The UNWTO is reporting that 96% of the world's tourism destinations have put in place some level of travel restrictions. As we move forward and these restrictions are partially lifted or modified, it is incumbent on our Green Globe members and other businesses in the tourism industry to prevent a possible second outbreak worldwide.

This checklist combines a number of advisories and worksheets prepared by tourism associations and governments from destinations where Green Globe has members operating. The intention of the checklist is to provide Green Globe members with a standard set of advice and precautions that are practical to implement and understood by both domestic and international guests as the minimum industry requirements for the operation of a safe tourism enterprise.
1. Check Your Business Can Operate

• Check with your local or state government about what type of business may operate and if any health checks or inspections need to be carried out. If your business has been closed, inspect equipment and facilities and ensure they are safe to function, including gas and, electricity appliances, toilets, and hand-washing facilities.

• Ensure food and beverages stored at your business have not been contaminated or are now out of date.

• Ensure staff are trained in new procedures and food handling certificates are up to date.

• If local or state governments are providing COVID Safe training, ensure all staff have completed requisite courses.

• All staff should be aware of Covid-19 symptoms and briefed on basic infection prevention and control measures.

• Establish an action plan in case of any Covid-19 infection/case on your premises.
2. Avoid Overcrowding

- Keep occupancy of the hotel, resort, spa or attraction in line with social distancing recommendations.
- Guests/visitors should keep a distance of at least 1.5 meters or 6 feet from others.
- Limit the amount of guests/visitors on the property.
- Regulate server guest ratio.
- Contact information should be kept for customers, workers and any contractors for a period of at least 28 days. This facilitates contact tracing in case of a coronavirus case on the property.

3. Increase Communication

- Provide guests/visitors informational letters or pamphlets detailing the implemented measures and regulations on your property.
- Put up posters or use electronic devices throughout the property that instruct guests/visitors to take precautionary measures seriously.
4. Focus on Staff

- Provide regular health checks for staff and temperature checks before every shift.
- Staff that have direct contact to guests should wear face-masks, as well as staff who are in contact with any food and beverages.
- Staff in kitchens should wear face-masks in addition to the hygiene standards that already apply.
- Staff must wash hands regularly with warm water and soap for at least 20 seconds; especially after interacting with guests/visitors.
- Be aware that different stages and phases of the pandemic require different levels of strictness in measures. Hold regular staff briefings on additional hygienic and preventive measures.
- Workers who are unwell need to stay at home, or if they become unwell go home immediately.
- It is recommended that any unwell workers are tested for Covid-19. Symptoms of acute respiratory disease are cough, sore throat, shortness of breath or a fever.
- Workers who are unwell must remain in isolation and await a negative Covid-19 test result.
- Consider safety risks and manage these according to the appropriate hierarchy of controls i.e. elimination, substitute, isolation, administrative controls then personal protective equipment where required.
4. Focus on Staff continued

• Maximise distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between workers.

• Modify processes behind the counter (including in the kitchen) to limit workers having to be in close contact, as much as possible. For example:
  • assign workers to specific workstations to minimise the need to go into other spaces
  • implement processes so front of house workers can collect food without needing to go into food preparation areas.

• Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.

• Consult with workers on Covid-19 measures in the workplace and provide workers with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.

• Put signs and posters up to remind workers and others of the risk of Covid-19.
5. Focus on Guests

- Guests/visitors who show any symptoms of Covid-19 must be isolated immediately. Separate other guests/visitors that were in close contact with the affected person and isolate them as well.
- Implement a guest-friendly cancellation policy that allows guests/visitors to postpone their visit.
- Update your website and listings in order to inform people what restrictions your business is operating under.
- If the business offers a shuttle service make sure the people being transported have been together as a group before. Do not transport several ‘travel groups’ from different places at the same time.
- All guests/visitors should provide detailed contact information in case an infected person is or has been on the property.
- Put up protective plastic shields at the reception counter.
- Rearrange the lobby to give guests the opportunity to occupy the space safely.
- Create several small sitting areas and place them in different parts of the lobby.
- Have a high level of hygiene throughout the property.
- Place signs at entry points to instruct customers not to enter the premises if they are unwell or have Covid-19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.
5. Focus on Guests continued

- Limit walk-in appointments and client interaction at the counter through the use of online or phone bookings.
- If practicable set up separate exit and entry points and separate order and collection points to minimise contact.
- Implement measures to restrict numbers on the premises. Check with local authorities on social distancing rules and what your business needs to do to comply, including limiting seating numbers, spacing tables apart, etc.
- Remove waiting area seating or space seating apart.
- Provide contactless payments or ordering and payment online or through ordering apps.
- Ensure menus are:
  - laminated and sanitised after each use or
  - use general non-contact signage to display your menu or
  - have single use paper menus available.
- For takeaway services place menus outside the venue and introduce online ordering wherever possible.
- Where practical, restrict service to table service only to reduce the movement of patrons and the number of surfaces touched.
- Remove any serve yourself buffet style food service areas and communal water stations or condiments.
- Stagger seating times and manage the duration of sittings to control the flow of patrons.
6. Building & Housekeeping Hygiene

- Practice routine cleaning of high traffic areas and high touch surfaces (elevator buttons, handrails, doorknobs, lobby, public restrooms) with bleach solutions and bromine or other cleaning agents that are adapted to the purpose of killing the virus.
- Regular cleaning of ventilation fans.
- Put up disinfectant stations with hand sanitizer that contains at least 60% alcohol in high trafficking areas as well as at the entrance of different hotel areas.
- Use hot water (at least 60°C), detergent and bleach to launder linens and towels.
- Reduce housekeeping to a minimum. Ensure cleaning staff enter rooms only after guests have checked-out or when they specifically demand it. When entering, employees should wear gloves and a face-mask.
- Housekeepers should be instructed to have windows open while cleaning to increase ventilation.
- Dispose of garbage bags in the trash cans regularly and wear gloves when doing so. Wash hands afterwards with warm water and soap.
- Ventilate areas regularly especially closed rooms.
6. Building & Housekeeping

Hygiene continued

- Keep doors open where possible to minimizing the amount of people touching doorknobs.
- Install hands-free devices if possible, including motion sensor lights, contactless payment systems, automatic hand-washing water, soap, paper towel dispenser etc.
- Close some floors in rotation for intensive and effective cleaning. Steam mattresses and carpets.
- Consider leaving rooms vacant for 24 to 72 hours between occupancy.
- Instruct all workers to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.
- Non-disposable crockery/cutlery/glassware is permitted only when cleared after each course and washed using a commercial grade dishwasher or glass washer. Use disposable/recyclable cutlery/glassware when available, or strict table clearing guidelines requiring gloves.
- Reduce the sharing of equipment and tools. Clean and sanitize shared equipment after each use.
- Ensure that sanitary facilities stay operational and stocked at all times.
7. Hotel Facilities

- Recommend closing pools areas.
- If open, make sure pools contains appropriately treated water and a chlorine level that is internationally accepted. The chlorine should disinfect the water enough to prevent any germs from spreading.
- Run microbiological quality tests on a regular basis to make sure the water is safe to use.
- Instruct guests to shower before using the pool.
- Recommend closing sauna and gym.
- If open, limit the amount of people using the sauna and gym. There should still be a distance between people of at least 1.5 meters or 6 feet.
- Reduce the number of machines in the gym to control the amount of people and to ensure keeping distance is possible.
- Put up posters in the gym to remind people of the importance of cleaning and disinfecting the machines after using it.
- Guests using the gym should change their clothes only in their room. Changing rooms should be closed.
- Suspend use of hand dryers in public restrooms and use only paper tissues that are disposed of thoroughly.
8. Restaurants and Cafes

- Prevent queues from occurring when people are waiting for a table in the restaurant. Make reservations an priority option.
- Place the tables in the restaurant with a distance of at least 1.5 meters or 6 feet from others.
- Clean the tables thoroughly after every guest.
- The restaurant should not offer buffet.
- Offer room-service. The employee places the food in front of the door and knocks. There is no direct contact between guest and employee.
- No paying in cash or keep use of cash at a minimum.
9. Other Recommendations

- Assess if spa treatments and services can be provided safely with limited contact between staff and guests.
- Move the entertainment programs to the outside area if possible. Adjust the number of participants.
- Close the kids club.
- Have temperature checks of visitors on arrival.
- Deliveries, contractors and visitors attending the premises
  - Where practical, direct delivery
  - Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

10. Review and monitor

- Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- Publicly display a signed checklist as evidence that you are a Covid Safe business.
- Ensure you have a copy of a signed checklist which must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.