



Karnataka
One state. Many worlds.
Department of Tourism

COVID-19 Preparedness Protocols for Tourism in Karnataka:

Vol I – Protocols for Tourists

Department of Tourism, Government of Karnataka

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Foreword from Honourable Minister for Tourism



The global COVID-19 pandemic has brought about challenges that have affected all of us in different ways. The past few months have seen us rapidly adapting to the changes brought about due to COVID-19 and as a result, we find ourselves in a new normal. In this new and evolving reality ensuring hygiene and safety is of paramount importance and as we emerge from the lockdown, we need to continue to exercise caution. The Department of Tourism has undertaken a detailed exercise to come out with a comprehensive set of protocols to be followed across the tourism industry to ensure that we are prepared to deal with challenges posed by COVID-19 even as we open up our destinations to welcome visitors once again.

These protocols have been formulated to create a safe and reassuring environment for all tourists in Karnataka. The guidelines also take care for the health and safety of the tourism workforce of Karnataka, ensuring that all stakeholders can productively contribute to Karnataka's economy. The guidelines are based on recommendations from authorities such as WHO, FSSAI, Ministry of Health and Family Welfare and Ministry of Tourism, Government of India and refined through detailed inputs taken from key stakeholders of the travel, tourism, and hospitality industry of Karnataka.

The tourism sector is an important economic driver for Karnataka and our Government shall take all steps necessary to support the sector emerge from this crisis stronger, resilient, and better. Through collaboration between the Government, the industry and the tourists, we can ensure that even in this new normal, visiting Karnataka continues to be a safe and memorable experience.

C.T. Ravi

**Hon'ble Minister for Tourism, Kannada & Culture, and
Youth Empowerment & Sports
Government of Karnataka**

COVID-19 Protocols for Tourists in Karnataka

1. Introduction

The COVID-19 pandemic has presented unprecedented challenges for the tourism sector across the world. In the COVID-19 aftermath, health and safety of people is of utmost importance for the Government. With tourism industry expected to resume operations over the coming months, it is necessary to have protocols in place that can ensure hygiene and safety for all tourism stakeholders.

As the tourism sector recovers, rebuilding trust and inspiring confidence will be key to ensure a successful revival. The Department of Tourism, Government of Karnataka has drafted comprehensive protocols for hygiene and safety and to ensure preparedness for the risks posed by COVID-19. The protocol delves into every aspect of hygiene and safety of a tourist's journey and also the safety and hygiene protocols which needs to be implemented by the tourism industry before reopening for business. In addition to creating a safe environment for tourists, the protocols also endeavour in preventing new cases, mitigating impacts, and make traceability easier if the future situation warrants so. The protocols cover the following areas with respect to COVID-19 preparedness for tourist destinations, hotels, restaurants and other tourism businesses –

- General Preparedness
- Safety & Hygiene
- Social Distancing
- Cleaning & Sanitation
- Awareness & Training

All tourism service providers of Karnataka need to mandatorily follow their respective protocols. The protocols have been compiled based on inputs from a variety of sources to ensure that they are comprehensive and effective. The best practices and guidance issued by authorities such as Ministry of Health and Family Welfare, WHO, UNWTO, and Ministry of Tourism, Government of India helped form the baseline for these protocols. Additionally, guidelines such as *SOP on preventive measures in Hotels and Other Hospitality Units to contain spread of COVID-19*, issued by Ministry of Health and Family Welfare, Government of India, *COVID-19 Safety and Hygiene Guidelines for Tourism Sector (Hospitality Unit)* issued by Ministry of Tourism, Government of India and *Food Hygiene and Safety Guidelines* issued by FSSAI were studied to identify operational improvements for hygiene and safety. Multiple rounds of discussions have been held with industry associations, leading businesses and service providers, and global authorities to develop and refine these protocols. It is important to note that due to the evolving nature of the COVID-19 challenge, the guidelines and measures contained in these protocols shall also continue to evolve as new insights, best practices, government guidelines, and guidance from medical and healthcare professionals continue to emerge.

The Department of Tourism endeavours to ensure that the protocols are in place and destinations and businesses are prepared to welcome tourists once the restrictions are lifted. The Department shall provide all necessary support to ensure a safe and memorable experience for all tourists in Karnataka.

2. Guidelines for Tourists

While tourist destinations and businesses shall take necessary steps to implement the measures outlined in their respective protocols, it is also important for tourists to take adequate precautions to ensure their own health and safety. The following guidelines cover general dos and don'ts to be followed by all tourists to ensure their safety as well as the safety of their tourism service providers. The tourists are encouraged to go through general measures for hygiene and safety that shall be undertaken by accommodation units, tourist destinations and

tourism transport service providers which is provided in **Vol II to Vol IV of this COVID-19 Preparedness Protocols for Tourism in Karnataka** so that tourists can make an informed decision regarding the safety and hygiene guidelines protocols.

2.1. Basic Dos and Don'ts for Tourists

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

2.1.1. Safety and Hygiene

- 2.1.1.1. 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.
- 2.1.1.2. Tourists should ensure that they wear a protective face mask while within the premises of any tourism destination.
- 2.1.1.3. Tourists should frequently wash hands or use hand sanitizers. While facility management shall provide for soaps / sanitizer at common places, tourists should be prepared and carry their own sanitizer and wet wipes.
- 2.1.1.4. 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.

2.1.2. Ticketing and Entry

- 2.1.2.1. 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.
- 2.1.2.2. 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.
- 2.1.2.3. Only asymptomatic tourists shall be allowed.
- 2.1.2.4. Tourists having an abnormal temperature and / or flu like symptoms shall not be allowed to enter the facility. The management shall note down their contact details for such visitors and shall notify relevant health or administration authorities as per government protocols.
- 2.1.2.5. 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.
- 2.1.2.6. All tourists shall have to provide basic personal information when visiting the destination. This shall include name, contact details and government-issued identification. Tourists shall be required to give their consent for sharing details with administrative or health authorities, if required for contact tracing related activity.

2.1.3. Guidelines for Accommodation Units

- 2.1.3.1. Tourists should reach out to the COVID Coordinator identified by the accommodation unit for any issues or concerns with regards to hygiene and safety.
- 2.1.3.2. Only asymptomatic tourists shall be allowed.
- 2.1.3.3. Tourists may be required to fill out a self-declaration form in the format provided in Annexure. This shall be mandatory for accommodation units.
- 2.1.3.4. Tourists who have checked-in at the accommodation unit should not allow guests into their rooms.

- 2.1.3.5. Staff of accommodation units shall not enter the guest's room unless absolutely necessary. The guests should ensure they follow social distancing guidelines with any staff that may have to enter their rooms.

2.1.4. General Preparedness

- 2.1.4.1. 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 required for essential and health purposes. Management to advise accordingly and the same should be communicated to visitors through promotional material and social media platforms.
- 2.1.4.2. 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.
- 2.1.4.3. Tourists shall minimize contact with other staff and visitors. As far as possible, a zero-contact policy should be followed at all tourism facilities.
- 2.1.4.4. Tourists should check the timings of the facility before they visit and plan their visit accordingly.
- 2.1.4.5. Allotted time slots should be followed by all tourists for the convenience of service providers and other tourists.
- 2.1.4.6. Tourists should avoid handling cash as much as possible. All payments should be done through digital modes.
- 2.1.4.7. Tourists should follow proper procedures for disposal or taking away of utensils, crockery, linen, etc. after availing of F&B services.
- 2.1.4.8. All tourists shall be briefed on the dos and don'ts to be mandatorily followed during their time at the tourism facility.
- 2.1.4.9. While traveling all tourist should wear a face mask and carry their own sanitizer and wet wipes for personal use.
- 2.1.4.10. Tourists should be advised not to visit areas falling within containment zone.
- 2.1.4.11. Spitting is strictly prohibited.

2.1.5. Government Guidelines

- 2.1.5.1. Use of Aarogya Setu
- i. *Aarogya Setu* enables early identification of potential risk of infection, and thus acts as a shield for individuals and the community.
 - ii. With a view to ensuring safety, all tourists (except Foreign Nationals) to ensure that Aarogya Setu is installed by all having compatible mobile phones.
- 2.1.5.2. Tourists should reach out to the **Government of Karnataka “Apthamitra” helpline number at 14410** if any assistance is required. Tourists are also encouraged to use the Government of Karnataka’s **Apthamitra Mobile App**, if any assistance is required.

Annexures

Self-Declaration Form for Guest in Accommodation Units

All guest staying at an accommodation unit are required to submit the form

Self- Declaration Form

[Location, Date]

TO:

The [Name of the Manager of the Accommodation Unit],

[Name of the Accommodation Unit]

[Address of the Accommodation Unit]

Dear Sir/ Madam,

Subject: Self- Declaration Form

1. I/We 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/We do hereby agree to follow all the guidelines (Dos and Don'ts for the Guest) provided by the staff and shall support them by adhering to the guidelines to prevent the possible spread of COVID-19 within your establishment.

Dos and Don'ts for the Guest

- i. Do not step out of the room unnecessarily. Wear a mask whenever outside the room.
- ii. Guest are recommended to carry their own sanitizer and wet wipes for personal use.
- iii. Clothes should not be washed inside the room.
- iv. In case a balcony is shared with another room, please be on the side of your room. Do not interact with the other room's guests
- v. No visitors should be allowed in the rooms
- vi. Doors should be kept closed and any contact with the doorknobs should be avoided by staff
- vii. Kitchen and washing area entry must be prohibited for guests
- viii. Always keep a safe distance of at least 2 metres (6 feet) while you are at the property.
- ix. Wash your hands frequently with the soaps/sanitizers provided
- x. Put all bio-degradable disposable plates/cups/bottles after use in the garbage bag.

3. I/We do hereby confirm that the below information provided is correct and shall provide all the necessary supporting documents.
4. I/We 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.

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

Signature of the Guest

Self-Declaration Form for Guest using Travel Services

All travellers are required to submit the form to the Conductor / Driver of the Vehicle

Self- Declaration Form

[Location, Date]

TO:

The [Name of the Manager of the Travel Service Provider],

[Name of the Travel Service Provider]

[Address of the Travel Service Provider]

Dear Sir/ Madam,

Subject: Self- Declaration Form

1. I/We 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/We do hereby agree to follow all the guidelines (Dos and Don'ts for the Travellers) provided by the staff and shall support them by adhering to the guidelines to prevent the possible spread of COVID-19 within your establishment.

Dos and Don'ts for the Travellers

- i. Wearing a face mask while traveling is mandatory.
- ii. Travellers are recommended to carry their own sanitizer and wet wipes for personal use.
- iii. Adherence to the social distancing measures. Travellers to always keep a safe distance of at least 2 metres (6 feet) .
- iv. Hands should be washed frequently with the soaps/sanitizers provided at the common places

3. I/We do hereby confirm that I am currently travelling from _____ to _____ and my ticket number is _____.
4. I/We do hereby confirm that I have downloaded and registered myself on *Aarogya Setu app*, Government of India and *Seva Sindhu App*, Government of Karnataka
5. I/We do hereby confirm that the below information provided is correct and shall provide all the necessary supporting documents.
6. I/We 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.

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

Signature of the Guest

COVID-19 IEC Material



HOW TO WASH YOUR HANDS



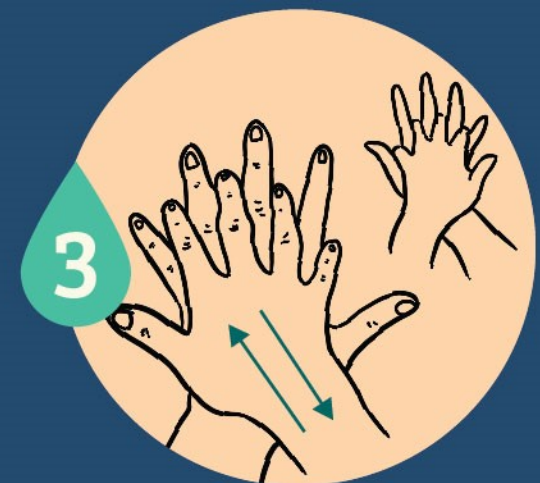
Wet hands with water



Apply enough soap to cover all hand surfaces



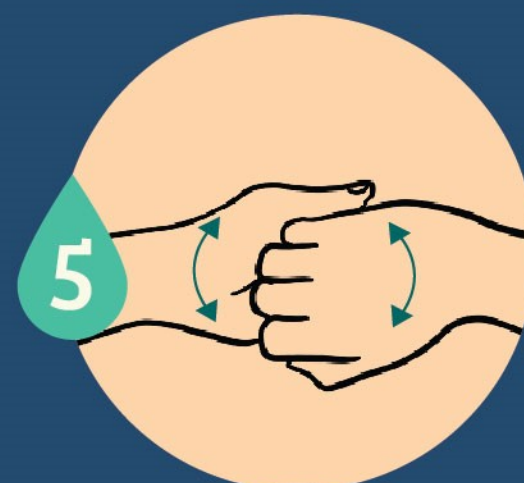
Rub hands palm to palm



Right palm over left dorsum with interlaced fingers & vice versa



Palm to palm with fingers interlaced



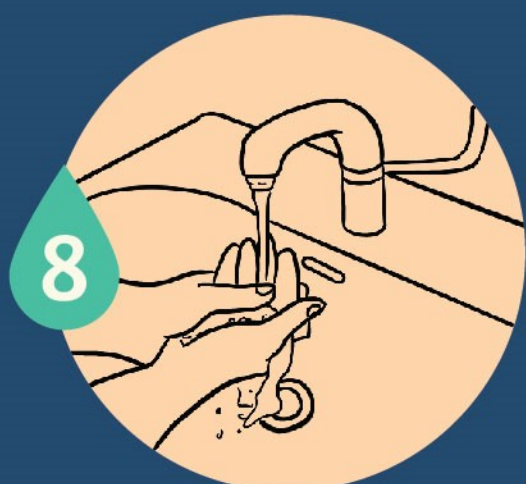
Back of fingers to opposing palms with fingers interlaced



Rotational rubbing of left thumb clasped in right palm & vice versa



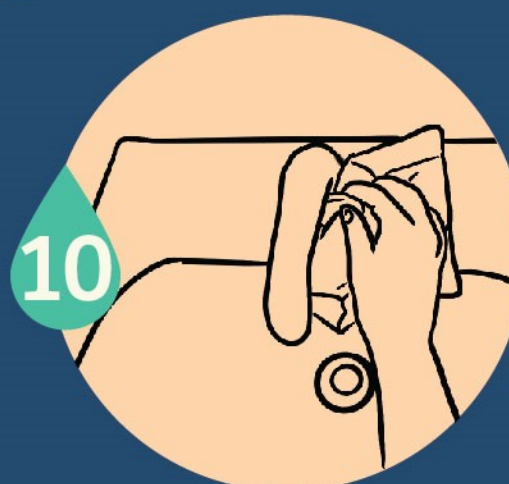
Rotational rubbing, backwards & forwards with clasped fingers of right hand in left palm & vice versa



Rinse hands with water



Dry thoroughly with a single use towel



Use towel to turn off faucet



...and your hands are safe

REDUCE YOUR RISK OF COVID-19



Clean your hands often

1.

2.

Cover your mouth & nose while coughing/sneezing with a tissue/handkerchief/flexed elbow & dispose off used tissues properly

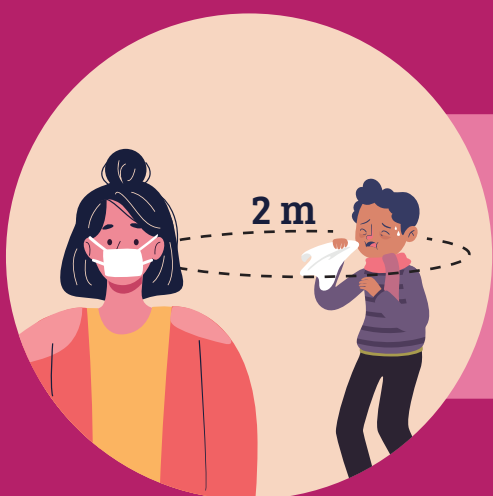


Avoid touching your eyes, nose & mouth

3.

4.

Limit social gatherings & time spent in crowded places



Avoid close contact with someone who is sick

5.

6.

Clean & disinfect frequently touched objects and surfaces



Check-in Protocol for Guests



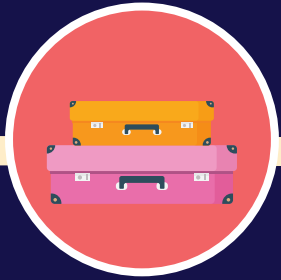
Screen all visitors at entry point for symptoms of COVID-19



Guests to be briefed by the front desk associate about the safety measures



Maintain a physical distance of 2m (6 feet) in queues



Luggage to be disinfected



With minimum contact with guest, rooms to be kept ready to avoid crowding



Recommend all guests to install Arogyasetu app



Guests must provide details like travel history, medical condition etc, along with ID & self declaration form



Minimal interaction with guest at reception



Hand sanitizers to be kept at the reception. Guests to sanitize hands before & after filling relevant forms



Maintain proper records of any symptom such as cough/cold/fever



Guests to be briefed about Dos & Don'ts at the accommodation

Checkout Protocol for Guests



Guests should notify the reception an hour before checkout



Guests should checkout only after confirmation by the reception



Guests to be informed about payment in advance & may be requested to make them via digital mode as much as possible



Management to inform the police station about the checkout if it is a statutory requirement



Post checkout, rooms to be deep cleaned



Linen must be changed after every checkout & for longer stays as per the request by the guest

Protocols for Other Common Areas

Dining Facility



Detailed guidelines recommended for the dining facility by the COVID-19 Crisis Management Team.



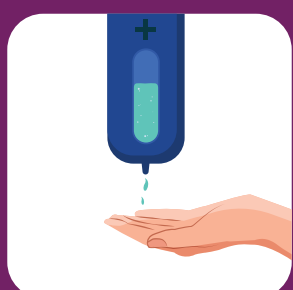
Sanitization of the furniture before guest arrival.



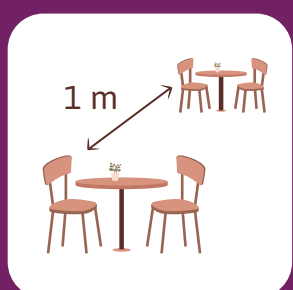
Dining slots will be ascertained from the guest to avoid overcrowding at any point in time.



Guests may be requested to make the payment via digital mode as much as possible.



Hand sanitizers/pedal sanitizer to be placed at the entrance and other areas such as washrooms. Guests are directed to sanitize the hands before proceeding to seating area.



Modification of restaurant layout keeping minimum 1 meter distance between tables.

Protocols for Other Common Areas

Elevator Operations



**HAND SANITIZERS TO
BE MADE AVAILABLE
AT ALL ELEVATOR
LANDING.**

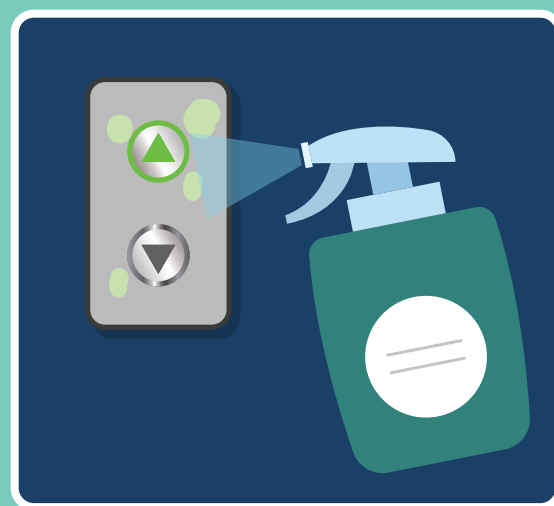


**SIGNAGE TO BE KEPT
MAKING THE GUEST
AWARE OF THE
PROTOCOLS.**



**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



**ALL HAND CONTACT
AREAS IN ELEVATORS
TO BE DISINFECTED
REGULARLY.**

Elevator as such will be disinfected every 4 hours with 1% sodium hypochlorite solution

Availability of COVID-19 Related Amenities

Sufficient quantity of below mentioned amenities must be available at the property apart from regular amenities

Must Have



Hand Sanitizers



Face Masks



Thermal Gun



Hand Gloves



Chemicals for
Deep Cleaning



Biohazard
Disposable
Waste Bag



Garbage
Bags

Good to Have



Personal
Protective
Equipment (PPE)



Gowns/Aprons



Dos & Don'ts

For the Guest



DO NOT STEP OUT of the room unnecessarily. Wear a face mask whenever outside the room.



Clothes should **NOT BE** washed inside the room.



In case a balcony is shared with another room, please on your side of the room. Do not interact with the guests of the other room.



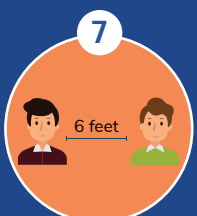
No visitors should be allowed in the rooms.



Doors should be kept closed and any contact with the doorknobs should be avoided by staff.



Kitchen and washing area entry must be prohibited for guests.



Always keep a safe physical distance of at least 2 m (6 feet) while you are at the property.



Guests are recommended to carry their own sanitizer & wet wipes for personal use. Wash your hands frequently with the soaps/sanitizers.



Put all bio-degradable disposable plates/cups/bottles after use in the garbage bag.