

DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

TRAVEL IN CHINA 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:



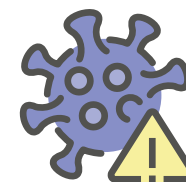
Protection & barriers



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

China has extended its 'Five Ones' policy through to October 2020. The **'Five Ones' allow each Chinese airline to fly one route once a week, to any one country.** Foreign airlines are permitted to one flight a week to one city in China.

2

China has suspended the entry into China of foreign nationals holding visas or residence permits. **A fast-track lane has recently opened to several countries** for personnel on urgent visits. The 14 day quarantine policy for international arrivals is still in place.

3

All passengers are required to wear face masks. **Security guards will check passengers' health QR codes and their temperature** before entering the airport. Online seating requests are temporarily unavailable - therefore seating assignment takes place at the check-in counter.

4

Airport staff are required to wear face shields/masks and must take the nucleic acid test for Covid-19. **Passengers are required to complete an honesty health form** and provide mobile contact and destination address.

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.

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. However, **our drivers can handle luggage and will wear gloves** while doing so - they will also disinfect luggage using a disinfectant spray.

Vehicle capacity is reduced by 50% with safe seating distance between guests maintained e.g. empty seats will be blocked with signage. Drivers must take the nucleic acid test for COVID-19.



PUBLIC

Social distancing is required on public transport. Capacity for bus and subway are reduced to 75%.

Temperature check and masks are required for entry onto public transport.

Ventilation systems at public transport stations are operating at maximum power to keep the air refreshed.



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 meters (6 feet) apart will be encouraged at all times by guides at venues, restaurants and throughout tours and activities. Headsets are recommended to reduce contact.

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

Most hotels have reopened. Those opening are **sharing government policies on new regulations and guidelines**. Some hotels require guests to provide a nucleic acid test negative report for COVID-19 at check in.

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. All staff must take a nucleic acid test for COVID-19.

As a general rule, **hotel rooms are sanitised 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 promoted 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 and meet government requirements.**



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. Many places now require you to **check in via green healthy QR code.** All the people in the service industry must take the nucleic acid test for COVID-19.



Restaurants and shops have introduced **social distancing with floor markings indicating new queuing regulations** and seating spaced minimum 1 metre (3 feet) apart.





COVID-19 Report Site

Destination Asia

CHINA
REGULATIONS & RESTRICTIONS

In view of the rapid spread of COVID-19 across the world, China has decided to temporarily suspend the entry into China by foreign nationals holding visas or residence permits still valid to the time of this announcement, effective from 28 March at 00:00 hrs.. The suspension is a temporary measure that China is compelled to take in light of the outbreak situation and the practices of other countries. China will stay in close touch with all sides and properly handle personnel exchanges with the rest of the world under the special circumstances. The above-mentioned measures will be calibrated in light of the evolving situation and announced accordingly.

International flight status (restricted countries and quarantine procedures)
China has extended its Five Ones policy now through October 2020. The Five Ones allow each Chinese airline to fly one route once a week to any one country. Foreign airlines can send one flight a week to one city in China. China still suspends the entry into China by foreign nationals holding visas or residence permits still valid. But China has already allowed some business people to return on special visas. China has recently opened a "fast-track lane" with several countries for essential personnel on urgent visits in the areas of commerce, logistics, production and technological services but there won't be larger-scale travel before the fourth quarter of this year. China is now still focusing on screening and quarantining people entering the country for 14 days, to ensure the country remains safe and prevent a second wave of infections.

Domestic flight status
Approximately 70% to 80% domestic flights are back in the air. Passengers from domestic destinations can travel freely as long as the passenger's health QR code is green. But all passengers were still required to wear face masks. Security guards will check passengers' health QR codes and body temperatures are taken before entering the terminal. If anyone gets fever or the QR code is not green, he/she will not allowed to enter the terminal. Online seating requests are temporarily not available therefore seating assignment are done at the check-in counter by the airline staff. People cannot put hand sanitizer which contains 75% medical alcohol either in the check in or carry on bags. But wet tissue which contains 75% alcohol is ok to take with the carry on. At the immigration passengers need fill a healthy form honestly to report health status, cell phone numbers, destination address then go through another temperature screening. And during the trip, crew constantly checked passengers' temperature.

Expected restaurant / venue opening dates and procedures
The ones are still in business have already reopened since mid April. By far nearly 90% restaurants across China has reopened to public since most of the cities in China are considered as low risk area. Their business are slowly recovering. More and more people dare to dine in room instead of ordering delivery. Temperature check and keep social distance are still required by the restaurants. Shopping malls and super markets are back to normal working hours. The venues all set a temperature check screen at entrance area, ask to wear face masks, keep social distance post are everywhere.

Internal country regulations / border crossings
Most of the cities and towns across China has been announced as low risk area with no confirmed covid-19 cases in the hospital. People are back to normal life step by step. People can travel freely as long as their health QR code is green. But body temperature check is a constant mandatory measure before entering to an office building, shopping malls and entertainments & government venues. In most of China's provincial-level regions, universities, secondary vocational schools, middle schools and primary schools are resuming classes. Primary and secondary school students no longer need to wear masks on campuses in areas with a low risk of COVID-19, according to the mask-free policy protocols. Groups of friends/colleagues were allowed to meet and gather with masks since early April, there are no regulations yet on the max. number of people in a group gathering. Shanghai announced to allow local meetings and events since early May. Beijing Gubei Water town will hold the first meeting with 300 people in June. Organized tourist groups/FITs by travel agencies and OTAs are not allowed

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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

