



SANITARY MEASURES FOR THE RESUMPTION OF ACTIVITIES IN THE TOURISM SECTOR

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Tourism Authority, 3rd Floor, Victoria House, Port Louis
T: (230) 203 1000. E: tourism.authority@intnet.mu



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DISCLAIMER

These measures have been based on guidelines of the World Health Organisation and the Ministry of Health and Wellness.

These guidelines are subject to change at any time depending on the evolution of the pandemic.

Non-abidance to these measures may entail suspension of licences.



1. GENERIC MEASURES APPLICABLE FOR ALL ENTERPRISES AND ACTIVITIES (EXCEPT NAUTICAL ACTIVITIES)

1.1 BUSINESS

- 1.1.1 Daily Screening of body temperature of employees with a thermal gun prior to entering the office or premises.
- 1.1.2 Provision of hand sanitizers to employees and clients prior at all strategic areas including entrance reception desk and common areas. Briefing on mandatory sanitary requirements (such as wearing of mask, amongst others) to employees prior to engaging into any activity.
- 1.1.3 Employees having body temperature above 37.8 C degree or displaying symptoms of the COVID-19 should not be allowed to engage in any activity and should immediately be referred to the nearest hospital.
- 1.1.4 Signage to inform clients that they will not be allowed access in the establishment/premises in the event they have high body temperature or display symptoms of COVID-19.
- 1.1.5 Privilege the use of contactless attendance.
- 1.1.6 Cleaning and disinfection of premises/site and duly record same in a logbook.
- 1.1.7 Provision of protective equipment (masks, gloves, hand sanitizers, amongst others) in appropriate quantity in line with their duties.
- 1.1.8 Establishment of a protocol for suspected cases of COVID-19 and communication to all employees.
- 1.1.9 Setting up of an isolation room/area to be dedicated for suspected cases of COVID-19 (wherever applicable).
- 1.1.10 Ensure that Contractors/service providers across the supply chain operate in line with sanitary requirements.
- 1.1.11 Affixing of signage/posters in a conspicuous manner for information of employees and clients (hand washing techniques, location of hand sanitizer dispensers, etc).
- 1.1.12 Daily cleaning and disinfection of changing rooms and all related amenities and limit the number of employees inside the changing room at one time. Hand and face towels to be replaced by paper towels. If ever cloth towel is being used, it should be used only once and then washed.
- 1.1.13 Staff should use their personal bottles at water dispensers.
- 1.1.14 Implement staggered break/lunch time for employees to prevent overcrowding of the mess.

1. GENERIC MEASURES APPLICABLE FOR ALL ENTERPRISES AND ACTIVITIES (EXCEPT NAUTICAL ACTIVITIES)

1.1 BUSINESS (CONT'D)

- 1.1.15 Privilege ventilation of premises with fresh air and reduce the use of air conditioning as far as practicable.
- 1.1.16 Implement video conferencing meetings rather than face-to-face meetings where possible.
- 1.1.17 Provision of hand sanitizer dispenser at the cashier desk to enable clients to sanitize their hands prior to using the card machines.
- 1.1.18 Staff to monitor guests, during their stay/activity.
- 1.1.19 Ensure strict compliance with regulations / mandatory measures imposed by the Government at all times.
- 1.1.20 Encourage cashless payment transactions.
- 1.1.21 A logbook of the important actions and measures carried out and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom, where, etc.). This logbook can be used to improve the actions implemented.
- 1.1.22 Arrange for guests with respiratory symptoms to stay in their rooms until they are seen by a doctor.
- 1.1.23 In suspected cases of COVID-19 among guests or employees, the person shall be isolated and the Ministry responsible for Health be immediately contacted for initiation of Government's protocols.

1. GENERIC MEASURES APPLICABLE FOR ALL ENTERPRISES AND ACTIVITIES (EXCEPT NAUTICAL ACTIVITIES)

1.2 STAFF

- 1.2.1 In case of manual attendance, employees to use their own pens.
- 1.2.2 Hand sanitizer dispensers to be refilled on a regular basis.
- 1.2.3 Covered pedal bins to be closed/covered at all times. Hands should be washed or disinfected after use.
- 1.2.4 Briefing on mandatory sanitary requirements (such as wearing of mask, amongst others) to guests prior to engaging into any activity. Mandatory sanitary measures should be communicated to guests at time of reservation and on their booking vouchers.
- 1.2.5 Wherever cash transactions are being carried out, the cashier should be wearing gloves. Credit Card machine should be wiped/disinfected after each use.
- 1.2.6 Staff should wear their masks at all times, and avoid physical contact.

1.3 CLIENT

- 1.3.1 Comply with sanitary requirements of the enterprise.
- 1.3.2 Wash hands and use hand sanitisers regularly.

NOTE:

- In addition, licensee should abide by the specific measures for the respective activities as below.
- Full compliance to all measures is required.
- Non-compliance with set of conditions may entail suspension of licence.

2. ADDITIONAL MEASURES FOR HOTELS

2.1 GENERAL TECHNICAL MEASURES

2.1.1 Water disinfection

It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, preferably at the upper limits of the range.

2.1.2 Dishwashing and laundry equipment

The proper functioning of dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

2.1.3 Air-conditioning

Attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked regularly.

2.1.4 Dispensers

Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced. The hotel action plan should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and high traffic areas (e.g. entrance to the dining hall, restaurants and bars).

2.2 Measures for transport arrangements.

2.2.1 Cleaning and disinfection of vehicle (staff transport, buggies and taxis) after each use.

2.2.2 Driver to wear face masks whenever conveying staff.

2.2.3 Provision of hand sanitisers in the vehicle.

2.2.4 All passengers to wear face masks at all times when in the vehicle.

2.2.5 Employees using their own means of transport should ensure that their vehicle is disinfected.

2. ADDITIONAL MEASURES FOR HOTELS

2.3 RECEPTION

- 2.3.1 Reception desk staff, if possible, should not have any underlying health condition.
- 2.3.2 Employees at the front office should provide guests with information regarding the health and hygiene measures implemented.
- 2.3.3 The reception desk should have the telephone numbers of the health authorities, flu clinics, medical centres, public and private hospitals for use whenever there is the possibility that a guest may be ill.
- 2.3.4 The reception desk should have a medical kit that includes the following items: • Germicidal disinfectant/wipes for surface cleaning tissues. • Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once (see Advice on the use of mask). • Gloves (disposable) • Protective apron (disposable) • Full-length long-sleeved gown • Biohazard disposable waste bag

2.4 PUBLIC/Common AREAS

- 2.4.1 Public and common areas should be given special consideration and should be cleaned and disinfected as a general preventive measure during the entire COVID- 19 epidemic. Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff should be instructed accordingly.

2.5 SHOP

- 2.5.1 Daily cleaning and disinfection of shop prior to start of operations.
- 2.5.2 Depending on the size of the shop, number of guests inside the shop at one time should be limited to ensure physical distancing.
- 2.5.3 Guest should not touch items as far as possible.

2.6 TOILET(S) IN PUBLIC AREAS

- 2.6.1 Frequently used facilities/amenities such as handles, handrails, switches, doorknobs, should be disinfected regularly.

2.7 ELEVATORS/LIFTS

- 2.7.1 Cleaning and disinfection of lifts, lift buttons and railings on a regular basis.

2. ADDITIONAL MEASURES FOR HOTELS

2.6 TOILET(S) IN PUBLIC AREAS (CONT'D)

2.7.3 Hand sanitizer to be made available at entrance of lifts.

2.8 HOUSEKEEPING

2.8.1 Housekeeping staff to wear protective equipment when cleaning rooms. New set of disposable gloves should be used for each room or washable gloves.

2.8.2 Suspension of programmes where guests can voluntarily forego housekeeping services in the spirit of maximizing health and safety.

2.8.3 Cleaning and disinfection of rooms on check-out prior to welcoming of new guests.

2.8.4 Training of cleaning staff on the use of personal protection equipment (PPE) such as: - Gloves - Disposable gowns - Closed shoes – aprons, face shield, wherever applicable.

2.9 SWIMMING POOLS

2.9.1 Limit the number of guests allowed in the swimming pool at any one time.

2.9.2 Regular cleaning and disinfection of handrails, transats and other furniture/ accessories.

2.9.3 It is necessary to maintain the concentration of disinfectant in pools within the limits recommended according to international norms and standards, preferably at the upper limits of the range.

2.10 BOATHOUSE

2.10.1 Please refer to the detailed COVID-19 measures for nautical activities.

3. ADDITIONAL MEASURES FOR TOURIST RESIDENCES/ GUEST HOUSES/ DOMAINE WITH ACCOMMODATION

3.1 ROOMS

- 3.2.1 All rooms and common areas to be naturally ventilated daily (where practicable).
- 3.2.2 Provision or sales of hand sanitizer to be used in private rooms and common areas.
- 3.2.3 Setting up of an isolation room to attend to any suspected case of COVID-19.
- 3.2.4 Cleaning and disinfection of doorknobs, switches, handles, handrails, etc. on a regular basis.
- 3.2.5 All covered pedal bins should be lined with waste bags.

3.2 COMMON AREAS

- 3.3.1 Regular cleaning and disinfection of public spaces such as stairways, corridors, handrails and door handles.
- 3.3.2 Signage/posters to be affixed in a conspicuous manner around the premises to sensitize guests on sanitary and precautionary measures.

4. ADDITIONAL MEASURES FOR RESTAURANT/TABLE D'HOTE

4.1 DINING AREA

- 4.1.1 Buffet service shall be manned by hotel/restaurant employees wearing protective equipment. Buffet surfaces shall be cleaned and disinfected after each service. Change tongs and ladles more frequently. Protective disposable gloves and masks may be given to guests.
- 4.1.2 The coffee machines, soda machines and any other dispenser should be cleaned regularly and should be operated by an employee.
- 4.1.3 Use of disposable menu cards. Ideally it is recommended to prioritize digital menus which are more sustainable.
- 4.1.4 All equipment and utilities to be sanitized after each service.
- 4.1.5 Washing dishes, silverware and table linen-The usual procedures should be used. All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff. If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.
- 4.1.7 Sanitization of all furniture after each service.
- 4.1.8 Privilege natural ventilation of dining area.

4.2 KITCHEN

- 4.2.1 Sanitization of all crockery/cutlery/equipment/utensils after each service.
- 4.2.2 All working surfaces to be cleaned and disinfected regularly.
- 4.2.3 Covered pedal bins should be lined up with waste bags.
- 4.2.4 Staff should wash and sanitize their hands at regular intervals and wear masks at all times.

4.3 TOILET AREAS

- 4.3.1 Hand sanitisers, liquid soap, hand dryer or paper towels should be made available.

5. ADDITIONAL MEASURES FOR ECO-TOURISM/AQUARIUM

5.1 RESERVATION

- 5.1.1 Privilege online bookings
- 5.1.2 Time slot to be allocated to customers to decrease the risk of crowding prior to arrival.
- 5.1.3 Physical distancing limits to be clearly demarcated in waiting and public areas.

5.2 DOMAINE'S LODGES/ROOMS

- 5.2.1 General Sanitary Measures apply

5.3 ROOMS

- 5.3.1 All rooms and common areas to be naturally ventilated daily (where practicable).
- 5.3.2 Provision or sales of hand sanitizer to be used in private rooms and common areas.
- 5.3.3 Setting up of an isolation room to attend to any suspected case of COVID-19.
- 5.3.4 Cleaning and disinfection of door knobs, switches, handles, hand rails, etc. on a regular basis.
- 5.3.5 All covered pedal bins should be lined with waste bags.

5.4 COMMON AREAS

- 5.4.1 Regular cleaning and disinfection of public spaces such as stairways, corridors, hand rails and door handles.
- 5.4.2 Signage/posters to be affixed in a conspicuous manner around the premises to sensitize guests on sanitary and precautionary measures.

5.5 ECO-TOURISM ACTIVITIES (NATURE-BASED AND ACTIVITY BASED)

- 5.5.1 Cleaning and disinfection of all equipment to be used for the different activities prior to start of operations.
- 5.5.2 Provision of hand sanitizers to clients.

6. TOURIST GUIDES (including tourist guide employed by a tour operator)

- 6.1.1 Briefing to clients on sanitary protocols to be observed during the visit.
- 6.1.2 Wearing of masks by the guide and participants during the visit.
- 6.1.3 Equipment (if provided), to be cleaned and disinfected before and after use.

7. ADDITIONAL MEASURES FOR RENTAL AGENCY FOR BICYCLES, MOTORCYCLES AND QUADS

- 7.1 Cleaning and disinfection of all vehicles, equipment, handles, seats and helmets, etc. of the bicycles, motorcycles and quads after use.
- 7.2 Provision of hand sanitizer dispensers in office.

8. ADDITIONAL MEASURES FOR HAWKER AND CANVASSER

- 8.1 Hawker/canvasser should not proceed to his/her place of work if displaying any symptoms of COVID-19.
- 8.2 Wearing of protective equipment at all times when plying his trade.
- 8.3 Comply with all sanitary protocols imposed by the Hotel.
- 8.4 Avoid gatherings with other hawkers/canvassers except where necessary.
- 8.5 Clients should sanitize their hands prior touching and after touching any product on sale.

9. ADDITIONAL MEASURES FOR GOLF ACTIVITY/GUESTS

- 9.1 Prior booking of tee times should be encouraged so that number of clients on the golf course can be monitored.
- 9.2 Limit the number of clients in the shop at any one time.
- 9.3 Clients should sanitize their hands before and after touching products on sale.
- 9.4 Cleaning and disinfection of all equipment prior to and after use by clients.
- 9.5 Sharing of golf equipment and accessories by clients should be discouraged.
- 9.6 Cleaning and disinfection of all golf carts prior and after use by clients prior to another service. Physical distancing should be maintained in the golf cart.
- 9.7 Limit the number of golfers at one time in the practice.
- 9.8 Hands should be sanitized before and after touching of any common equipment.
- 9.9 All rakes to be removed.
- 9.10 Players should not touch the flagstick.
- 9.11 No rental of clubs on site.
- 9.12 Wearing of protective equipment at all times by the Caddy who shall be responsible for all interventions during the game.

10. ADDITIONAL MEASURES TOUR OPERATOR/TRAVEL AGENCY

10.1 Online bookings and contactless transactions should be privileged.

11. MEASURES FOR NAUTICAL ACTIVITIES INCLUDING COMMERCIAL PLEASURE CRAFT

11.1 Checking of body temperature with a thermal gun and providing hand sanitizer to employees, client or public prior to entering premises/ engaging in any activity.

11.2 Provision of relevant protective equipment to employees.

11.3 All employees must ensure that they are wearing the appropriate Personal Protective Equipment (PPE) and maintain physical distancing.

11.4 Cleaning and Disinfection of craft and all accessories like ladders, lifejackets and other safety equipment amongst other prior to start operations.

11.5 Ensure all contractors and suppliers in the value chain follow safe operations in line with sanitary requirements.

11.6 Ensure compliance with the reviewed seating capacity of the craft and towing equipment (where applicable).

11.7 Avoid overcrowding at embarkation point.

11.8 Skipper or helper to guide passengers during embarkation with regards to seating arrangements in order to maintain proper physical distancing on craft.

11.9 Food and beverage should be stored in air tight containers and served by the crew only.

11.10 Ensure that passengers respect sanitary requirements at all times like wearing of mask, regular sanitizing of hands, amongst others.

11.11 Privilege online bookings and contactless transactions.

11.12 Cashier should wear gloves while handling cash transactions and issuance of receipts.

11.13 Establishment of a protocol for suspected cases of COVID 19 and ensure all employees are conversant with the application of the protocol.



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