

# DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

## TRAVEL IN JAPAN POST COVID-19



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:



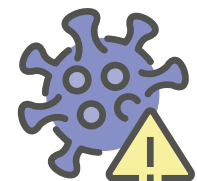
**Protection & barriers**



**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 flights from more than 110 countries are banned**, except for returning nationals and officials.

2

Japan has implemented a mandatory **14-day quarantine** for any person allowed to arrive into the country.

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.

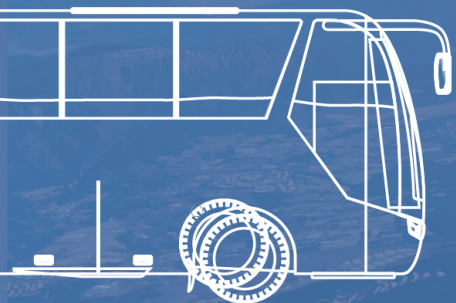
4

Airport staff are required to wear 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 most flights**.





# 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 by 50% with safe seating distance between guests, if required so by guests.**



## PUBLIC

▶ **There is no social distancing on the public train service within Japan.**

▶ **While it is not mandatory to wear a mask on public transport in Japan, the majority of people do.**





# 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 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 but is not enforced.



**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**. Wearing a mask is recommended at all times and we suggest clients maintain a personal supply along with any PPE.





# HOTELS

Many hotels are reopening. 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.

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

**Hand sanitizer is provided at the entrances and in public areas** and guests are encouraged to use this.

As a general rule, **hotel rooms are sanitized after check-out** with hospital grade disinfectant.

**Social distancing policies are in place** and adhered to in larger hotels and international chains.



# 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 taken before entering** at some venues and restaurants, predominantly at more upscale locations.



Some restaurants and shops have introduced **social distancing with floor markings indicating new queuing regulations.**







# COVID-19 Report Site

Destination Asia

JAPAN

REGULATIONS & RESTRICTIONS

International flight status (restricted countries and quarantine procedures):

All nationals arriving from the areas listed below are subjected to undergo PCR tests: Bangladesh, Brunei, China, Hong Kong, India, Indonesia, Macau, Malaysia, Maldives, Pakistan, Philippines, Republic of Korea, Singapore, Taiwan, Thailand, Viet Nam, Australia, New Zealand, Canada, United States, Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kosovo, Kyrgyz Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Ukraine, United Kingdom, Vatican, Afghanistan, Bahrain, Iran, Israel, Kuwait, Oman, Qatar, Saudi Arabia, Turkey, United Arab Emirates, Cape Verde, Côte d'Ivoire, Democratic Republic of the Congo, Djibouti, Egypt, Equatorial Guinea, Gabon, Ghana, Guinea, Guinea-Bissau, Mauritius, Morocco, Republic of South Africa, Sao Tome and Principe

All arrivals are requested to undergo a 14 day quarantine at a location designated by the quarantine station chief. This measure is in force until the end of June at which point it will be reviewed. The Government of Japan has restricted arrival flights from China or Republic of Korea to Narita International Airport (NRT) and Kansai International Airport (KIX) only.

Internal country regulations / border crossings:

Validity of visa suspension is applying to many countries, please see the link below for Japan Travel.

Expected restaurant / venue opening dates and procedures:

Emergency statement released on MAY 25th nationwide, and all business are able to back in their business. However some restaurants/departments in Tokyo are still voluntary restraint their business, shorten business hours at the moment. Most of venues set hand sanitizer at entrance area, ask to wear face masks, keep social distance in writings and pictures.

Internal country regulations / border crossings:

Crossing prefectural border is okay after 19th June. Locals are permitted to cross prefectural borders and able to travel nation wide from North to South, people started to use the bullet trains in long distance and domestic flights will be back in their regular operation from July.

Other notes / links:

<https://www.japan.travel/en/coronavirus/>

SITE / SUPPLIER	LOCATION	CLOSED FROM	RE-OPENING	COMMENTS
Tokyo Disneyland/Sea	Tokyo	29 February 2020	1 July	
Tokyo National Museum	Tokyo	27 February 2020	2 June	Partially open, and required to book in advance
Kabuki theater	Tokyo/Osaka/Kyoto	Feb 2020	until further notice	
Sanrio Puroland	Tokyo	01 February 2020	until further notice	

Reopened RIT hotels who have

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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

