

DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

TRAVEL IN CAMBODIA POST COVID-19



**Safe
travels**

by
WORLD
TRAVEL &
TOURISM
COUNCIL

THAILAND | VIETNAM | CHINA | JAPAN | HONG KONG | INDONESIA | SINGAPORE | CAMBODIA | MALAYSIA | MYANMAR | LAOS



GUIDING PRINCIPLES

Developing our operating standards

In order to support and respond to client questions relating to health and safety around travel in the current climate, Destination Asia produced a series of 'Travel in Asia Post COVID-19' documents for each of its operating countries. The intention is to provide clients with visibility on those measures currently in place in Asia – at government level and covering our own operational standards. These standards have been approved by the World Travel & Tourism Council (WTTC) after meeting their core global protocol requirements. Destination Asia has been provided with the WTTC 'Safe Travels' stamp, showing our commitment to provide a safe environment once international travel opens again.

The standards are based on the information available to us today. We will update the online versions as countries lift restrictions and travel opens further.

The operating procedures outlined are the minimum operating standards established in response to COVID-19, whereby Destination Asia can implement controls to protect travellers and employees, and help prevent the spread of infection.

Each document is based upon four guiding principles:



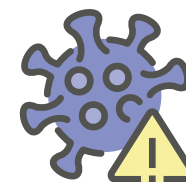
Protection & barriers



**Enhanced sanitation
procedures**



**Physical distancing
compliance**



Training & monitoring

This 'Travel in Asia Post COVID-19' document is supported by country operating manuals to ensure the above guiding principles are appropriately implemented and maintained as we move forward.



AIRPORTS

We are closely monitoring the situation and will provide updates accordingly

1

At present, **very few international flights are in operation**, other than those returning nationals and officials.

2

Cambodia has implemented a mandatory **14 day quarantine** for arrivals. For special cases where individuals have been allowed to return, they are being asked to complete a health declaration form and/or provide a medical certificate before departure.

3

Airlines are introducing new social distancing rules from check-in to boarding. The middle seat is unavailable on sectors where it is mandated by regulators. The **wearing of masks by passengers will be subject to airline conditions** but is recommended.

4

Airport staff are required to wear face shields/masks and gloves. **Passengers are required to pass through thermal scanning** in most destinations.

5

Airlines have introduced precautionary measures to limit on-board interaction. This has resulted in **changes to inflight service offerings on all flights**. Additional changes may be introduced on some flights if required by the regulators.





TRANSPORT

Local government guidelines in each destination will be strictly adhered to



DESTINATION ASIA

▶ **All vehicles are equipped with hand sanitiser**, and guests will be asked to clean their hands on entry into the vehicle. Protective masks are available for guests upon request.

▶ Travellers are encouraged to **complete a temperature check before boarding any vehicle** at the start of the day. This is repeated every day they are on tour.

▶ **Vehicles will be thoroughly disinfected and sanitised before each use**; with a log maintained. After each transfer, the driver will wipe down with a disinfectant solution, all high touch surfaces such as seats and door handles.

▶ We encourage guests to carry their own luggage where possible to reduce contamination. If required to, **our drivers can handle luggage and will wear gloves** while doing so.

▶ Vehicle **capacity is reduced by 50% with safe seating distance between guests** maintained e.g. empty seats will be blocked with signage.



PUBLIC

▶ **Social distancing is required on public transport.** This has led to longer entry queues at stations and points of departure, making distancing difficult at times.

▶ **Masks are required for entry and seats are blocked** to allow for distancing. In most cases, hand sanitisers are freely available at stations.

▶ Some countries are under **government curfew restrictions**, with public transport services closing earlier than normal.



OUR GUIDES

Travelling with Destination Asia

All our guides have received training on new protocols and briefed to explain new local regulations to arriving guests. Also, **every guide will complete a post-trip report** including COVID-19 checklist.

Our guides and drivers are subject to **temperature checks at the start of each day** and shall wear a mask or face shield, and gloves when required.

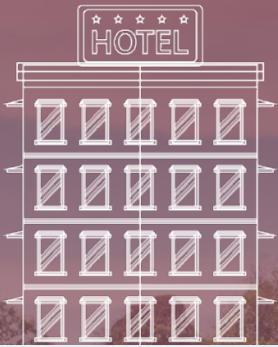
Physical distancing of 2 metres (6 feet) apart will be encouraged at all times by guides at venues, restaurants and throughout tours and activities.

Asia is home to several centres of medical excellence, with internationally trained doctors available and English commonly spoken.

Guides will report any guest displaying signs of fever and provide assistance as per **Destination Asia health and safety policy**.

Temperature checks are encouraged before boarding vehicles with **strict spacing adhered to** on-board.

We encourage clients to **use their own refillable water bottles to help reduce contamination and the use of plastic**. Hand sanitiser is carried by each guide during each trip, though we suggest clients maintain a personal supply along with any PPE.



HOTELS

Many hotels remain closed. Those opening are **sharing policies on new regulations and guidelines**, and this will be shared when more information is known.

There are generally **limited access points into hotels to help control movement** of visitors. Many have put up barriers at check-in to protect guests and staff.

Staff will perform **temperature checks on all guests** as they arrive and disinfect luggage using a spray.

Hand sanitiser is provided in public areas and guests are encouraged to use this.

It is **mandatory for hotel staff to wear masks** at all times.

As a general rule, **hotel rooms are sanitized after check-out** using a hospital grade decontamination system for sanitization.

Social distancing policies are visible in public areas:
At check-in counters, next to elevators, meeting rooms, and hotel restaurants.

Some hotels have gone a **step further and promote digital check-in/out**. In this instance, guests can complete registration cards on their mobile devices on the way to the hotel, they will find their room key waiting for them at reception. Prior to check-out, guests will be able to settle their bill via a secure online payment system and receive the receipt via email.



RESTAURANTS/SHOPS/VENUES

Restaurants, venues and other service providers are implementing government-led guidelines. **We will only work with those suppliers who as a minimum, adhere to government policies.**

Additionally, **Destination Asia has developed their own COVID-19 operating procedures** that suppliers must sign and agree to adhere to.

Regular checks are made by our operation teams to **ensure supplier standards are strictly adhered to.**

We are utilizing touch-free payment options when possible. Whenever possible, our guides will manage all vouchers, tickets and trip expenses to reduce contact with foreign objects.

A temperature check is often taken before entering, even at small convenience stores. Many places now require you to **check in via an App/ QR code** or provide contact details for tracing purposes.

Restaurants and shops have introduced **social distancing with floor markings indicating new queuing regulations** and seating spaced minimum 2m apart.



COVID-19 Report Site

Destination Asia

CAMBODIA

REGULATIONS & RESTRICTIONS

International flight status (restricted countries and quarantine procedures): Cambodia has lifted the no-entry restrictions on visitors from France, Germany, Iran, Italy, Spain and the United States.
All foreigner visitors who wish to enter Cambodia will need to:
Get a visa before arrival — the visa exemption policy, visa on arrival and e-visa arrangements are suspended indefinitely
Obtain a medical certificate, no longer than 72 hours prior to the date of travel, from a competent health authority stating you do not have COVID-19
Have proof of insurance that includes a minimum of US\$50,000 for medical cover.
All foreigners arriving in Cambodia will now be subject to a COVID-19 test at a facility near the airport (as well as requiring a Covid negative test before flying). You will be required to remain at this facility until the results are known, which may include an overnight stay. In the event that any passenger tests positive, you will be required to quarantine for 14 days at a facility designated by the Cambodia government. This may be at a hotel (at your own expense) or at a Government facility. The conditions at government facilities are very basic and we cannot guarantee that families will be kept together. If all passengers test negative, you will be required to quarantine for 14 days at your own accommodation. You will be expected to comply with these requirements regardless of any existing medical needs you may have. Anyone testing positive for COVID-19 will be admitted to the Khmer-Soviet Friendship Hospital for monitoring and treatment.
There is currently a \$3000 mandatory deposit required for all arrivals to cover any covid-related expenses, we expect this to be only a temporary short-term measure

Domestic flight status:
Limited domestic flights now operating between Siem Reap, Phnom Penh and Sihanoukville

Expected restaurant / venue opening dates and procedures:
Anywhere with a restaurant licence is allowed to stay open with social distancing guidelines (but not rules).

Other notes / links:
The situation may change at any time as the situation develops. Travellers are to keep up-to-date with the COVID-19 situation in Cambodia at <https://www.khmertimeskh.com/>

HOTEL NAME	LOCATION	CLOSED FROM	RE-OPENING	COMMENTS
Angkor Village Resort	Siem Reap	10 March 2020	10 October 2020	
Lotus Blanc Hotel	Siem Reap	March 2020	1 June 2020	
Prince d'Angkor	Siem Reap	April 2020	Until further notice	
Nala Resort	Sihanoukville	April 2020	Until further notice	
Courtyard by Marriott	Siem Reap	March 2020	Until further notice	
Alila Villas Koh Russey	Sihanoukville	March 2020	Until further notice	
Sun & Moon Hotel Group	Phnom Penh	April 2020	Until further notice	
Le Meridien Angkor	Siem Reap	April 2020	20 June 2020	
Royal Sands Koh Rong	Koh Rong	April 2020	Until further notice	
Shinta Mani Hotels - 3 properties	Siem Reap	April 2020	June 2020	
Belmond Le Residence d'Angkor	Siem Reap	April 2020	Until further notice	

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Rather than inundating our partners with updates, we created a dedicated **COVID-19 report site** with details on; hotel, venue, and site & supplier closures and opening dates; and regulations and restrictions surrounding airports, restaurants and country borders.

The site contains a central spreadsheet with a tab in the footer allowing easy navigation between countries. The information presented within the site is regularly updated, providing the details you'll need in planning around travel reopening.

The site can be accessed by clicking on the link below. We suggest **bookmarking it for easy future access.**
<https://sites.google.com/view/destinationasia-covid-19/home>

Click any image to open

