



MANAGEMENT OF GUESTS PROTOCOLS TOOLKIT



TOURISM GOVERNANCE AND REGULATORY EFFORTS

Post Lockdown occasioned by the COVID-19 pandemic, it becomes critical that good Standard Operating Procedures (SOP's) be implemented and enforced to ensure a safe travelling environment and to protect our guests, our people and Namibia against further outbreaks or contagion. The Namibian Tourism Board, closely following the World Health Organisation (WHO) guidelines on this matter, would like to propose the following SOP's for the various sectors in tourism, together with the private sector industry and all other relevant stakeholders. This is a Living document which will keep being updated as the impacts and / or risks of COVID-19 become evident.

PROPOSED GUIDELINES FOR OPERATING PROCEDURES FOR TOURISM ENTITIES POST COVID-19 LOCK-DOWN

The Namibia Tourism Board believes that the Guidelines and Protocols will provide confidence in our source markets to travel to Namibia and allay any reasonable fears of both the guests as well as staff and management that there is concerted awareness and action towards a safe and hygienic working space for the tourism industry.

It must be re-iterated that such measures shall remain flexible and dynamic to suit the diversity in service provision and environments in which tourism operates. It is also important to avoid making tourism sites too clinical, as this negatively affects the ambience and nature of our business.

Ideally if customers can be tested at the Airport of departure before boarding the plane to Namibia that will already reduce the risk in our country as they would then not be allowed to enter.

ACCOMMODATION



MEASURES AT ACCOMMODATION ESTABLISHMENTS

- Implement an increased hygiene action plan for the property.
- Adopt and implement WHO guidelines on workplace prevention of COVID-19 including information exchange and training of staff and educating of guests on the increased hygiene measures and appropriate infection prevention and control measures.
- Immediately contact health authorities as soon as it is noticed that a guest displays symptoms related to COVID-19.
- Availability of personal protective gear for staff at all times (masks, gloves and aprons, especially for cleaning and frontline staff).
- Management supervision at daily and visible level.
- Guests will be requested to complete a Medical and Travel Declaration on arrival.
- Guest's temperature will be taken upon arrival. This may be repeated if necessary every morning if coming for breakfast.
- Rooms and common areas to have signage and easy to follow information on protective measures such as hand sanitising, surface sanitising, physical distancing and use of masks.
- Alcohol-based hand sanitisers to be available at all entry points to the reception area (foyer), public spaces, eateries (restaurants and cafés), reception, lifts and inside rooms.
- The establishment / facility may only be occupied to a capacity which shall allow the compliance to the required social distance between persons in all public areas in the facility at all times.
- Guests will have limited access to public spaces and rooms. Areas will be demarcated to indicate maximum numbers.
- Guests should wear masks in public, except in their bedrooms, in small closed groups or when they are eating or drinking
- Must obtain the full travel history of all guests.

MEASURES AT ALL RECEPTION AREAS

- The required social distance must be adhered to through the reduction of personal contact (no handshakes). Use floor markers or cordons to promote distancing. This must be monitored to ensure it remains adequate.
- Ensure reception and check-in counter always have visible alcohol-based hand sanitisers available. Staff can administer the sanitiser or guests can do this themselves.
- Limit handling of cash by encouraging e-payment and e-documentation and card payment. Card machines should be sanitised after use by a customer.
- Have notice board up with action plan / medic and health service contact numbers.
- Have temperature measurement equipment available where feasible.
- Medical aid kit to contain additional disinfectants, alcohol-based sanitisers and Personal Protective Equipment (PPE's).
- Staggered check-in and check-out times, to avoid queues if possible.
- Arrange for group check-in at lodges to ensure quick and smooth process at the lobby / reception, avoiding interaction with other guests / groups.
- Avoid services that require hand contact.
- Recommended that luggage be sprayed with a disinfection spray or, at a minimum, all surface areas such as handles be wiped with surface sanitiser. Staff handling luggage must practice hand sanitising before each luggage portage.
- Remove magazines, marketing material and other non-essential decorative items to reduce touch surfaces.

MEASURES RELATING TO HOUSEKEEPING & PUBLIC AREAS

- Enhance all standard hygiene services in compliance with COVID-19 measures.
- Room cleaning frequency may be reduced to avoid contact and turn down services may be eliminated. Only empty rooms will be cleaned. Where guests are present, staff will not enter.
- Rooms will have increased cleaning and sanitisation on check out for the next guests.
- Make use of bleach and 70% alcohol-based cleansing products and ensure training and awareness of cleaning staff of the hazards of such use.
- Enforce use of gloves when cleaning, and handling of used linen and towels.
- Linen and towels to be placed in sealable plastic bags before transporting to laundry facilities.
- Ensure frequent disinfecting of touch points and places of contact (door handles, switches, kettles, TV and air conditioner remote controls, curtain pulls, minibars, trays and amenities etc.) In particular, attention will be paid to the bathroom, toilet seats and covers, shower handles and vanity surfaces.
- Glasses, cups, spoons etc. should not be cleaned by the housekeeping, but be replaced.
- Furniture should be spaced out and removed in public areas where possible.
- At the pool and pool area the number of loungers will be reduced and spaced to allow at least two meters between guests. Discretion may be used with small groups travelling together.
- Avoid high touch points and reduce unnecessary décor and utilities, such as brochures, magazines, newspapers, vases, games and the like to avoid human-to-human contamination.
- Remove rugs, carpets, cushions and non-essential decorative items where possible.
- Ensure daily effective ventilation of all rooms.

EATERIES (RESTAURANTS AND CAFÉS), BARS, BANQUETING AND FOOD HANDLING SUBSECTOR

- Guest registration implemented in eateries to manage demand, either when pre-booking, or upon arrival, to capture name and contact details of guests.
- As soon as seating at eateries or banquets are allowed by Regulations the following measures must be put in place: Enable social distancing by ensuring space between tables and 4 people per 10 square metre as norm, to allow for the required social distance between chairs, space out and move to outside space, where possible. Excess tables and chairs to be removed.
- Self-service points are high risk areas and should be manned by staff to control touch of food items or utensils.
- Amend menus to focus on canteen / a la carte service, rather than buffets to avoid human contamination and contact as much as possible. Menus will be sanitised after each use, or disposable menus will be utilised.
- Hotels to opt for room service of plated dishes, where feasible.
- Staff to wear PPE (masks, where necessary gloves) at all times when in contact with guests. Waiters to stand at least one meter away from tables.
- Enhance cleaning and sanitising of tables, chairs and all but essential items (salt, pepper) should remain on the table.
- Table cloths or reusable napkins should be avoided.
- Kitchen, scullery and storage sanitised daily, in particular all surface equipment. Workstations demarcated to indicate physical spacing. Cleaning products to be used in food handling areas to comply with SABS and other standards as safe for such use.
- Alcohol-based hand sanitisers to be available at all entry points to the kitchen, public spaces, meeting rooms, eateries and dining rooms.
- Regular sanitising of hands by staff as they come into contact with various surfaces and people.
- Use antibacterial and microbial hand wash instead of regular soap.
- Allow for the in-house sale and consumption of liquor at licensed restaurants with sit-down meals as from Stage 3 and beyond, as this will expedite the profitability of the detrimentally affected hospitality and restaurant sector.





CASINO, GAMBLING HOUSES AND ENTERTAINMENT

***WHEN APPROVED TO OPERATE BY GOVERNMENT UNDER STATE OF EMERGENCY REGULATIONS**

- Constantly clean machines after every use of it by a patron.
- Machines to be turned off or locked to ensure 1,5 metre minimum space between machines.
- All gambling tables and counters (including blackjack / poker / roulette tables but not limited thereto) must be equipped with alcohol-based hand sanitisers. Staff to administer the sanitiser or let guests do it themselves.
- All gambling equipment (including dice and chips) must be sanitised prior to opening and when closing of the gambling table.
- Limit handling of cash by encouraging e-payment and e-documentation and card payment. Card machines should be sanitised after use by a customer.
- Reduce number of chairs and adapt their positioning to allow for the required social distancing.





TOUR OPERATING

TOURING - DEPOT CHECKS (QUALITY CHECK LIST)

- Coach / Vehicle to be sanitised using disinfectant cleaner before departing the depot.
- Check that voluntary masks for guests are available for hand out by guide where guests do not have their own.
- Coach / Vehicle contain cleaning / alcohol-based hand sanitising equipment for regular own use.
- Guides / drivers will always wear masks when cleaning fleet.
- Guides / drivers will undergo thermal screening before every new assignment.
- Appropriate, clear and visible signage in all vehicles to raise awareness by passengers of measures and equipment available, taken to ensure their safety by the tour operator.
- After return to depot, the entire coach must undergo a deep clean and disinfection cycle.
- Air-handling systems, air-conditioner and other air circulation systems shall be sanitised and maintained after each tour.
- Where fitted, items such as curtaining and other soft, loose fabrics shall be removed.
- The sanitisation of all interior hard surfaces that may have been touched by passengers including seatbelts; grip handles; window and door handles; glass surfaces seatbacks and overhead safety handles will be deep cleaned at the depot, and sanitised daily on tour. Also includes: microphones, exterior door-handles, interior windows and glass surfaces.
- Adequate airing of the vehicle prior to re-use.



AT AIRPORTS

- Guide to welcome guests with face mask.
- Avoid direct contact – no shaking of hands and keep a distance between yourself and the guest as far as possible.
- Guide to explain to guests where they can find sanitising and refuse bins.
- Where possible, passengers should be assigned a seat for the duration of their passage and encouraged to remain in their assigned space to minimize the transmission of the virus.

ON TOUR

- Guide / helper to clean and sanitise coach on a continual basis: prior to departure, during lunch stops and after arrival at the destination.
- Advise guests that most of the travel documentation is shared and provided on a digital platform.
- Guests are advised to choose one seat and avoid rotation where practical.
- Continued disinfection of areas that are frequently used and touched are meticulously cleaned, door locks, window sliders, fridge / cool box, handrails, dustbins.
- Where a passenger displays – or is suspected of having any symptom associated with COVID-19, steps shall be taken to isolate the passenger and to notify the appropriate authority.

GENERAL

- Arrange for group check-in at lodges to ensure quick and smooth process at the lobby / reception, avoiding interaction with other guests / groups.
- Keep group together at same tables during meals.
- Avoid groups being mixed when participating on activities / game viewers.
- Log book to be kept of all stopovers the transport has made.





LOGISTICS, ACTIVITIES AND TRANSFERS

SHUTTLE SERVICES OPERATORS, CHARTER AIRCRAFT, ACTIVITY OPERATORS E.G. QUAD BIKES, DOLPHIN CRUISES AND TRANSFER / LOGISTICS

- Comply with the prescribed social distancing and hygiene measures as stipulated in the Directives relating to the Transport Sector by increasing space, i.e. reducing seats on vehicles / aircraft (similar to the public transport SOP's). Discretion will be used where it is a closed group.
- All staff to wear masks and avoid physical contact as far as possible.
- Provide alcohol-based hand sanitisers and disinfectant for all guests before starting activities. Spare masks should be kept available for guests who do not have their own.
- Guests will be requested to complete a Medical and Travel Declaration before partaking on activities.

ACTIVITIES AND EQUIPMENT

- All equipment to be sanitised before every use. In particular, the interior, including the steering wheel, door handles, safety belts and Instrument clusters.
- Life jackets, helmets, etc. must be sanitised before a rental and directly after the rental as well.
- Social distancing should apply. Proper queue control should be done, using floor markers or cordons to adhere to a minimum of 1,5 meter social distancing requirement.
- Roll bars and handles to be wiped after each trip or each drink / meal stop on a trip
- Binoculars should not be shared and to be wiped frequently by guests with wipes provided.
- Portable food and drink containers - to be cleaned with surface disinfection after each use, and thoroughly at the end of trips.
- Provide hand sanitisers and disinfectant for all guests before starting activities.
- Staggered starting times for activities, to avoid queues.

RECEPTION AND CUSTOMER ARRIVAL COUNTERS

- Ensure reception / check-in counter has visible alcohol-based hand sanitisers available at all times. Staff to administer the sanitiser or let guests do this themselves.
- Limit handling of cash by encouraging e-payment and e-documentation and card payment. Card machines should be sanitised after use by a customer.
- Have notice board up with action plan / medic and health service contact numbers.
- Have temperature measurement equipment available.
- Counters and tables that have customer contact to be sanitised regularly throughout the day. The installation of transparent panels at counters hanging down so documents can still move freely underneath.



CAR RENTAL



RECEPTION AND CUSTOMER ARRIVAL COUNTERS

- The required social distance must be adhered to through the reduction of personal contact (no handshakes). Use floor markers or cordons to promote distancing. This must be monitored to ensure it remains adequate.
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- Have notice board up with action plan / medic and health service contact numbers.
- Have temperature measurement equipment available.
- Counters and tables that have customer contact to be sanitised regularly throughout the day. The installation of transparent panels at counters hanging down so documents etc. can still move freely underneath.
- Recommended that luggage be sprayed with a disinfection spray or, at a minimum, all surface areas such as handles be wiped with surface sanitiser. Staff handling luggage must practice hand sanitising before each next luggage portorage.
- Remove magazines, marketing material and the like to reduce touch surfaces.

SANATISING OF VEHICLES

- Air-handling systems, air-conditioner and other air circulation systems shall be sanitised and maintained after each tour.
- The sanitisation of all interior hard surfaces that may have been touched by passengers including seatbelts; grip handles; window and door handles; glass surfaces seatbacks and overhead safety handles will be deep cleaned before and after every rental.
- Adequate airing of the vehicle prior to re-use.
- Bedding to be done at dry cleaners and all cutlery to be sanitised. The tents to be disinfected.
- Vehicles to have a deep clean after every rental. In more difficult circumstances, external valet services will be utilised.

CAR RENTAL AND LOGISTICS

- Airport transfers should only allow 2 persons per sedan vehicle.
- Drivers to wear masks and gloves and avoid physical contact as far as possible.
- Alcohol-based hand sanitiser ready available in the vehicle.
- Appropriate, clear and visible signage in all vehicles to raise awareness by passengers of measures and equipment available.
- Recommended that luggage, where applicable, be sprayed with a disinfection spray or, at minimum, all surface areas such as handles be wiped with surface sanitiser. Drivers handling luggage must practice hand sanitising before each trip.

CAR RENTAL / SELF-DRIVE

- Up to four people from the same family or group can share one car. Rules for self-drive will follow the regulations on occupants allowed in a vehicle.





HUNTING

CLEANING OF HUNTING VEHICLES

- Inside of hunting vehicles should be wiped down with disinfectants wipes daily.
- Back of the hunting truck should be disinfected on a regular basis using disinfectant spray solution.
- Between hunting the clients hunting vehicles should be cleaned and disinfected properly inside as well as load bead.

SKINNING AND SLAUGHTERING AREAS

- In general, these areas should be cleaned and disinfected properly every time an animal has be slaughtered for extra protection, it is recommend using an antibacterial / disinfectant cleaner that is safe for food handling areas.

SYMPTOMS ON ARRIVAL

IF A GUEST SHOWS ANY SYMPTOMS ON ARRIVAL, THE FOLLOWING STEPS SHOULD BE TAKEN

- Where possible, the guest should be asked to return home and contact their doctor or other healthcare professional.
- Alternatively, the guest must be moved to a designated COVID-19 area and be kept isolated from all other guests and staff.
- Any vehicle used to transport a symptomatic guest if applicable, must be disinfected afterwards.
- Guests with symptoms should stay in a room that has further reduction of softs and reduced movables / surfaces and be served by designated, low-risk, staff only with additional PPE (e.g. masks, visors or other eye protection, gowns gloves) and all discarded after each contact used
- If symptoms are severe, worsen or persist more than one day, a medical professional should be consulted. Based on the medical professional's recommendation the guest should either be:
 - referred for a COVID-19 test
 - examined (in room, or using safe transport to a GP) by a General Practitioner
 - recommended to continue self-isolating – with or without medication
 - referred directly to a hospital for admission
- Guests in isolation should preferably be in designated rooms, single occupancy and no shared bathrooms.
- Rooms and vehicles used for transport of, or accommodating of, suspected or confirmed COVID-19 cases and areas known to have been utilised by the infected guests should undergo decontamination deep clean.
- Where you are informed through tracing services that a guest who previously visited, stayed or was transported has tested positive, the same decontamination cleaning processes must be adhered to for rooms, vehicles and areas the guest used.
- A room or vehicle can also be left unutilised for five to seven days before cleaning, to allow any traces of the virus on surfaces to die and then initiate the cleaning.
- Vehicles can also be parked in the sun, as heat is understood to hasten the demise of the virus.
- When caring, serving or cleaning for or after a suspected or confirmed case of COVID-19, biohazard disposable waste bags, boxes and containers must be used for waste and all soiled / dirty items including used PPE, which is going for cleaning or disposal.
- Where a guest who has been travelling on a trip in a vehicle or staying in a facility, tests positive, the staff who have interacted with the guest or cleaned the relevant room or vehicle and the rest of any travel group they are travelling with, must go into 14-day self-isolation at home or in an accommodation establishment.

CERTIFICATION

Based on the protocol plan submitted by various business and if acceptable, NTB can approve use of below seal; but details still have to be worked out with the private sector.







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