

DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

TRAVEL IN HONG KONG POST COVID-19

**Safe
travels**

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:



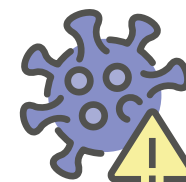
Protection & barriers



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

Air **transit services at Hong Kong International Airport have resumed** gradually, passengers can use HKIA for transit provided that the passengers have checked through at the origin port with boarding pass printed and baggage tagged to the final destination.

2

The no-entry restriction for non-HK residents from overseas remains unchanged. The 14-day mandatory quarantine is still in place for all arriving guests. For any case where individuals have been allowed to enter, they **must conduct a Covid-19 test upon arrival followed by a mandatory 14 day quarantine.**

3

Most 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 masks with compulsory body temperature check before entering the airport . **Passengers are required to pass through thermal scanning** in Hong Kong.

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. **If required to, our drivers can handle luggage** and will wear gloves while doing so.

▶ **Vehicle capacity is reduced** with safe seating distance between guests, applicable mainly to coach, e.g. empty seats will be blocked with signage.



PUBLIC

▶ **All transport passengers are required to wear mask**, with offenders facing up to HK\$5,000 fine. However, there is no social distancing required.

▶ Masks are required for entry and in public areas. In most cases, **hand sanitisers are freely available at stations**.

▶ In Hong Kong, **all public transportation services have resumed service**, except for trains to Chinese cities.



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

Most hotels are opened for business, however implementing strict H&S measures. **Some hotels will trace travel record upon check in** and may deny a booking if guest is coming from a high-risk infected country.

Most hotels are open for business with new strict H&S measures. **Some hotels will trace your travel record upon check-in**, and may deny a booking if the guest is coming from a high-risk country.

Staff will perform **temperature checks on all guests every time before they enter the hotel** and disinfect luggage using a spray.

Hand sanitiser is provided in public areas throughout the hotel areas, guests are encouraged to use this.

It is **mandatory for hotel staff to wear masks** at all times and conduct a temperature check before entering the hotel.

As a general rule, **hotel rooms are sanitised after check-out**, meeting rooms are all sanitised before and after services, using a high standard of 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 via an i-pad upon arrival, 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 on - site 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 mandatory before entering most venues such as shops, dining outlets, office buildings, hotels, theme parks, entertainment centers ,etc.



Restaurants and shops have introduced **social distancing with 1.5 meters between tables** unless blockers are placed in between. No dine-in is permitted from 6:00 pm to 5:00 am, with effect from 15 July 2020.





COVID-19 Report Site

Destination Asia				
HONG KONG				
REGULATIONS & RESTRICTIONS				
International flight status (restricted countries and quarantine procedures): Hong Kong will ban all tourists (except residents from Hong Kong, China, Taiwan & Macau) to the city, in a bid to contain the spread of the coronavirus. This measures will be effective until further notice. For travellers from Taiwan, Macau and China, a 14-day compulsory quarantine is required. Transit flights will resume to Hong Kong International airport from June 01, 2020				
Domestic flight status: All flights to China and ferries to Macau are operated with requirement of 14 days quarantine upon arrival.				
Expected restaurant / venue opening dates and procedures: All restaurants and dining outlets are opened without any restriction on number effective on 19 June, 2020 but a distance of 1.5 metres between tables is required unless curtains or blockers are placed between tables. All guests are required to conduct a body temperature check before entry and must wear a mask when they are not taking meals. The restricted person for bars / pub is 8 person per table				
Internal country regulations / border crossings: Hong Kong will ease social-distancing measures with effect on June 19, allowing public gathering of up to 50 people and the resumption of wedding banquets. There will be no limit on how many people can congregate in public transportation or at work. The Government advises all local people to wear a mask in public areas, especially in a confined environment such as taking the subway or public buses, and keep social distancing at all time even the spreading of Covid-19 in Hong Kong seems to be under control. Anyone who finds himself / herself of suspected symptoms of Covid -19 should report to Health Department immediately. Body temperature check and is a mandatory measure before entering to an office building, shopping malls and entertainments & government venues.				
Other notes / links: For any update, please visit - https://www.coronavirus.gov.hk/eng/index.html				
HOTEL NAME	LOCATION	CLOSED FROM	RE-OPENING	COMMENTS
Hotel Panorama	Kowloon	Early March 2020	Until further notice	Stop operating
Intercontinental Hong Kong	Kowloon	20 April 2020	2022	Full renovation
Shamrock Hotel	Kowloon	14 June, 2020	Until further notice	Stop operating
Pennington by Rhombus	Hong Kong	Early March 2020	Until further notice	Stop operating
SITE / SUPPLIER	LOCATION	CLOSED FROM	RE-OPENING	COMMENTS
Disneyland Hong Kong	New Territories	Early March 2020	June 18, 2020	With restricted number of entry to around 50% of normal capacity
Ocean Park	Hong Kong	Early March 2020	June 13, 2020	With restricted number of entry to around 50% of normal capacity
Ngong Ping 360 Cable car	New Territories	Early March 2020	May 27, 2020	Opening hours 10:00 am - 6:00 pm
THAILAND	VIETNAM	CHINA	INDONESIA	JAPAN
SINGAPORE	MALAYSIA	HONG KONG	CAMBODIA	MYANMAR
LAOS				

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

