

# DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

## TRAVEL IN MALAYSIA 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:



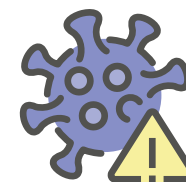
**Protection & barriers**



**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

At present, **all international flights are banned**, except for returning nationals and officials. Domestic flights have resumed with the majority of airlines ensuring High-Efficiency Particle Filters (HEPA) are fitted.

2

Malaysia has implemented a mandatory of **14 day self 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

Malaysia Airlines are introducing new social distancing rules. Malaysia allows flights to run at full capacity and the airlines manifestos showed exactly where each passenger is seated, making it easy to locate the individual should the need arise. **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.

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 to reduce contamination. If required to, our drivers can assist with luggage and disinfect the handle and wheels while wearing gloves.

Vehicle capacity is reduced by 50% depending on vehicle type 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 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 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
<b>MALAYSIA</b>
<b>REGULATIONS &amp; RESTRICTIONS</b>
<b>Conditional Movement Control Order ends on 09 Jun, the Recovery Movement Control Order (RMCO) continues from 10 Jun-31 Aug 2020.</b>
<b>International flight status (restricted countries and quarantine procedures):</b> <ul style="list-style-type: none"><li>• Currently all foreign travellers on short-term visit are not permitted to enter the country. Currently there are no restrictions on both international and domestic flight operations. Any decision to cancel flights will be at the discretion of the airline companies. Passengers are advised to check with the respective airline companies for flight schedules.</li><li>• Transit and connecting flight passengers who do not require immigration clearance are allowed to board their connecting flights. They need to check with their airline to ensure their checked-in luggage is transferred to the connecting flight to reach the destination. Inter-terminal (KLIA-KLIA 2 or KLIA 2-KLIA) transit will not be possible during this period.</li><li>• Passengers are only allowed into the airport if they have a valid flight ticket or boarding pass, wearing a face mask and has a body temperature of less than 37.5c.</li><li>• Cruise arrivals at all ports have ceased until further notice.</li><li>• Starting 10 Jun, Malaysians returning from abroad will no longer be confined to a gazetted quarantine centre for two weeks; instead, they are required to be home quarantined.</li></ul>
<b>Domestic flight status:</b> <ul style="list-style-type: none"><li>• Some domestic flights have resumed, there will be limited entry and exit points at KLIA, where passengers will be screened to ensure the use of the face masks and to check their body temperature.</li><li>• Effective 10 Jun, Interstate travel will be allowed (permit from the Royal Malaysian Police is no longer necessary), except for areas under an enhanced movement control order (EMCO).</li></ul>
<b>Expected restaurant / venue opening dates and procedures:</b> <p>Restaurants and food outlets are allowed to return as normal effective 10 Jun by adhering to the SOP including social distancing guidelines, with tables arrangement of at least 2 metres apart, limited to max 2 or 4 persons per table, maintaining 1m apart when queuing, hand sanitiser at counters and hand soap at the washroom, sanitizing tables and chairs immediately after each customer, and employee must wear face masks at all times. All dine-in patrons will be scanned for body temperature and required to register their name and contact number upon entering.</p> <p>Some restaurants continue to operate take-away and/or delivery only.</p> <p>- HOTELS: Hotels may limit the use public facilities such as recreational centre, gym, spa, sauna, swimming pool, meeting room. Restaurants and in-room dining are available and there are no buffet meals served.</p>
<b>Internal country regulations / border crossings:</b> <ul style="list-style-type: none"><li>• Effective 10 Jun 2020, local tourism activities will be allowed, although the country's borders will remain closed.</li><li>• Interstate travel will be allowed, except for areas under an enhanced movement control order (EMCO).</li></ul> <b>List of Allowed activities:</b> <ul style="list-style-type: none"><li>- Training activities for sports teams, and non-contact sports such as bowling, badminton, archery and shooting.</li><li>- Haircuts and beauty treatments at salons.</li><li>- Open markets, morning markets, night markets, bazaars, food courts, hawker centres, food trucks and food stalls will be allowed.</li><li>- Commercial activities that involve sales and promotional activities outside of business premises.</li></ul>
<a href="#">THAILAND</a> <a href="#">VIETNAM</a> <a href="#">CHINA</a> <a href="#">INDONESIA</a> <a href="#">JAPAN</a> <a href="#">SINGAPORE</a> <a href="#">MALAYSIA</a> <a href="#">HONG KONG</a> <a href="#">CAMBODIA</a> <a href="#">MYANMAR</a> <a href="#">LAOS</a>

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

