever like fever, cough, shortness of breath, persistent pain in chest)
  - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to Govt. declared red zones or those places reported of any positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- k) Inform the customers (at the time of booking) regarding new measures and service limitations that the customers may expect in the State due to Covi-19 situation. The operator needs to explain that same is essential for health and safety of customers and local public including encouraging customers to maintain social distancing, face masks, and use sanitizers etc. The same is mandatory in case of group tours.
- l) Request the customer to carry necessary documents including hotel booking, ID proofs etc.
- m) Booking of tourism activity and allocation of slots should be adequately done to avoid large gathering

### 3.2. PROTOCOLS FOR VEHICLES USED BY TOURISM ACTIVITY

- a) All vehicles must be thoroughly disinfected prior to boarding of customers.
- b) High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, etc.) should be sprayed with disinfectant surface cleaner regularly
- c) Hand sanitizer dispenser and masks must be kept available in every vehicle.
- d) Use of disposable seat covers, head rest covers are recommended for all vehicles.
- e) Emergency numbers should be displayed on all vehicles and made available with all employees and tourists
- f) Ensure all information provided to tourist is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)
- g) Strictly follow pre-planned itineraries (to avoid peak hours) with minimum layover at pre-determined stops only.
- h) Health certificate should be mandatory for all drivers
- i) Drivers/helpers should always wear masks and gloves and should undergo thermal screening before every new assignment
- j) Ensure training of drivers in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept).

### 3.3. PROTOCOLS BEFORE COMMENCEMENT OF TOURISM ACTIVITY

- a) Greet the customers saying “Namaste”. No shaking of hands is recommended
- b) Ensure that customers are taken in small groups and physical distance of 2 feet is maintained between customers during the tourism activity. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.

- c) Visitor numbers should be tightly controlled before commencement of the tourism activities to maintain adequate distancing between customers.
- d) Ensure queue markers with enough distancing at boarding and di-boarding points of the tourism activity.
- e) Ensure all equipment and vehicles used for the tourism activity are adequately disinfected before and after every use
- f) Screen all customers at entry point for symptoms of COVID-19 such as temperature (using non-contact type thermometer/ thermal guns), cough, cold, etc. Temperature Screening should be conducted while maintaining privacy.
- g) Those performing initial screenings should be trained on the screening procedure. They should wear the appropriate protective gears as per the guidelines (face masks/ gloves)
- h) Those with temperature more than 37.5 °C (99 °F) and/or flu like symptoms shall not be permitted to travel. The management should record their contact details and be empathetic towards such tourists, while advising them to return and seek medical help.
- i) Customers showing any of the symptoms of COVID-19 will be recommended to visit a doctor and the administrative / health authorities shall be notified of such visitors for further protocol.
- j) Before commencement of Tourism Activity, all customers to mandatory submit a self-declaration form. customers to provide basic personal information when travelling, including name, phone number, Govt. ID type and ID number. Consent for sharing of their details with the administrative / health authorities should be taken from visitors, as and where required for contact tracing related activity.
- k) Customers must be requested to maintain a queue with 2 metres (6 feet) physical distance between them while waiting to on-board. Standing space signs will be placed to maintain social distancing.
- l) All customers shall be briefed on the safety measures taken by the tourism activity operator before on- boarding.
- m) All the customers shall be briefed on the Dos and Don'ts to be mandatorily followed during the tourism activity.
- n) Hand Sanitizers must be kept at the ticketing centre for use. customers to sanitize hands before & after getting the tickets for the tourism activity.
- o) Ensure that detailed itinerary is be provided to each customer with details on vehicle, tourism activities etc.
- p) Tourism activity operator to ensure all information is provided to customers is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)

### 3.4. SOCIAL DISTANCING

- a) All vehicles to operate with not more than 50% of its seating capacity excluding the driver.
- b) The permitted seating arrangement within the vehicles while traveling should be released by the Tourism activity operator that complies to social distancing norms.
- c) A safe physical distance of at least 2 metres (6 feet) should always be mandatorily maintained by

customers while all the time.

- d) Clear Signages on “safe physical distance of at least 2 metres (6 feet)” to be displayed at frequent places at the Stations/ ticketing areas/ Area of Boarding /de-boarding to reinforce social distancing behaviour among the staff and customers.
- e) 2 meters (6 feet) physical distance markings at all waiting areas like entrance, ticketing should be done for customers to stand during the queue
- f) Rearrangement of common sitting / gathering areas at the waiting areas / ticketing area. Seating arrangement should be done following social distancing norms. The customers are not to be seated next to the driver.

### 3.5. GENERAL GUIDELINES FOR TOURISM ACTIVITY OPERATORS

The following general guidelines must be observed by the Tourism Activity Operators:

- a) All staff members must wear face masks and single use gloves mandatorily while performing their duties.
- b) Digital transaction to be encouraged as much as possible for booking and purchase of tickets. Cash handling should be avoided as far as possible. If cash handling is required to be done, staff should wash or sanitize their hands frequently.
- c) To ensure that all Tourism Activity personnel use face masks, hand gloves and sanitizers while doing daily activities, they need to follow guidelines provided by MHA/ State Government
- d) Hand Sanitizers to be placed at frequent intervals for use by the customers.
- e) A well informed and trained security person and a 24x7 security guard to keep check at the entrance gate of the area and to supervise social distancing.
- f) Ensure proper attendance logs of entry and exit of all vehicles are maintained
- g) CCTV cameras must be fully functional and capture the entire premise, if applicable
- h) All touch points at the stations/ ticketing areas/ Area of Boarding /de-boarding (like ticket counter slabs, doorknobs, chairs in waiting areas etc) must be cleaned regularly with surface cleaner i.e. R2 Cleaner, Detergent water, Disinfectant Surface Cleaners .It is advised to use Sodium Hypochlorite 1% solution having at least 70% alcohol should be used to clean these touch points.
- i) All staff / customers shall be strictly screened using thermal gun/scanner by designated trained person at entry by holding the scanner 3 to 15 cm away from the person’s forehead and anybody having fever(equal to or more than 37.50 C/ 99.50 F ), cold, cough, , difficulty in breathing shall not be allowed and immediately sent to seek medical advice or visit the nearest health centre.
- j) Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
- k) Daily Temperature to be checked with a thermal gun thermometer for all the tourists by the drivers/ Conductor before on-boarding the vehicle.
- l) Checklist should be displayed in common area like ticketing areas, waiting areas, washroom cleaning. Cleaning checklist to be updated and monitored regularly during the day to ensure compliance by the MHA/State Government.

- m) If air-conditioning/ventilation system is being used, the guidelines of Central Public Works Department (CPWD, Government of India) dated 22/04/2020 shall be followed to ensure that temperature setting of all air conditioning devices is in the range of 24-30oC and the relative humidity between 40% and 70%. Intake of fresh air should be maximized, as much as possible, and cross ventilation should be adequate.
- n) Bio-metric machine and similar equipment's for recording staff's attendance to be discontinued.
- o) Alternate methods viz QR Code method may be devised for staff to mark attendance
- p) All the promotional material including the official website of the all service providers should clearly mention all the details with respect to permitted travelling capacity, timings and other precautionary measures taken as per the guidelines and Dos & Don'ts that the customers need to be aware of while tourism activity is going on.
- q) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to either avoid completely or limit their travel. While travelling, they are advised to take extra precautions. Service Provider to advise accordingly and the same should be communicated to visitors through promotional material and social media platforms.
- r) Customers who are at higher risk, i.e., those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- s) All customers (except in case of foreign nationals) and the staff should use Aarogya Setu app for survey by Government of India.



# GUIDELINES FOR TOURIST TRANSPORT SERVICES

## 1. APPLICABILITY

The guidelines are applicable to all the Tourist Transport Operators such as taxi operators, registered with Department of Tourism, Govt. of Goa (DOT). Any Tourist Transport Operators not yet registered with DOT is required to complete their registration before (re)starting their operations in the state. Any violation found in this regard will lead to severe action from DOT, under Goa Registration of Tourist Trade (Amendment) Bill 2019.

- It must also be clearly understood that any instructions issued by the State Government or other Competent Authorities from time to time will be binding and will override the provisions in this document and must be strictly complied with.

## 2. PRE-REQUISITES FOR TOURIST TRANSPORT OPERATORS

The following list of essentials shall be required to be complied by all tourism activity operators to commence the business.

### 2.1. CONSUMABLES IN THE VEHICLES

- Hand Sanitizer bottle
- Extra face masks, if required

### 2.2. PRE-REQUISITES FOR STAFF

- a) The Tourist Transport Operators / in-charge should ensure that all staff members, both skilled and unskilled, have downloaded Aarogya Setu application or provided their details on feature and landline phones via IVRS (Interactive Voice Response System).
- b) Identify if any staff member is suspected to have COVID-19 symptoms:
  - Temperature check through thermal gun
  - Enquire if the staff has any COVID-19 symptoms (like fever like fever, cough, shortness of breath, persistent pain in chest)
  - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to Govt. declared red zones or those places reported of any positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- c) If any staff member is suspected to have COVID-19 symptoms:
  - The employee should be escorted to the nearest COVID health care centre / hospital for testing.
  - The Tourist Transport Operators / in-charge should advise the employee to follow the quarantine instructions, as suggested by health care centre / hospital
  - The Tourist Transport Operators should also maintain a record of temperature of all the staff members in a register (apart from the details that they normally collect about their staff).

### 2.3. STAFF TRAINING

- a) Provide training to staff in hygiene and sanitation practices and troubleshooting risks.
- b) All staff members shall be briefed about orders from State Government and Ministry of Health & Family Welfare, GOI regarding Do's & Don'ts at home, public area & workplace and ensuring that they follow them including no spitting, no removing masks Infront of people / tourists, use of gloves, coughing, use of handwash / hand sanitizer & all safe practices as prescribed by the Government authorities.
- c) Any new notification / order from State Government and Ministry of Health & Family Welfare, GOI to be informed & explained to the employee
- d) Staff to be briefed about the SOPs provided in this document.
- e) Staff to be briefed about personal hygiene.

### 2.4. STAFF SANITATION AND HYGIENE PRACTICES

- a) Wearing a face mask at all times at work is compulsory.
- b) Hand Sanitizer shall be used to clean hands as often as possible.
- c) Maintain social distancing of 2 m (6 feet). at all times.
- d) If the staff carries any food, the same to be brought in reusable containers that are washed every day.

## 3. PROTOCOLS FOR OPERATORS

The following guidelines are to be followed by all the staff members directly or indirectly involved with the operations of any Tourism Transport:

### 3.1. BOOKINGS

- a) Booking and travels plans are to be accepted for tourists/ tourists with no medical history of the virus in the last 28 days, especially in case of inbound tourists.
- b) Necessary medical proof or health declaration may be sought for inbound tourists
- c) Bookings required to be made online or via an online platform with cashless transactions only.
- d) Proper record and logs are to be maintained for each traveller
- e) Information on age, medical history, allergies etc. are recommended to be captured for each traveller
- f) Ensure that detailed itinerary is be provided to each Tourists with details on vehicle, stay, layovers, activities etc.
- g) Ensure guidelines based on advice from health authorities which may include the wearing of face masks, guidance on hand hygiene and social distancing is provided to the Tourists beforehand
- h) All information to the Tourists should be disseminated digitally.
- i) Small group tours recommended with maximum of 10 to 15 people for ease of implementing social distancing.

- j) Tour & travel Office staff should be trained to answer questions
- k) Obtain information about the customer:
  - Enquire if the customer has any COVID-19 symptoms (like fever like fever, cough, shortness of breath, persistent pain in chest)
  - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to Govt. declared red zones or those places reported of any positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- l) Inform the customers (at the time of booking) regarding new measures and service limitations that the customers may expect in the State due to Covi-19 situation. The operator needs to explain that same is essential for health and safety of customers and local public including encouraging customers to maintain social distancing, face masks, and use sanitizers etc. The same is mandatory in case of group tours.
- m) Request the customer to carry necessary documents including hotel booking, ID proofs etc.

### 3.2. PROTOCOLS FOR VEHICLES USED BY TOURIST TRANSPORT OPERATORS

- a) All vehicles must be thoroughly disinfected prior to boarding of Tourists.
- b) High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, etc.) should be sprayed with disinfectant surface cleaner regularly
- c) Hand sanitizer dispenser and masks must be kept available in every vehicle.
- d) In case of AC buses: cleaning of interiors of air ducts on weekly basis
- e) Use of disposable seat covers, head rest covers are recommended for all vehicles.
- f) Use of fiberglass partition between the driver and passenger's seat in buses and cars is recommended
- g) Emergency numbers should be displayed on all vehicles and made available with all employees and Tourists
- h) Ensure only two guests are seated at the rear side of a car and guests (not from the same household) are seated maintaining a physical distance of 2 feet in a bus. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.
- i) Ensure all information provided to Tourists is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)
- j) Strictly follow pre-planned itineraries (to avoid peak hours) with minimum layover at pre-determined stops only.
- k) Limited use of public transport for large tour groups of more than 10 Pax is recommended
- l) Health certificate should be mandatory for all drivers
- m) Drivers/helpers should always wear masks and gloves and should undergo thermal screening before every new assignment
- n) Ensure training of drivers in hygiene and sanitation practices and troubleshooting risks (log of the

training/ video record of session to be kept)

### 3.3. PROTOCOLS BEFORE JOURNEY COMMENCEMENT

- a) Greet the Tourists saying “Namaste”. No shaking of hands is recommended
- b) Screen all Tourists at entry point for symptoms of COVID-19 such as temperature (using non-contact type thermometer/ thermal guns), cough, cold, etc. Temperature Screening should be conducted while maintaining privacy.
- c) Those performing initial screenings should be trained on the screening procedure. They should wear the appropriate protective gears as per the guidelines (face masks/ gloves)
- d) Those with temperature more than 37.5 °C (99 °F) and/or flu like symptoms shall not be permitted to travel. The Tourist Transport Operators should record their contact details and be empathetic towards such tourists, while advising them to return and seek medical help.
- e) Visitors showing any of the symptoms of COVID-19 will be recommended to visit a doctor and the administrative / health authorities shall be notified of such visitors for further protocol.
- f) Before commencement of Travel, all tourists to mandatory submit a self-declaration form. Tourists to provide basic personal information when travelling, including name, phone number, Govt. ID type and ID number. Consent for sharing of their details with the administrative / health authorities should be taken from visitors, as and where required for contact tracing related activity.
- g) Tourists must be requested to maintain a queue with 2 metres (6 feet) physical distance between them while waiting to on-board. Standing space signs will be placed to maintain social distancing.
- h) All tourists shall be briefed on the safety measures taken by the service providers before on-boarding.
- i) All the tourists shall be briefed on the Dos and Don'ts to be mandatorily followed while traveling.
- j) Hand Sanitizers must be kept at the ticketing centre for use. Tourists to sanitize hands before & after getting the tickets for the destinations.
- k) Ensure that detailed itinerary is be provided to each Tourists with details on vehicle, stay, layovers, activities etc.
- l) Tourist Transport Operators to ensure all information is provided to Tourists is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)
- m) Tourist Transport Operators to strictly follow pre-planned itineraries with minimum layover at pre-determined stops only.

### 3.4. SOCIAL DISTANCING

- a) All vehicles to operate with not more than 50% of its seating capacity excluding the driver.
- b) The permitted seating arrangement within the vehicles while traveling should be released by the service provider that complies to social distancing norms.
- c) A safe physical distance of at least 2 metres (6 feet) should always be mandatorily maintained by customers while all the time.
- d) Clear Signages on “safe physical distance of at least 2 metres (6 feet)” to be displayed at frequent

places at the Stations/ ticketing areas/ Area of Boarding /de-boarding to reinforce social distancing behaviour among the staff and tourists.

- e) 2 metres (6 feet) physical distance markings at all waiting areas like entrance, ticketing should be done for tourists to stand during the queue
- f) Rearrangement of common sitting / gathering areas at the waiting areas / ticketing area. Seating arrangement should be done following social distancing norms. The tourists are not to be seated next to the driver.

### 3.5. GENERAL GUIDELINES

The following general guidelines must be observed by the Tourist Transport Operators:

- a) All staff members must wear face masks and single use gloves mandatorily while performing their duties.
- b) Digital transaction to be encouraged as much as possible for booking and purchase of tickets. Cash handling should be avoided as far as possible. If cash handling is required to be done, staff should wash or sanitize their hands frequently.
- c) To ensure that all Tourist Transport Operators/ staff use face masks, hand gloves and sanitizers while doing daily activities, they follow all guidelines provided by the MHA/ state health department.
- d) Hand Sanitizers to be placed for use by the tourists.
- e) Ensure proper attendance logs of entry and exit of all vehicles are maintained
- f) All touch points at the stations/ ticketing areas/ Area of Boarding /de-boarding (like ticket counter slabs, doorknobs, chairs in waiting areas etc) must be cleaned regularly with surface cleaner i.e. R2 Cleaner, Detergent water, Disinfectant Surface Cleaners .It is advised to use Sodium Hypochlorite 1% solution having at least 70% alcohol should be used to clean these touch points.
- g) All staff / tourists shall be strictly screened using thermal gun/scanner by designated trained person at entry by holding the scanner 3 to 15 cm away from the person's forehead and anybody having fever(equal to or more than 37.50 C/ 99.50 F ), cold, cough, , difficulty in breathing shall not be allowed and immediately sent to seek medical advice or visit the nearest health centre.
- h) Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
- i) Daily Temperature to be checked with a thermal gun thermometer for all the tourists by the drivers/ Conductor before on-boarding the vehicle.
- j) Checklist should be displayed in common area like ticketing areas, waiting areas, washroom cleaning. Cleaning checklist to be updated and monitored regularly during the day to ensure compliance by the MHA/ State Government.
- k) Bio-metric machine and similar equipment's for recording staff's attendance to be discontinued.
- l) Alternate methods viz QR Code method may be devised for staff to mark attendance
- m) All the promotional material including the official website of the all service providers should clearly mention all the details with respect to permitted travelling capacity, timings and other

precautionary measures taken as per the guidelines and Dos & Don'ts that the tourists need to be aware of while traveling.

- n) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to either avoid completely or limit their travel. While travelling, they are advised to take extra precautions. Tourist Transport Operators to advise accordingly and the same should be communicated to visitors through promotional material and social media platforms.
- o) Tourists who are at higher risk, i.e., those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- p) All tourists and the staff should use Aarogya Setu app for survey by Government of India.

# GUIDELINES FOR TOURIST GUIDES

## 1. APPLICABILITY

The guidelines are applicable to all the Tourist Guides, registered with Department of Tourism, Govt. of Goa (DOT). Any Tourist Guides not yet registered with DOT is required to complete their registration before (re)starting their operations in the state. Any violation found in this regard will lead to severe action from DOT, under Goa Registration of Tourist Trade (Amendment) Bill 2019.

- It must also be clearly understood that any instructions issued by the State Government or other Competent Authorities from time to time will be binding and will override the provisions in this document and must be strictly complied with.

## 2. PRE-REQUISITES

The following list of essentials shall be required to be complied by all Tourist Guides to commence their business.

### 2.1. PRE-REQUISITES FOR STAFF

- a) The Tourists Guide should ensure that all staff members, both skilled and unskilled, have downloaded Aarogya Setu application or provided their details on feature and landline phones via IVRS (Interactive Voice Response System).
- b) To Identify if any staff member is suspected to have COVID-19 symptoms:
  - Temperature check through thermal gun
  - Enquire if the staff has any COVID-19 symptoms (like fever like fever, cough, shortness of breath, persistent pain in chest)
  - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to Govt. declared red zones or those places reported of any positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- c) If any staff member is suspected to have COVID-19 symptoms:
  - The staff should be escorted to the nearest COVID health care centre / hospital for testing.
  - The Tourists Guide should advise their staff to follow the quarantine instructions, as suggested by health care centre / hospital
  - The booking office should also maintain a record of temperature of all the staff members in a register (apart from the details that they normally collect about their staff).

### 2.2. STAFF TRAINING

Provide training to staff in hygiene and sanitation practices and troubleshooting risks.

- a) All staff members shall be briefed about orders from State Government and Ministry of Health & Family Welfare, GOI regarding Do's & Don'ts at home, public area & workplace and ensuring that they follow them including no spitting, no removing masks Infront of people / tourists, use of gloves, coughing, use of handwash / hand sanitizer & all safe practices as prescribed by the Government

authorities.

- b) Any new notification / order from State Government and Ministry of Health & Family Welfare, GOI to be informed & explained to the staff
- c) Staff to be briefed about the SOPs provided in this document.
- d) Staff to be briefed about personal hygiene and safe habits.

### 2.3. SANITATION AND HYGIENE PRACTICES

- a) Wearing a face mask at all times at work is compulsory.
- b) Hand Sanitizer shall be used to clean hands as often as possible.
- c) Maintain social distancing of 2 m (6 feet). at all times.
- d) If the staff carries any food, the same to be brought in reusable containers that are washed every day.

## 3. PROTOCOLS FOR TOURIST GUIDES

The following guidelines are to be followed by all the Tourists Guides involved with the operations of any Tourism Activity:

### 3.1. PROTOCOLS FOR VEHICLES USED BY TOURISTS GUIDES

- a) All vehicles must be thoroughly disinfected prior to boarding of Tourists.
- b) High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, etc.) should be sprayed with disinfectant surface cleaner regularly
- c) Hand sanitizer dispenser and masks must be kept available in every vehicle.
- d) Use of disposable seat covers, head rest covers are recommended for all vehicles.
- e) Emergency numbers should be displayed on all vehicles and made available with all employees and tourists
- f) Ensure all information provided to tourist is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)
- g) Strictly follow pre-planned itineraries (to avoid peak hours) with minimum layover at pre-determined stops only.
- h) Health certificate should be mandatory for all drivers
- i) Drivers/helpers should always wear masks and gloves and should undergo thermal screening before every new assignment
- j) Ensure training of drivers in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept).

### 3.2. GUIDES PROVIDING OFFLINE GUIDE FACILITIES INVOLVING INTERACTION WITH TOURISTS

- a) Greet the Tourists saying “Namaste”. No shaking of hands is recommended
- b) Ensure tourists are always accompanied.



- c) Manage the number of guests within any one boutique, restaurant or specified area and implement queue management systems that support social distancing requirements
- d) Small group tours recommended with maximum 10 to 15 people for ease of implementing social distancing. Ensure physical distance of 2 feet is maintained between tourists. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.
- e) Limitation of passengers and social distancing to be maintained on shuttle rides, boat rides, jeep safaris, ropeways, etc.
- f) Ensure temperature check and face mask before entering a destination
- g) Ensure that tickets are bought online for destination if available to avoid queuing and long halts
- h) At Monuments / Museums, ensure gloves are worn by employees and tourists.
- i) Microphones and headsets by guides and tourists are recommended so that physical distancing can be maintained during the tour sightseeing.
- j) Audio guides/ audio system should be provided to tourists wherever available.

### 3.3. GENERAL GUIDELINES

The following general guidelines must be observed by the Tourist Guides:

- a) All Guides must wear face masks and single use gloves mandatorily while performing their duties.
- b) Digital transaction to be encouraged as much as possible for booking and purchase of tickets. Cash handling should be avoided as far as possible. If cash handling is required to be done, guides should wash or sanitize their hands frequently.
- c) Hand Sanitizers to be provided at frequent intervals for the tourists.
- d) All touch points at the stations/ ticketing areas/ Area of Boarding /de-boarding (like ticket counter slabs, doorknobs, chairs in waiting areas etc) must be cleaned regularly with surface cleaner i.e. R2 Cleaner, Detergent water, Disinfectant Surface Cleaners .It is advised to use Sodium Hypochlorite 1% solution having at least 70% alcohol should be used to clean these touch points.
- e) All guides and staff shall be strictly screened using thermal gun/scanner by designated trained person at entry by holding the scanner 3 to 15 cm away from the person's forehead and anybody having fever(equal to or more than 37.50 C/ 99.50 F ), cold, cough, , difficulty in breathing shall not be allowed and immediately sent to seek medical advice or visit the nearest health centre.
- f) Guides should remove the gloves properly and should not touch their face after removing the gloves. Immediately hands should be washed after removing gloves.
- g) Bio-metric machine and similar equipment's for recording staff's attendance to be discontinued. Alternate methods viz QR Code method may be devised for staff to mark attendance
- h) All the promotional material including the official website of the all service providers should clearly mention all the details with respect to permitted travelling capacity, timings and other precautionary measures taken as per the guidelines and Dos & Don'ts that the Tourists need to be aware of while tourism activity is going on.
- i) Tourists who are at higher risk, i.e., those who are older, pregnant or those who have underlying

medical conditions are advised to take extra precautions.

- j) All Tourists and the staff should use Aarogya Setu app for survey by Government of India.

# APPENDIX-1

## SELF-DECLARATION FORM FOR ACCOMMODATION UNITS TO REOPEN

In the past 3 weeks, none of our Staff members have travel history to any location declared as Red zone or / where any positive cases of COVID-19 were reported.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
In the past 3 weeks, none of our Staff members have come in contact with anyone who is tested as COVID-19 positive (relative / friend / acquaintance).	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
As on date, none of our Staff members is showing any symptoms of COVID-19 (like fever, cough, shortness of breath, persistent pain in chest)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit has a guest check-in self-declaration form in place which covers COVID-19 symptoms.  Note: Any guest who indicates these symptoms is required to undergo a medical examination prior to check-in	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit has provided brief to all our Staff members about all Government & State Health Department orders regarding Do's & Don'ts at home, public area & workplace & strictly told to follow them (any new notification / order from Govt/MHA & FSSAI to be informed & explained to the employee) including maintaining high levels of personal hygiene, practice social distancing at all times and cleaning and sanitation.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit has provided necessary equipment and consumables to all our Staff members.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our accommodation unit has procured necessary screening kits, as approved by the state health department for screening any guests and staff	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our accommodation unit has at least 1 (one) isolation room along with toilet facilities, in case of any suspected cases till medical help is received	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>

Our Accommodation unit has a Rapid Response Team to manage any eventuality and ensuring proper enforcement of due procedures including guest management, coordination with the doctor / paramedic, informing the Hospital / authorities, as required.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit to ensure all standards and protocols are adhered to will have a dedicated Hygiene and Safety Manager.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit has at least 1 doctor and 1 paramedic / health worker on board, which are available on on-demand basis within 15 minutes.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit's restaurant and seating in the lobby have been reconfigured to ensure safe distances are maintained between guests.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit have Government approved hand sanitisers are in place in all guest rooms and at all public spaces and include the entrances, lobbies, corridors, cloak rooms, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit have Implemented protocols and guidelines for staff safety and health, including health checks for hotel staff if required by local legislation. If not required, hotel to issue and communicate a stay-home policy for anyone displaying any symptoms or an increased temperature as per World Health Organisation (WHO) guidelines	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit have reflected social distance in the layout and limiting the number of staff in common back office areas	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit have ensured social distancing protocols and guidelines, and where possible, marked to clearly communicate to guests and staff	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit have Integrated technologies to enable automation such as contactless payment, where possible.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>

Our Accommodation unit will Continuously monitor the well-being of Staff members, encouraging them to following government / WHO guidelines	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
We hereby declare that we are ready to close our Accommodation unit as a preventive measure, if there is any outbreak is found in our Accommodation unit premises, as per direction of the Department of Tourism or State Health Department, as the case may be.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Mandatory</b>
Our Accommodation unit have evaluated innovations for cleanliness and disinfection, such as electrostatic spraying technology, UVC light and EPA based air filtration, with validation from expert bodies and governmental institutions, such as WHO.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Optional for WTTC certification

I, \_\_\_\_\_, hereby declare that the information given in this application is true and correct to the best of my knowledge and belief. The Department is free to cross verify the aforesaid information through site visit to Accommodation unit premises or random meeting with our staff any time. In case any information given in this application proves to be false or incorrect, I shall be responsible for the consequences and Goa Tourism is free to take necessary action against us.

Name and Address of the Authorized Signatory : \_\_\_\_\_

Govt. ID details of Authority Signatory (Aadhar / PAN etc.) : \_\_\_\_\_

Designation : \_\_\_\_\_

Signature : \_\_\_\_\_

Name of the Accommodation unit : \_\_\_\_\_

Registration No/Certification No. with DOT : \_\_\_\_\_

Mobile No. : \_\_\_\_\_

Email. : \_\_\_\_\_

Date : \_\_\_\_\_

Place : \_\_\_\_\_

# APPENDIX-2

## SELF-DECLARATION FORM FOR GUESTS

- All guests are required to submit the form to accommodation unit at the time of their check-in.
- In case of a group, all the members of the group should provide the following declaration. In case of minors in the group, the self-declaration form can be filled by their parents / guardians.

### Self- Declaration Form

[Location,

Date]

To:

The [Name of the Rapid Response Leader / in-charge of the Accommodation Unit]

[Name of the Accommodation Unit]

[Address of the Accommodation Unit]

Dear Sir/ Madam,

#### **Subject: Self- Declaration Form**

1. I do hereby confirm that I do not have any COVID-19 related symptoms like temperature more than 37.5 °C (99 °F) and/or flu like symptoms.
2. I do hereby agree to follow all the guidelines (Dos and Don'ts for the tourists) provided by the staff and shall support them by adhering to the guidelines to prevent the possible spread of COVID-19 within your establishment.
  - a. Wearing a face mask while traveling is mandatory.
  - b. Tourists are recommended to carry their own sanitizer and wet wipes for personal use.
  - c. Adherence to the social distancing measures. Tourists to always keep a safe distance of at least 2 meters (6 feet).
  - d. Hands should be washed frequently with the soaps/sanitizers provided at the common places
3. I do hereby confirm that I am currently travelling from \_\_\_\_\_ to \_\_\_\_\_ and my ticket number is \_\_\_\_\_.
4. I do hereby confirm that I have downloaded and registered myself on Aarogya Setu app, Government of India.
5. My details are as follows:

S. No.	Information	
1.	Date	
2.	Name	
3.	Age	
4.	Gender	
5.	Mob number	
6.	Email id	
7.	Nationality	
8.	Permanent address	
9.	Coming from (with details of destination and route)	
10.	Going to (with details of destination and route)	
11.	Mode of transportation while going back with details of flight/train	
12.	Arrival date and time	
13.	Departure date and time	
14.	Room no./ Floor no.	
15.	Signature	
16.	Purpose of the visit	
17.	Check out time	
18.	Valid ID proof	
19.	Travel history	
20.	E-pass wherever applicable	

I, \_\_\_\_\_, do hereby confirm that the below information provided is correct and shall provide all the necessary supporting documents. I do hereby give my permission to your establishment authority to share my details with the authorities with required for the purpose of preventing possible spread of COVID-19 and its tracing.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

# APPENDIX-3

## Government of India Ministry of Health and Family Welfare

### SOP on preventive measures in Hotels and other Hospitality Units to contain spread of COVID-19

#### 1. Background

All hotels and other hospitality units must take suitable measures to restrict any further transmission of COVID-19 while providing accommodation and other tourist services. The SOP aims to minimize all possible physical contacts between Staff and Guests and maintain social distancing and other preventive and safety measures against COVID-19.

#### 2. Scope

This document outlines various generic precautionary measures to be adopted In addition to specific measures to be ensured in hotels and other hospitality units (henceforth, 'hotels') to prevent spread of COVID-19.

Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.

#### 3. Generic preventive measures

- A. Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel management to advise accordingly.
- B. The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and guests) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a



tissue/handkerchief/flexed elbow and disposing off used tissues properly.

- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation and use of Aarogya Setu app shall be advised to all.

4. All Hotels shall ensure the following arrangements:

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic staff and guests shall be allowed.
- iii. All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks have to be worn at all times inside the hotel.
- iv. Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- v. Staff should additionally wear gloves and take other required precautionary measures.
- vi. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.
- vii. Proper crowd management in the hotel as well as in outside premises like parking lots-duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
- viii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- ix. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- x. Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
- xi. Details of the guest (travel history, medical condition etc.) along with ID and self-declaration form must be provided by the guest at the reception.
- xii. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- xiii. Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms including A&D register.
- xiv. Hotels must adopt contactless processes like QR code, online forms, digital

payments like e-wallet etc. for both check-in and check-out.

- xv. luggage should be disinfected before sending the luggage to rooms.
- xvi. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xvii. Guests should be advised not to visit areas falling within containment zone
- xviii. Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
- xix. Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
- xx. Detailed guidelines issued for restaurants shall be followed.
  - a) Seating arrangement in the restaurant also to be made in such a way that adequate social distancing is maintained.
  - b) Disposable menus are advised to be used.
  - c) Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
  - d) Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - e) Buffet service should also follow social distancing norms among guests.
- xxi. Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer's door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.
- xxii. For room service, communication between guests and in-house staff should be through intercom/ mobile phone and room service (if any) should be provided while maintaining adequate social distance.
- xxiii. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- xxiv. For air-conditioning/ventilation, the guidelines of CPWO shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (doorknobs, elevator buttons, handrails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- xxvii. Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.
- xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxix. Rooms and other service areas shall be sanitized each time a guest leaves.

- xxx. In the kitchen, the staff should follow social distancing norms at workplace. Kitchens area must be sanitized at regular intervals.
- xxxi. In case of a suspect or confirmed case in the pre mises:
  - a) Place the ill person in a room or area where they are isolated from others.
  - b) Provide a mask/face cover till such time he/she is examined by a doctor.
  - c) Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d) A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e) Disinfection of the premises to be taken up if the person is found positive.

## APPENDIX-4

### SAMPLE SIGNAGES AND POSTERS





## **ALERT AUTHORITY IF UNWELL**

**यदि अस्वस्थ हैं  
तो सूचित करें**



**THANKS FOR PRACTICING  
SOCIAL DISTANCING**

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सामाजिक दूरी  
बनाए रखने के लिए  
धन्यवाद



**DO NOT TOUCH  
THE HANDRAILS**

**रेलिंग न छुएँ**



**SANITIZE YOUR  
HANDS HERE**

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**यहाँ हाथ  
सेनिटाइज़ करें**





**SINK IS FOR HAND  
WASHING ONLY**

**सिंक केवल हाथ  
धोने के लिए है**

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