



Ayubowan!

Health & Safety Etiquette for Tour Guides & Drivers

As we open our doors to the world again; let's make sure our paradise island is as safe and secure as it can be for our visitors. It is our responsibility to take good care of our visitors while ensuring that they have a great time in Sri Lanka. We are also responsible to our local communities and to our own families.; so we should take good care. To help you and to guide you in this process, we have created a set of protocols that you will need to be aware of and follow.

Things you need to know when preparing to welcome visitors

No minimum number of days required to stay



No restrictive quarantine required

Visas must be applied online (visit eta.gov.lk). When applying for visas guests will be required to purchase a COVID-19 insurance at USD 12 (for a policy of USD 50,000) for a period of one month. They will also need to pay for PCR tests depending on the duration of their stay (at USD 40 per PCR test).



Guests will spend the first 14 days of their visit at a Level 1 'Safe & Secure' hotel or hotels.

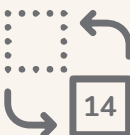


'Safe & Secure' is a certificate issued to hotels in compliance with the COVID-19 Health Protocols and the Tourism Operational Guidelines. This will help ensure the health and safety of your guests. Sri Lanka Tourism Development Authority (SLTDA) will ensure continuous assessments and audits to uphold the standards of Certified 'Safe & Secure' (Level 1) Hotels.



All certified 'Safe & Secure' Level 1 hotels would have a unique QR code displayed so that your guests or even you may provide feedback on the health protocols observed by simply scanning the QR code using a smart phone.

Guests are permitted to use all facilities within the premises of the hotel.



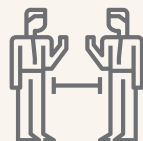
Change of hotels in the first 14 days is allowed only among Level 1 'Safe & Secure' hotels.

During the initial 14 days, your guests will be protected by a bio-bubble; and it is your responsibility as tour guides and drivers to help them not break the bubble.



Guests are not permitted to move outside the hotel for a period of up to 14 days; except for approved tourist sites (visit srilanka.travel for details) under a bio-security bubble.

After 14 days they are permitted to go out into the general community and move into any accommodation of their choice.



Tour operators & travel agents or accommodation providers are to arrange transport for travellers and have an advance transport plan for the first 14 days.

Tour guides and drivers should coordinate accordingly to minimize mixing of groups while providing the services.





Encourage and facilitate your visitors to wear masks at all times in public places, maintain a social distance of 1.5 meters and to sanitize their hands regularly.



Have a plan in place and follow the health guidelines when dealing with a COVID-19 positive traveller. It is your duty to keep the respective health and tourism authorities informed.

As tour guides and drivers, it is your responsibility to take care of your visitors during their stay; so be aware of the guidelines and have adequate processes in place. (visit srilanka.travel to download the guidelines)



Visiting Tourist Sites

If the on-arrival 1st PCR is negative, your guests are permitted to explore approved tourist sites on a daily basis; in a bio-safety bubble; with specific timeslots allocated.



Itinerary of the tour should be shared in advance with the local health authority of the tourist site and the agencies managing the site, through SLTDA.

Any special arrangements including stops for meals, lavatory breaks or any other stops, must be indicated in the itinerary and should be done in consultation with the local health authorities of the specific areas in which the stops are planned.



You should encourage tourists to refrain from interacting with the community, and to not step outside the bio-security bubble.

All personnel accompanying the tourists; including tour guides, safari jeep drivers, bus drivers, other drivers, assistants and translators; unless attending in full PPE; should undergo a 14-day quarantine under the supervision of the local health authority, with the inclusion of PCR testing.





Transport Arrangements

Tour operators & travel agents or accommodation providers to arrange transport in coordination with the tourist drivers/guides and should avoid any interaction or mixing of different groups during travel.



Tourist drivers and guides should ensure that tour operators & travel agents share the transport plan/s in advance.

Transportation details should be informed to the area Medical Officer of Health, COVID Taskforce and DG, Sri Lanka Tourism Development Authority (SLTDA), following each booking and prior to the guests' arrival.



Tour guides and drivers to ensure that you and all personnel accompanying the tourists are provided with adequate Personal Protective Equipment (PPE), masks and sanitizer to ensure their safety.

Unless the personnel were in full PPE attire, all service providers including drivers & guides should be quarantined for a period of 14 days; with a PCR conducted and details informed to the COVID Task force and DG, SLTDA.



Tour guides & drivers are bound to adhere to the health guidelines currently enforced by the Ministry of Health and SLTDA.

Medical Insurance including the COVID-19 Insurance is to be given to all personnel accompanying guests during the tour and the subsequent 14 days in quarantine if necessary, through your tour operator.



General Requirements

All guides need to register with SLTDA and obtain the 'Safe & Secure' certification to provide services for international travelers through the tour operators & travel agents. This applies to national guides, chauffeur guides, area guides, and city guides.





All drivers, assistants or other staff involved in a tour need to register with SLTDA and obtain the 'COVID-19' operational guidelines awareness training, to provide services for international travelers through the tour operators & travel agents.



Both tourists and drivers must sanitize hands and disinfect their footwear before boarding a vehicle.

Wearing a face mask is compulsory during the entirety of the journey.



Encourage tourists to sanitize their hands frequently, during the tour and site visits; and ensure they wash their hands with soap and running water at the end of each site visit.

Health observations of tourists should be recorded and maintained for a period of at least 21 days.



Ensure that the tourists adhere to COVID-19 precautionary measures; discourage partying/ socializing at any stage of the tour.

Encourage online or advance bookings for attractions and activities to avoid exposing tourists to overcrowded situations.



Recommend opting for electronic/contactless payment methods or bank transfers; for the safety of tourists and ease of compiling reports.

All buses and other transportation methods are required to carry a digital thermometer for frequent temperature checks.



Health guidelines, safety protocols and prompts of responsible behavior should be communicated throughout the journey.

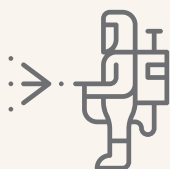


Group photographs should only be allowed if the recommended physical distance can be maintained.



The tour crew should ensure that no stopovers are made at uncertified shops, restaurants, sites, shopping malls, etc. or unauthorized refreshment stops during the first 14 days of travel with your guests

At the end of each day, the vehicle used for transportation should be properly cleaned and washed, and the interior must be sanitized using a disinfectant liquid.



Prior to entering a residence after a tour, ensure that belongings are left outside; any item that needs to be taken inside the accommodation should be sanitized.

Please make pre-arrangements with your tour operator to ensure you are provided with appropriate safe and secure accommodation while in the bio-safety bubble.



Maintain a detailed travel log.

Sri Lanka Tourism would kindly like to remind tour guides and drivers that keeping the guests safe is as much your responsibility as it is ours; so please ensure compliance with the health protocols (visit srilanka.travel), so that your guests can have a safe, secure and enjoyable experience in Sri Lanka; while also protecting yourself, your families and the local communities.

Please call the Sri Lanka Tourism hotline on 1912 for any additional support.





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MINISTRY OF TOURISM

STATE MINISTRY OF AVIATION AND DEVELOPMENT OF EXPORT ZONES

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