



Republic of Tunisia  
Ministry of Tourism and Handicrafts  
Tunisian National Tourist Office

# Anti-COVID Health Protocol for Tunisian Tourism « Overview »



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Establishment according to health measures

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## INTRODUCTION

To prepare the resumption of tourism sector activity in Tunisia after the COVID 19 pandemic, which has impacted the whole world, the Tunisian National Tourist Office (TNTO) has mobilized to develop a manual of health procedures entitled :

### « Anti-COVID Health Protocol for Tunisian Tourism» (H.P.T.T Anti COVID 19)

This manual is essentially focused on observing the rules of hygiene and health safety through the itinerary of customers from their arrival at the border points to their departure, as well as the staff of tourist establishments.

The approach adopted for the development of these instructions and hygiene rules is based on a risk assessment using the 5 M method (Man, Machine, Medium, Mission, Management) over the entire tourism chain of the customer's itinerary.

It is worth noting that this H.P.T.T anti-COVID 19 , inspired by the experiences of other destinations on the basis of a benchmarking with about twenty countries, has been enriched, in addition to the efforts of the TNTO executives, by the guidelines of the World Health Organization, the World Tourism Organization, professional magazines and experts in the field.

All collected information (documents, sites, newspapers, benchmarks, etc.) was useful to us in the elaboration of this manual of procedures, which is essentially adapted to the precautions and preventive measures against the spread of covid-19 in the tourist sector.

#### **The major objectives of the HPTT Anti Covid 19 are:**

- **Controlling the spread of this pandemic in tourist establishments.**
- **Ensuring the safety of both ; staff members of the tourist establishments and guests.**
- **Restoring the trust and confidence of sales networks and Tour Operators as soon as possible**
- **The offer of a healthy and safety-controlled product**

All instructions and hygiene rules appearing in this manual must be concretely applied in Tourist establishments required to implement them and to check and monitor their application (traceability must be ensured).

Furthermore, we would like to point out that this is an open document to which new information, recommendations and other provisions will be added according to potential pandemic developments. Coordination with the Ministry of Health is mandatory in order to put in place a strategy for the verification of the customer's immunity to the new coronavirus at the different border points of travellers entry (health passport or other document / perform a fee-based screening test...) and this after reopening of borders.

This document has been reviewed and validated by The Tunisian Occupational Health and Safety Institute (Institut de Santé et de Sécurité au Travail (ISST)).

## 1. Welcoming guests, transfer and excursion:

- Wearing of a nasal-mouth mask by reception staff, drivers and tour guides.
- Mandatory wearing of nasal-mouth masks by guests participating in excursions and transfers on buses.
- Staff must carry a small bottle of hydro-alcoholic solution and a packet of tissue paper in their pockets.
- A hydro-alcoholic gel dispenser must be made available to guests for hand disinfection during their access to the transport vehicles.
- Respect the safety distance of more than one meter between guests during their reception, their luggage delivery, their boarding to the transport vehicle as well as during visits to historical monuments and museums, including during breaks and stops along excursions and tours (cafes, restaurants, shops ...).
- Respect safety distance of more than one meter between guests during visits to historical monuments and museums, as well as during breaks and stops on excursions and tours (cafés, restaurants, shops...).
- The guide must be equipped with a mobile headset and a loudspeaker (audiophone) during visits to sites and monuments so that guests can respect the distance of one metre in groups of more than 15 people if possible.
- Limit the number of visitors carried to 50 % of the seating capacity while respecting the distance of 1 metre between passengers (one seat occupied every two seats and diagonal positioning).
- For vehicles with 7 seats or less, respect the 50 % capacity and distance except in the case of transporting a family living under the same roof (obligation of an undertaking signed by the person responsible for the family).
- Ventilation and total disinfection of the transport vehicle before and after each service.

## 2. Tourist accommodation establishment:

- The facility must not exceed 50% of its bed capacity.
- The management is obliged to suspend performances in closed places, sports activities with contact in the swimming pools and outdoor or indoor wedding parties.
- To make available to guests and staff, during all the stay, information material on the new health procedures to be respected. The informative material can be in paper or digital form.
- Set up a crisis committee made up of managers of the various involved departments (management, hygiene, occupational doctor, reception, quality, floors, a staff representative, etc.).
- Set up a procedure in collaboration with the regional health services describing the conduct to be followed in the presence of a suspicious case and / or confirmation of a Covid+ guest and / or staff.
- Provide a number of isolation rooms for suspicious cases.

### General instructions to be observed by the staff of Tourist accommodation establishment

- Monitoring and recording of temperature of all employees (by means of a non-contact thermometer) before checking in. In case of fever with a persistent temperature  $\leq 38^{\circ}\text{C}$  the employee will be dismissed and the relevant health services will be notified.
- Wearing masks is mandatory: respect the hygienic methods of wearing, removing and disposing of masks (the duration of use of a mask should not exceed 4 hours and change it as soon as it becomes damp).
- Wash hands frequently with soap and water or with a hydro-alcoholic solution (with at least 70% alcohol).
- Maintain a distance of at least 1 metre from other people.
- Avoid overcrowding in staff changing rooms, canteens and break rooms so as to allow staff to maintain a minimum physical distance of 1m.
- Staff must be informed about the obligation to report by telephone to the supervisor and not to enter the establishment if symptoms of illness (fever, cough and breathing difficulties) appear or if they have been in contact with an infected person.



### Welcoming guest and check-in :

- Provide an area for disinfecting guests' belongings before entering the reception area (disinfect the critical surfaces of the luggage), in particular the handle and zipper.
- Check the temperature of all guests with a non-contact infrared forehead thermometer, (In case of fever with persistent temperature  $\leq 38^{\circ}\text{C}$  the guest will not be admitted to the hotel and the health service will be contacted).
- Install hydro-alcoholic gel dispensers for hand disinfection at the entrance door, in the reception hall, near the elevator, on every floor of the hotel as well as in the common areas and at the entrance to the guests' restrooms.
- Pens should be made available to guests with systematic disinfection after each use.
- Take the necessary measures to ensure that a one meter distance at least between guests is respected and maintained (e.g. marking the safety distance of 1 metre on the floor to organise the queue to respect the distance and avoid crossings between guests).
- Encourage the registration of guests' personal data online.
- Limit the number of elevator users to 2 observing the minimum distance of 1m between people. (Parents with children are excluded from this limit).



### Rooms and floors :

- The room can only be occupied after it has been cleaned, disinfected and ventilated (minimum 3 hours) for new arrivals.

### Shared premises and guest lavatories :

- Disable electric hand dryers in guest lavatories.
- The frequency of cleaning and disinfection operations in the common areas must be reinforced, a minimum frequency of 30 minutes must be observed.



### Bars and cafés :

- Observe a safety distance of 2.5 meters between tables with a maximum of 4 people per table of 6 people.
- Suspend self-service for All Inclusive formulas.
- Glasses and cups must be either single-use or in glass with strict obligation and instruction for the application of washing and disinfection rules.

### Restaurants and other food outlets :

- The capacity of the restaurants must be reduced by 50% with a minimum space of 2.5 metres between tables and an occupancy of 4 persons per table of maximum 8 persons. (Parents with children are excluded from this limit).
- Avoid buffet service and favour à la carte service.
- Table napkins must be single-use only.
- Use of the disposable products, where appropriate, observance of hygienic procedures for cleaning and disinfection of small operating equipment must be strictly enforced.

### Pools and beaches :

- Prohibit the use of swimming pools by vulnerable people; a poster to raise awareness among guests at the entrance to the pools must be put up (vulnerable people according to the WHO are the elderly, pregnant women, people with chronic respiratory difficulties, diabetics, cancer patients under treatment, cardiovascular disease and hypertension).
- Limit the number of bathers according to the pool capacity (1 bather in 3 sqm of pool water area).
- Increase the frequency of monitoring the chlorine and PH parameters to once / 2 hours and the stabilizer rate to once / 2 days.
- Respect the distance of at least 1 meter between the deckchairs and / or sun loungers around the pool and in the beach.

### Sport activity centres and Recreational areas for children :

- Limit the number of guests in the rooms by referring to the surface area of the room with a physical distance of at least 1 meter and favour outdoor physical activities.
- Suspend all activities including close contact between people.
- Respect the distance in open-air shows and avoid any animation activity that may cause overcrowding.
- Obligation of a safety distance between equipment in sports activity centres and playgrounds.

### Seminars, conferences, meetings and special events :

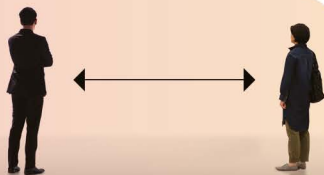
- The rooms capacity must be reduced by 50% with a minimum distance of 1 metre between chairs and 2 metres between tables.
- Coffee breaks must be served in the same room with self-service suspension.

### Disposal of waste :

- Install pedal bins with a bag, dedicated to pandemic waste (masks, gloves) in sufficient number in different premises and guests/staff areas.

### 3. The tourist restaurants

- The restaurant room capacity must be reduced to 50% while respecting a one metre distance between customers and 2.5m between tables.
- A group of guests comprising a maximum of 4 people per table (parents with children are excluded from this limit).
- For safety reasons, make sure that a one metre distance at least between guests is respected before entering the restaurant.
- Check the temperature of each guest with a non-contact infrared forehead thermometer.
- Install a hydro-alcoholic gel dispenser for disinfecting the guests' hands as they enter the restaurant.
- Use of disposable SOE (small operating equipment), if needed, strict instructions to follow the hygienic procedure for cleaning and disinfecting the different types of plates and cutlery.
- Prohibit group dancing and restrict it only next to the guest's chair.
- Suspend the following activities: night clubs, dance clubs and cabarets.





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