

Safe travels

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WORLD
TRAVEL &
TOURISM
COUNCIL



RODRIGUES PROTOCOLS FOR THE NEW NORMAL

This is to certify that

HIDEOUT

bearing Licence No **LIC202006415** trading under

HIDEOUT

from the Commission for Tourism has committed to comply to the

Sanitary Measures for the Resumption of Activities in the

Tourism Sector on **22 Oct 2021**

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Departmental Head





SANITARY MEASURES FOR THE RESUMPTION OF ACTIVITIES IN THE TOURISM SECTOR

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DISCLAIMER

1. These measures have been based on guidelines of the World Health Organisation and the Ministry of Health and Wellness.
2. These guidelines are subject to change at any time depending on the evolution of the pandemic.
3. Non-abidance to these measures may entail suspension of licence.



1. GENERIC MEASURES APPLICABLE FOR ALL ENTERPRISES AND ACTIVITIES

1.1 BUSINESS

- 1.1.1 Ensure strict compliance with regulations / mandatory measures imposed by the Government at all times.
- 1.1.2 All members of management and staff should be fully vaccinated with at least 2 doses of an approved vaccines at least 14 days before the start of operations and for the case of Janssen, one dose at least 28 days before the start of operations.
- 1.1.3 Ensure strict compliance with protocol for suspected cases of COVID-19 and communication to all employees.
- 1.1.4 Provision of hand sanitizers to employees and clients at all strategic areas including entrance, reception desk and common areas.
- 1.1.5 Provision of protective equipment (masks, gloves, hand sanitizers, amongst others) in appropriate quantity in line with the duties of the employees.
- 1.1.6 Briefing on mandatory sanitary requirements (such as proper wearing of mask, among others) to employees prior to engaging into any activity.
- 1.1.7 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.
- 1.1.8 Affixing of signage/posters in a conspicuous manner for information of employees and clients (hand washing techniques, location of hand sanitizer dispensers, etc).
- 1.1.9 Setting up of an isolation room/area to be dedicated for suspected cases of COVID-19 (wherever applicable).
- 1.1.10 Daily Screening of body temperature of employees with a thermal gun prior to entering the office or premises.
- 1.1.11 Privilege the use of contactless attendance.
- 1.1.12 Encourage cashless payment transactions
- 1.1.13 Cleaning and disinfection of premises/site and duly record same in a logbook.
- 1.1.14 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.
- 1.1.15 Staff should use their personal bottles at water dispensers.



- 1.1.16 Ensure that Contractors/service providers across the supply chain operate in line with sanitary requirements.
- 1.1.17 Implement staggered break/lunch time for employees to prevent overcrowding of the mess room.
- 1.1.18 Privilege natural ventilation of premises with fresh air and avoid the use of air conditioning as far as practicable.
- 1.1.19 Implement video conferencing meetings rather than face-to-face meetings where possible.
- 1.1.20 Provision of hand sanitizer dispenser at the cashier desk to enable clients to sanitize their hands prior to using the card machines.
- 1.1.21 Staff to monitor guests, during their stay/activity.
- 1.1.22 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.
- 1.1.23 In suspected cases of COVID-19 (including having body temperature above 37,8C) among guests or employees, the person shall be isolated. In such cases, immediately call 8924 (Hotline of the Ministry of Health and Wellness) to inform accordingly. You should strictly comply with the instructions given by the Ministry of Health and Wellness during the phone call.

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 All bins shall be covered and be lined up with waste bags. The use of pedal covered bins is recommended. Hands should be washed or sanitised after use of bins.
- 1.2.4 Briefing on mandatory sanitary requirements (such as wearing of mask, amongst others) to guests prior to engaging into any activity. Guests shall be informed that mask should be correctly placed and should at all-time cover the nose and the mouth of the user
- 1.2.5 Mandatory sanitary measures should be communicated to guests at time of reservation and on their booking vouchers by the Tour Operators/Travel Agents.
- 1.2.6 Wherever cash transactions are being carried out, the cashier should avoid touching his/her face and sanitise his/her hands after each transaction.
- 1.2.7 Credit Card machines should be disinfected after each use.



1.2.8 Staff should correctly wear their masks covering their nose and mouth at all times and avoid physical contact.

1.3 CLIENT

1.3.1 Comply with local legislation and sanitary requirements of the enterprise.

1.3.2 Wash hands with soap or 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. Licensee shall keep records of the water disinfection.

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 disinfection 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.

The use of central air condition shall be avoided and natural ventilation be privileged.

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 installation of 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, among others).

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 Drivers and all passengers to wear face masks correctly covering their nose and mouth during the whole journey.

- 2.2.3 All passengers to sanitise their hands prior to boarding and when coming out of the vehicle.
- 2.2.4 Provision of hand sanitisers in the vehicle.
- 2.2.5 All windows of the vehicles shall be kept open during the trip
- 2.2.6 Employees using their own means of transport should ensure that their vehicle is disinfected.

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 mandatory health and hygiene measures implemented at the hotel establishment.
- 2.3.3 The reception desk should have the telephone numbers of the health authorities, flu clinics, medical centres, public and private hospitals to attend to any emergency.
- 2.3.4 The reception desk should have a medical kit that includes, but not limited to 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. Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc.
- 2.4.2 Cleaning staff should be instructed to comply with the cleaning schedule implemented by Management in this respect 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 compliance with physical distancing requirements.
- 2.5.3 Guest should not touch items as far as possible. Item handled by guests shall immediately be sanitised if not purchased.

2.6 TOILET(S) IN PUBLIC AREAS

- 2.6.1 Frequently used facilities/amenities such as handles, handrails, switches, doorknobs, should be disinfected regularly as per cleaning schedule implemented by Management.

2.7 ELEVATORS/LIFTS

- 2.7.1 Cleaning and disinfection of lifts, lift buttons and railings on a regular basis as per cleaning schedule implemented by Management.
- 2.7.2 Hand sanitizer to be made available at the entrance of elevators/lifts.

2.8 HOUSEKEEPING

- 2.8.1 Training of cleaning staff on the use of personal protection equipment (PPE) such as: - Gloves - Disposable gowns - Closed shoes – aprons, face shield, wherever applicable.
- 2.8.2 Housekeeping staff to wear protective equipment when cleaning rooms. New set of disposable gloves should be used for each room or washable gloves.
- 2.8.3 Suspension of programmes where guests can voluntarily forego housekeeping services in the spirit of maximizing health and safety.
- 2.8.4 Cleaning and disinfection of rooms on check-out prior to welcoming of new guests.

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

- 3.1.1 All rooms and common areas to be naturally ventilated daily (where practicable).
- 3.1.2 Provision or sales of hand sanitizer to be used in private rooms and common areas.
- 3.1.3 Setting up of an isolation room to attend to any suspected case of COVID-19.
- 3.1.4 Cleaning and disinfection of doorknobs, switches, handles, handrails, etc. on a regular basis as per cleaning schedule implemented by Management.
- 3.1.5 All bins shall be covered and be lined up with waste bags. The use of pedal covered bins is recommended. Hands should be washed or sanitised after use of bins.

3.2 COMMON AREAS

- 3.2.1 Regular cleaning and disinfection of common areas such as stairways, corridors, handrails and door handles as per cleaning schedule implemented by Management.
- 3.2.2 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.
- 4.1.2 Guests shall comply with the flow of service respecting the markings imposed for physical distancing
- 4.1.3 The coffee machines, soda machines and any other dispenser should be disinfected regularly and should be operated by an employee.
- 4.1.4 Use of disposable menu cards. Ideally it is recommended to prioritize digital menu cards which are more sustainable.
- 4.1.5 All equipment and utilities to be sanitized after each service.
- 4.1.6 All dishes, silverware, table linen 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 Cleaning and Sanitization of all crockery/cutlery/equipment/utensils after each usage.
- 4.2.2 All working surfaces to be cleaned and disinfected regularly as per cleaning schedule implemented by Management
- 4.2.3 All bins shall be covered and be lined up with waste bags. The use of pedal covered bins is recommended. Hands should be washed or sanitised after use of bins.
- 4.2.4 Staff should wash or sanitize their hands at regular intervals and correctly wear their masks at all times.

4.3 TOILET AREAS

- 4.3.1 Hand sanitisers, liquid soap, hand dryer or paper towels should be made available.
- 4.3.2 Toilets should be cleaned and disinfected on a regular basis as per cleaning schedule implemented by Management

5. ADDITIONAL MEASURES FOR ECO-TOURISM/AQUARIUM

5.1 RESERVATION

- 5.1.1 Privilege online bookings
- 5.1.2 Allocation of Time slot to direct customers and Destination Management Companies (DMC) to decrease the risk of crowding prior to arrival.
- 5.1.3 Physical distancing limits to be clearly demarcated in waiting and common areas.

5.2 DOMAINE'S LODGES/ROOMS

- 5.2.1 General Sanitary Measures and Sanitary measures for rooms apply

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

- Cleaning and disinfection of all equipment to be used for the different activities prior
- 5.3.1 to start of operations
- 5.3.2 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 covering the nose and mouth by both 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

- Cleaning and disinfection of all vehicles, equipment, handles, seats and helmets, etc. of
- 7.1 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 including face masks at all times when plying his trade
- 8.3 Comply with all sanitary protocols imposed by the Hotel Management.
- 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 at any one time can be monitored.
- 9.2 Limit the number of clients in the clubhouse and 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.
- 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.
- 9.7 Limit the number of golfers at any 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.
Wearing of protective equipment at all times by the Caddy who shall be responsible for all
- 9.10 interventions during the game.

10. ADDITIONAL MEASURES TOUR OPERATOR/TRAVEL AGENCY

- 10.1 Online bookings and contactless transactions should be privileged.
- 10.2 Tour Operator and Travel Agency shall be responsible to inform clients on all mandatory sanitary requirements to be complied with at the destination.



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 All employees must ensure that they are wearing the appropriate Protective Equipment and maintain physical distancing.
- 11.3 Cleaning and disinfection of craft and all accessories like ladders, lifejackets, and other safety equipment amongst other prior to start operations.
- 11.4 Ensure all contractors and suppliers in the value chain follow safe operations in line with sanitary requirements.
- 11.5 Avoid overcrowding at embarkation point.
- 11.6 Skipper or helper to guide passengers during embarkation with regards to seating arrangements in order to maintain proper physical distancing on craft.
- 11.7 Food and beverage should be stored in airtight containers and served by the crew only.
- 11.8 Ensure that passengers respect sanitary requirements at all times like correct wearing of mask, regular sanitizing of hands, amongst others.
- 11.9 Privilege online bookings and contactless transactions.
- 11.10 The operator shall keep records of passengers with a view to facilitating any contact tracing exercise



SANITARY MEASURES FOR THE RESUMPTION OF ACTIVITIES IN THE TOURISM SECTOR

