



Ayubowan!

Health & Safety Etiquette for Hotels and Accommodation Providers

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.



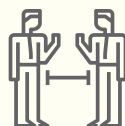
No restrictive quarantine required.

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



Travellers are permitted to explore the facilities of the hotel and approved tourist sites.

After 14 days, guests are permitted to go out into the general community.



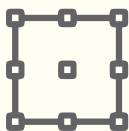
During the first 14 days, your visitors will be inside a bio-bubble and it's your responsibility as accommodation providers to help your visitors to not break the bubble.

Accommodation providers or travel agents to arrange transport with a plan in advance as travellers are discouraged from using public transport.



Ensure effective access control measures are in place, in and around the hotel.

While bookings from multiple flights are allowed, hotels should minimize mixing of groups arriving from different flights.



Have a room allocation plan in place.

Domestic guests should not be entertained in level 1 hotels.



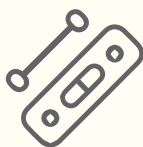
Encourage and facilitate your visitors to wear masks in public places, maintain social distancing of 1.5 meters and sanitize their hands regularly.

Maximum room occupancy allowed for hotels is 75%, as the balance is allocated for isolation purposes of the COVID-19 positive travellers.



The hotel must make arrangements with a Doctor to monitor the health of guests and staff.

The traveller's on-arrival PCR test will be performed at the hotel, prior to check-in.



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

As accommodation providers it is your responsibility to take care of your visitors during their stay.



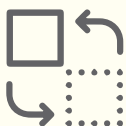
Accommodation providers and their staff need to be aware of the guidelines and have processes in place. (visit srilanka.travel to download the guidelines)

'Safe & Secure' Certified Hotels

These are hotels or accommodation providers who comply with the COVID-19 Health Protocols and the Tourism Operational Guidelines. The hotels have been subjected to an audit by an independent firm and will be continually assessed. The 'Safe & Secure' certificate is issued with a QR code unique to each certified hotel. By scanning the QR code using a smartphone, visitors can not only check the key information of the certified hotel but also immediately report to Sri Lanka Tourism of any violations related to the guideline procedures with photo evidence. Sri Lanka Tourism believes this certification will serve as a mark of trust, safety and assurance to all international guests. Hotels with the certification are encouraged to display the certificate with the QR code that can be easily accessed by all guests. (visit srilanka.travel for more information)

Dealing with COVID-19 Positive travellers

Non-symptomatic COVID-19 positive persons will be quarantined in an isolated area in the same hotel under strict supervision of the hotel doctor and local health authorities.



Where isolation is not feasible (e.g. a large group positive for the COVID-19 infection), an alternative designated isolation hotel to be identified in advance.

Staff and other contacts should be managed according to the guidelines already in force under the guidance of the area Medical Officer of Health.



If symptomatic or on the decision of the hotel doctor/local health authorities the guest and any exposed guests will be admitted to a pre-arranged private hospital.

The COVID-19 Insurance to reimburse hospital charges including the ambulance transfer of up to \$50,000 for a month.



Managing the staff of the hotel

All staff interacting with guests will not be allowed to go out of the hotel staff accommodation until 14 days quarantine and negative PCR/antigen test, as decided by the hotel doctor.

14 days



Prior arrangement with a doctor for the hotel is mandatory.

Staff should be screened for COVID-19 at regular intervals as per the existing Occupational Health Guidelines published by the Ministry of Health.



All staff should be subjected to proper risk assessment under the guidance of the area Medical Officer of Health.

In the event of a COVID-19 positive guest or employee reported, the hotel is bound to adhere to the instructions provided by the Ministry of Health, COVID-19 Taskforce and Sri Lanka Tourism Development Authority.



Guest Arrivals

Ensure all guests wear face masks prior to leaving the bus/vehicle.



All staff in the hotel accommodation must wear a face mask at all times; with the use of other PPE's when required.

Ensure guests wash their hands for 20-30 seconds using soap and water or use sufficient sanitizer.

Note: washing hands should be given priority as directed by the health authorities; especially when they arrive from outside. Sanitizers may be used when the guest is inside the premises.



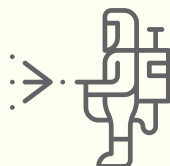
Ensure the guests are screened for temperature and visible respiratory symptoms (coughing, sneezing, etc.)

Obtain the self-declaration forms (format given by the SLTDA), prior to proceeding to the hotel lobby/lobby lounge.



Should an individual be found to have a temperature above 37°C, with symptoms or visible respiratory issues; entry should be denied and appropriate action is to be taken with the direction of health authorities.

All luggage of the guests (including hand luggage) must be disinfected using recommended disinfectants before they are permitted to enter the hotel premises. A definitive sticker indicating the date, must be attached to the luggage certifying that it has been disinfected.



Limit the number of entry points to all parties concerned (visitors, guests, staff, etc.) to ensure accurate screening.

Regular Practices

Ensure all handles and surfaces such as tabletops, workstations and arm chairs are regularly sanitized using recommended disinfectants.



Floor markings to be in place, indicating a 1.5 meter safe distancing at all busy areas. (E.g. reception, lobby, dining)

Furniture in all public places (lobby area, lobby lounge, etc.) must be arranged accordingly in compliance with the 1.5 meter distancing practice.



Sanitization door mats must be provided for the staff and guests at all the entrances.

Avoid contact and use the traditional Sri Lankan greeting, “Ayubowan” when necessary.



Collect the completed self-declaration form and attach it to the guest registration card with other key information (i.e country of origin, flight details, date of arrival in Sri Lanka). Use electronic methods whenever possible to simplify the process.

Check/record temperature and respiratory symptoms of in-house guests at each entry point.



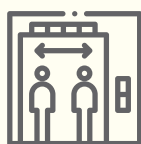
Serving hot beverages and authentic brews with high immunity enhancement is encouraged, if welcome drinks are served.

Use paper serviettes instead of non-disposables whenever possible.



Encourage the use of paperless and cashless technology based systems for checking-in, billing, etc.

Limit the number of passengers permitted inside the elevators.



Elevators, lobbies, rooms and corridors should be disinfected regularly, with a systematic method to do so periodically.

Make sure the staff are aware about the Management Team and the Rapid Response Team appointed, by displaying details in all back office areas.



Avoid sharing items at all times, unless properly sanitized. (E.g. pens/pencils)

Inform the guests of the process and what needs to be done should they feel unwell.



Display awareness material on COVID-19 preventive measures at all key locations.

Guest Rooms Cleaning Procedure

Disinfect all portable devices such as remote controls, telephone hand-sets, etc.



Disinfect all hard surfaces of furniture, TV and accessories in the room along with doors, windows, wardrobes, safe deposit lockers, mini-fridges, dustbins (foot-operated) and mirrors.

Remove all used or unused linen with extreme care and minimum handling.



The staff should maintain good hygienic standards at all times.



Kitchen

Ensure that washed cutlery, crockery and glassware are properly stored and covered.



Only kitchen staff should be permitted in the kitchen area.

Preparation of warm meals is recommended to be carried out on request.



Buffet

All buffet displays (buffet counters) should be fitted with effective sneeze guards.



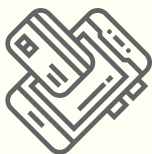
Only designated staff should be behind the buffet counters to serve food.

Dishes to be covered or closed whenever possible.



Maintain the details (temperature, room number) of diners in the restaurant at every meal.

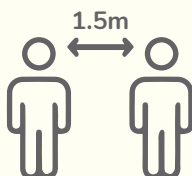
Menu cards and bill holders must be sanitized as required.



Ensure bills/menus are presented to the guest in sanitized bill/menu folders and cash transactions are discouraged. Choose online billing methods if possible.

Staff Cafeteria

1.5 meter safe distancing must be maintained at all times.



Swimming Pool

Establish a procedure to allocate timeslots for guests, to avoid overcrowding; and record the details of pool users with names/contact numbers/times.



Clean and disinfected pool towels should be stored in a closed container or in a paper wrap that can be issued to guests with minimum handling.

Banquets

The guest list with contact details should be obtained by the organizer/host 24 hours before the event.



All staff in the venue should wear face masks and other PPEs as needed; with regular use of hand sanitizers.

Cutlery should be cleaned and disinfected at the buffet service area, and ideally served wrapped in a paper serviette.



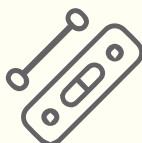
Laundry

Provide suitable bags or covered trolleys to bring used linen from different areas of the hotel.



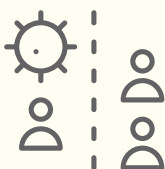
Precautionary Measures

All staff (executive and non-executive) should undergo random PCR tests as decided by the hotel doctor and relevant records should be maintained for verification by the SLTDA.



Staff should also wear face masks (worn correctly) when reporting for duty and when operating within the hotel.

Staff should only enter the premises through one common entrance.



If a guest or staff member is suspected to be infected with COVID-19, the individual should immediately be isolated in the designated area and medical assistance (from the hotel doctor, medical team or the MOH / PHI of the area) should be obtained with a matter of urgency.

The infected individual should be assisted to remain relaxed and treated with great understanding and kindness; however any unnecessary interaction with other guests/staff should be strictly avoided.



The SLTDA should be informed immediately regarding any reported COVID-19 positive cases (both guests and staff) using the hotline 1912.

Sri Lanka Tourism would kindly like to remind accommodation providers that keeping the guests safe is as much your responsibility as it is ours.

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 protecting the staff and local communities.

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

SO WARM &
WELCOMING
SRI LANKA





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சுற்றுலாத்துறை அமைச்சு

விமான சேவைகள் மற்றும் ஏற்றுமதி வலயங்கள் அபிவிருத்தி இராஜாங்க அமைச்சு

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STATE MINISTRY OF AVIATION AND DEVELOPMENT OF EXPORT ZONES

DIAL 1912

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