

DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

TRAVEL IN INDONESIA 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:



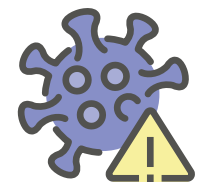
Protection & barriers



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, international **commercial flights are reduced to a minimum**, and very few flights per day from selected airlines are allowed into the capital of Jakarta as well as other international airports such as Bali.

2

Foreigners are not currently permitted to enter the Republic of Indonesia except for special cases. In these instances, **individuals must provide a health certificate with a negative PCR/Swab test result.** A 14 day quarantine may be applied by authorities.

3

Airlines are introducing new social distancing rules from check-in to boarding. A maximum of 70% capacity of the carriage can be used on flights in accordance to local regulations. The **wearing of masks by passengers is also mandatory.**

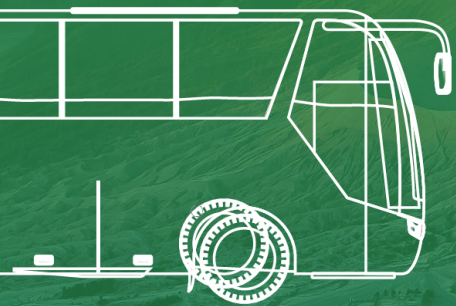
4

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.** Newspaper and pillows have been removed and inflight meals may be suspended depending on airline and flight sectors.





TRANSPORT

Local government guidelines in each destination will be strictly adhered to



DESTINATION ASIA

All vehicles are equipped with hand sanitizer and our drivers are subject to temperature checks at the start of each day. 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 sanitized 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. One vehicle per itinerary will be assigned to guests for the duration of their visit.

We encourage guests to carry their own luggage where possible to reduce contamination. If required to, our drivers and guides are able to assist with luggage and will sanitize hands before/after.

Vehicle capacity is reduced by 50% with safe seating distance between guests maintained e.g. empty seats will be blocked with 'X' 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 parts of the country 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.

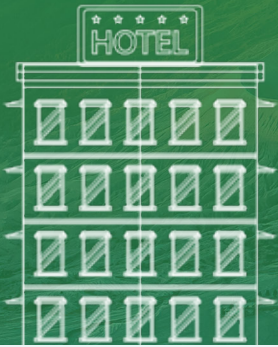
Physical distancing of 1.5-2 metres (4.5-6 feet) apart will be encouraged at all times by guides at venues, restaurants and throughout tours and activities. Guides will discuss with each guest the individual itinerary to arrange sight visits outside of crowded times.

Guides carry **contacts of medical facilities and international hospitals**, and will be ready to assist guests in case of emergency with the support of our **dedicated customer service team**.

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

Hand sanitizer is carried by each guide during a trip, though we suggest clients maintain a personal supply along with any PPE.

We provide single glass water bottles to guests in Bali. Though we encourage guests to **use their own refillable water bottles in other areas to further help reduce contamination and the use of plastic**.



HOTELS

Hotels that have re-opened are applying new regulations and guidelines. **We are requesting hotels to complete a checklist to ensure compliance with our minimum operating standards.**

Daily temperature checks are mandatory for hotel staff, and they must complete a health declaration after travel. **All Staff are required to wear mask/ face shield.**

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

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. Restaurants often require reservations for set seating times.

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 and H&S assigned staff 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 1.5-2 metres (4.5-6 feet) apart.



COVID-19 Report Site

Destination Asia

INDONESIA
REGULATIONS & RESTRICTIONS

International flight status (restricted countries and quarantine procedures):
There are currently very limited commercial options available to return travel internationally from Jakarta and no commercial options to travel from Bali.
Remaining flight options from Jakarta are:

- Qatar Airways from Jakarta via Doha. This service currently operates four times a week.
- Garuda Indonesia from Jakarta to Amsterdam. This service currently operates every Thursday.
- Garuda Indonesia/JAL from Jakarta to Tokyo Haneda. This service currently operates every Sunday.
- Korean Airlines from Jakarta to Seoul. This service currently operates every Tuesday.
- Emirates Airlines from Jakarta to Dubai. This service will resume on 19 June and will operate three times a week (and daily from 1 July).
- Etihad from Jakarta via Dubai. This service has resumed on 11 June and operates four times a week (and daily from 1 July)

Before booking seats on any flights, check the entry and transit restrictions in place for countries on your proposed flight route. You should also check with your airline regularly ahead of your scheduled flight. The number of flights operating is reducing and continuing to change at short notice.

Domestic flight status:
As per 8 June, every person is eligible to air-travel domestically as long as the required documentation is provided. However, there are currently only a very limited number of domestic flights being operated, including from Bali to Jakarta to enable foreign tourists to catch connecting international flights from Jakarta. People who are eligible to travel as above (both Indonesian Citizens & Foreign Citizens) are required to provide the documents as follows based on their category and destination upon traveling:

- a certificate to confirm that they are free of COVID-19.

Rapid-test is sufficient for most domestic destinations incl. Jakarta.
Flights bound to Denpasar (Bali), Balikpapan, Timika and Jayapura do require a negative swab (PCR) test certificate.

- Flights to Jakarta require a completed entry/exit permit, which can be applied [here](#)
- Flights to Denpasar (Bali) require a completed Bali Health Alert VForm, which can be applied [here](#). (For foreigners click on "Form Pendaftaran WNA")

Based on COVID-19 Handling Acceleration Force letter, the acceptable period of Health Certificates based on COVID-19 test type results are as follows:

- Health Certificate with a non-reactive result from a Rapid test valid maximum 3 days from the health facility issuance
- Health Certificate with a negative result from a PCR/Swab test valid maximum 7 days from the health facility issuance

Passengers are expected to prepare a copy and original copy of the documents prior to arrival at the departure airport and present it upon check.

Expected restaurant / venue opening dates and procedures:
While there is no official lockdown in Bali, many of the hotels, restaurants, bars, and beach clubs have been closed. Budget and mid-range restaurants have more frequently decided to remain open within the permitted opening hours (8pm / 11pm, depending on area). Effective from 15 May the first high-end and fine-dining venues have decided to reopen their doors with strict distancing and sanitizing policies. Reservations are essential and guests need to adhere to safety measurements like temperature checks and hand sanitizing. First beach clubs have reopened on 22 May with limited operations. Shops and convenient stores are allowed to open until maximum 11pm. First malls have reopened in June with limited

[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

