



DEPARTMENT OF TOURISM,
CULTURE, SPORTS, ARCHAEOLOGY,
MUSEUMS & YOUTH AFFAIRS,
GOVERNMENT OF KHYBER PAKHTUNKHWA



KITE

KHYBER PAKHTUNKHWA
INTEGRATED
TOURISM
DEVELOPMENT
PROJECT



TREK
TRAVEL RESPONSIBLY
FOR EXPERIENCING
ECO-TOURISM
KHYBER PAKHTUNKHWA



GENERAL GUIDELINES/SOPs **REOPENING OF TOURISM**

EFFECTIVE 24 MAY 2021

**TRAVEL
SAFE,
FOLLOW
SOPs**



Tourism and hospitality sector is one of the hardest-hit sectors by the COVID-19 pandemic, with impacts on both supply and demand.

According to the estimates of the World Tourism Organization (UNWTO), the pandemic resulted in an estimated economic loss of over US\$ 2 trillion of tourism sector during year 2020 in global GDP.¹

¹ Impact Assessment of The Covid-19 Outbreak on International Tourism Updated December 2020, www.unwto.org/impact-assessment-of-the-covid-19-outbreak-on-international-tourism.

EFFORTS OF GOVERNMENT OF KHYBER PAKHTUNKHWA



In the first wave of Covid-19 Tourism Department Khyber Pakhtunkhwa took different initiatives to support the pandemic hit tourism sector after its opening in August 2020 after 5 months of lockdown. As a major relief Tourism Department took lead and waived off registration and annual license renewal fees for all hotels, restaurants, travel agents and tour operators across the province.

To create awareness among industry stakeholders and train them on “**Safe Tourism**” Tourism Department, Directorate of Tourist Services and KITE project held awareness and training program involving government functionaries like district administration, police, development authorities, DTS, TCKP, Rescue 1122, health and TMA staff along with local hotel and tour operators. To further mitigate the impacts of the pandemic SMEDA offered matching grants program for various sectors including tourism.

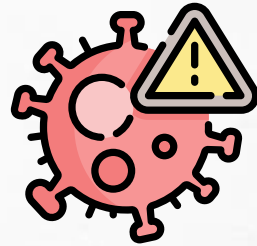
GUIDELINES FOR TOURISM SECTOR

To ensure smooth and safe reopening of the tourism sector, all industry players including hotels, restaurants & tourists must follow certain guidelines to address the issue of health and safety of their customers as well as employees.

Keeping in view the recent announcement by the Federal Govt. to reopen the tourism sector under strict preventive measures Tourism Department Government of Khyber Pakhtunkhwa has prepared the following guidelines in addition to previous guidelines notified on 30 July, 2020.

These guidelines are in consonance with the “**Guidelines for Reopening of Tourism Sector**” issued by NCOC dated: 19 May, 2021 and Ministry of National Health Services, Regulations & Coordination, Islamabad dated: 21 May, 2021 and have been modified in context of Khyber Pakhtunkhwa effective 24 May 2021.





DISEASE INFORMATION

Follow Government of Pakistan official health advisory platform for COVID-19 website www.covid.gov.pk

Departmental websites and social media channels of GoKP Health and Relief and Rehabilitation Departments should be followed for travel advisories and other updates.

HOSPITALITY AND ACCOMMODATION

As a general rule:

Hotels, guest houses & restaurant staff, tour operators, tour guides, must be vaccinated according to National Vaccination Policy.

All hotels and restaurants should display at the first point of contact Covid-19 SOPs for all employees and customers.

The Tour Operators and Hoteliers must share bookings and visit information of each tourist with local authorities on the attached format for further dissemination.





HOSPITALITY AND ACCOMMODATION

RESERVATIONS

- The potential tourists should ensure that they are healthy and physically fit before embarking on the journey.
- Mandatory collection of Negative PCR / RAT COVID-19 report alongwith CNICs by Hotels / guest houses management should be ensured before booking of rooms.
- Those guests who are vaccinated should be requested to deposit copy of authentic vaccination certificate.
- Hotels / Guest houses would not book rooms for people above 50 years of age without vaccination certificates after 1st June 2021 or negative Covid test results, as the case may be.
- Reservation of rooms would not be done for guests over 40 years of age after 1st July 2021 without vaccination certificates or negative Covid test results, as the case may be.



HOSPITALITY AND ACCOMMODATION

ENTRANCE & RECEPTION

- Temperature checks at entrance should be mandatory.
- Assist any doubtful guest in getting immediate health care from the local health facility.
- No entry (including children) shall be allowed inside hotel premises without mask.
- Provide safety, hygiene and other instructions to the guests as per the SOP.
- Ensure hand hygiene after every encounter with the guests.
- Disinfect the reception area and hotel lobby at regular intervals (6-8 hourly) and ensure adequate ventilation;
- Mark out spaces clearly using measuring instruments to make social distancing of 6 feet easy to follow for the guests at reception, lounging areas and in other areas of the hotel/resort.
- One Room should be allotted per person or 2 x adults alongwith kids.
- Ensure both employees and guests use hand sanitizer after each cash transaction.



HOSPITALITY AND ACCOMMODATION

GUEST ROOMS

- Signages with information on sanitization norms should be placed for staff as well as guests.
- Place a checklist to be updated daily to indicate that the room and other touch points have been sanitized.
- Ensure housekeeping staff are wearing gloves and masks.
- Room linen to be changed daily.
- Disinfect the space of each room thoroughly after checking out, along with complete disinfection of furniture and equipment available in the room using recommended disinfectant (alcohol or chlorine-based).
- Daily disinfection of bathroom rooms with chlorine-based disinfectants.
- Availability of hand sanitizers in all rooms.



HOSPITALITY AND ACCOMMODATION

RESTAURANTS

- Ensure all employees serving food wear masks and gloves.
- Restaurants should be open on daily basis for a limited time preferably in open spaces.
- Deliver meals if possible to the rooms.
- Disinfect room service trolleys and waiter trays after service.
- Sanitize the cutlery, porcelain and glass each time in accordance with sanitary procedures.
- Reduce number of tables to maintain social distancing norms.
- Staff should maintain minimal contact/ communication during service.
- Use disposable napkins which are pre-packed or individually packed serviettes.
- Keep sanitizers for guests to use.



HOSPITALITY AND ACCOMMODATION

BUSINESS CENTERS & MEETING SPACE (WHERE APPLICABLE)

- Keep enough space between work desks, tables and chairs.
- Limit the number of guests as per social distancing norms.
- Keep doors & windows open for cross ventilation.
- Disinfect each desk, equipment and work area after the guest has moved out.
- Place sanitizer near each desk.



HOSPITALITY AND ACCOMMODATION

OTHER GUIDELINES

- Hotel Management to display posters promoting hand-washing and respiratory etiquette at prominent places.
- Sanitize inside of vehicles used by the tourists by wiping with disinfectant solution (chlorine-based).

- It is the responsibility of hotel administration to inform the tourists about the local SOPs, precautionary measures and available health-care facilities at nearby hospitals.
- All road side food stalls/ chapaar hotels must ensure that all employees wear masks and provide clean water and soap for hand washing.
- Ensure that utensils are washed with running water after every use.
- Road side khokhas to ensure hygiene standards as specified by local administration.



STAFF MANAGEMENT

- Temperature check for all employee on entering into the premises of the hotel.
- All employees should be given masks and gloves as part of the uniform.
- Operational kitchens must be sanitized at regular intervals.
- Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect.
- Ensure all tools get sanitized after each use.
- Employees must be well-trained by management of hotels/ restaurants about all SOPs.



TOURIST AREAS / ATTRACTIONS

For tourists visiting different areas/ attractions the local administration should ensure that prior to entry to a tourist spot, thermal screening of each visitor is to be carried out.

A leaflet of instructions indicating all the measures for their safety should be provided at entry points by the local authorities.

It is mandatory for all tourists to always wear face masks in public places, carry hand sanitizers and use them frequently.

Hotels and other accommodations facilities shall be responsible to provide information leaflet to tourists leaving hotels for visit etc.

Drivers ferrying people to tourist spots are required to wear masks and perform frequent hand hygiene.

Dispersed camping may be allowed with stringent monitoring mechanisms

Where applicable, District Administration and local development authorities shall devise separate SOPs for operationalization of chairlifts, lakes etc in consultation with relevant stakeholders.

Restaurants in tourist areas are advised to comply with guidelines issued by NCOC for dining-in/ out as part of general NPIs.



TOUR OPERATORS / TOUR GUIDES / TRAVEL AGENTS

- Check with provincial and local health authorities for health advice or travel advisory imposed at different destinations.
- Provide a gist of SOPs to every tourist planning a tour.
- Provide a list of local health facilities at the destination to every tourist planning a tour.
- Notwithstanding any restrictions imposed by local transport authorities, arrange group travel through appropriate transport according to size of group to avoid overcrowding.
- Prepare a leaflet for tourists to adhere to food safety and hygiene as recommended by authorities from time by time.
- Protect staff wellbeing by ensuring adequate supply of PPEs and hand sanitizers.
- Have provisions in place to record visitor contact details on booking or entry (details of tourists, including CNIC numbers, phone numbers, and home addresses).





MUSEUMS / HERITAGE SITES

- Specific timings for visitors to be notified and displayed at prompt places.
- Ensure all possible means to maintain social distancing.
- Provide a copy of SOPs.
- Introduce online ticketing to reduce direct contact.
- Temperature checks at entrance of each heritage site/ museum should be mandatory and if possible, disinfect walk through gate must be placed at main entrance.
- Provide mask and gloves to the visitors at the site entrance.





FOREIGN TOURISTS

- Foreign tourists to follow policy on Inbound Passengers regarding test and quarantine; vaccination certificate would be required as mentioned above.
- Expeditions will be allowed only after showing valid vaccination certificates as required.



IMPLEMENTATION MODALITIES

- The concerned District Administrations in coordination with District Police, Directorate of Tourist Services and the local representatives of various Associations of Tourism sector shall ensure the implementation of above SOPs.
- At all entry points to travel areas the local administration will arrange check posts manned by LEA where all travelers have to register and fill up a Health Declaration Form (HDF). Filling up of this form is mandatory for all travelers before proceeding further.
- Area/ location specific Implementation Committees comprising of members from District Administration, District Police, Directorate of Tourist Services, municipal staff of concerned Tehsil Municipal Administration / local area authority and concerned Associations of Tourism sector shall be formed by the concerned Deputy Commissioner to ensure implementation of these SOPs.
- Tourism Department to arrange necessary awareness campaign on “**Safe Tourism**” through trainings, use of print, electronic and social media for wider publicity of these SOPs.
- Formulation of mechanism of stringent administrative actions including fines, penalties and closures to ensure compliance of SOPs.
- Direct link of all tourist spots with nearest health facility must be formalized by local administrations.
- Sentinel testing using Rapid Antigen Tests by local administration.



REFERENCES

- Operational considerations for COVID-19 management in the accommodation sector WHO (31 March 2020).
- Guidelines for Reopening of Tourism, Document Code: 40-02, Version: 02 dated: 21 May, 2021, Ministry of National Health Services, Regulations & Coordination, Islamabad.
- National Command Operations Centre (NCOC) Guidelines of Reopening of Tourism Sector, 19 May, 2021.
- Tourism Sector SOPs issued by Department of Tourism, Govt. of Khyber Pakhtunkhwa dated: 30 July, 2020 revised 17 March, 2021.

DAILY HEALTH CHECK

Demographic Information:

Name:	
Contact number:	
Nationality:	
Passport or ID Card Number:	
Age:	Gender:
Home Address:	
Emergency Contact:	

Daily update:

Date	Symptoms						Signature
	Temperature	Cough (dry)	Flu like symptoms	Difficulty in breathing	Others	Areas visited	

Note: Hotel administration will ensure checking of temperature with thermo-gun. Traveler will fill rest of the form and this form will be retained by the Hotel to be submitted to local administration at checkout of traveler.

HEALTH DECLARATION FORM (Questionnaire for travelers)

DEMOGRAPHIC INFORMATION

Name:	
Contact number:	
Nationality:	
Passport or ID Card Number:	
Age:	Gender:
Home Address:	

Travel History:

Recent travel history (with in last 14 days)	
Trip plan: Areas intended to be visited	
Address of Hotel/Place of stay	
Date of return:	

Health Status:

Any medical history (Diabetes, blood pressure, heart problem etc.)		
Do you have any of the symptom:		
High Temperature	<input type="checkbox"/>	Cough <input type="checkbox"/>
Sneezing	<input type="checkbox"/>	Shortness of Breath <input type="checkbox"/>
Any other (specify):		

Corona test result if carried out in last 7 days:

Date:

Signature

SOPs FOR TOURISTS COVID-19



WEAR
MASK



WASH
HANDS
OFTEN



SANITIZE
HANDS
BEFORE
& AFTER
TOUCHING
OBJECTS



AVOID
ANIMAL
CONTACT



AVOID
TRAVELING IF
SUFFERING
FROM COUGH,
FEVER/FLU



KEEP
SOCIAL
DISTANCING



USE TISSUE
OR ELBOW
TO COVER
SNEEZE/
COUGH



AVOID
GATHERINGS



USE
DISPOSABLE
UTENSILS



PREFER
OUTDOOR
DINING



CARRY
COVID NEGATIVE
CERTIFICATE OR
VACCINATION
CERTIFICATE



TRAVEL
SAFE,
FOLLOW
SOPs

KP'S FIRST EVER

TOURISM 24/7 HELPLINE 1422

- TOURIST SPOTS
- WEATHER UPDATES
- NEARBY ATTRACTIONS
- AVAILABLE UTILITIES
- TRAFFIC INFO
- EMERGENCY RESPONSE

OR FOR ANY OTHER
INFORMATION SIMPLY
DIAL 1422 

