

DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

TRAVEL IN THAILAND 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:



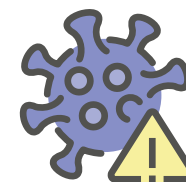
Protection & barriers



**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

From 01 July, select groups of foreign visitors (work permit holders, married non-Thais, students studying etc.) are allowed entry to Thailand, though the standard 14-day quarantine rule will still apply. Other international arrivals are not permitted. The ban does not apply to state or military aircraft, emergency landing, humanitarian aid, medical and relief flights, repatriation flights and cargo flights.

2

Authorised arrivals will be subject to measures under communicable disease law, such as 14 days state quarantine at their own expense. They will need to **submit a health declaration, copy of work permit or letter of permission (in Thai) & valid health insurance** with minimum of \$100k coverage including COVID-19.

3

On-board domestic flights the following applies: Strict social distancing must be in place during check-in, boarding and disembarking; **the wearing of masks is obligatory for all passengers (must carry your own mask)**; a space in the cabin is separated and available for sick passengers from others; food and beverages may only be served on flights exceeding two hours (cannot bring your own).

4

At the airport, staff are required to wear face shields/ masks and gloves. **All inbound and outbound passengers must pass a check point for body temperature** scan at all Thai airports (temperature must not exceed 37.3°C) and always wear a face mask while in the airport area.

5

At the airport, disinfectants will be applied to all contact points and surfaces as well as passengers' luggage. People are required to keep at least one metre away distance apart. **Each passenger can take a maximum 350 milliliters of hand sanitising gel on board the aircraft.**





TRANSPORT

Local government guidelines in each destination will be strictly adhered to



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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 bring their own supply of PPE on their trip & carry their own luggage where possible to avoid contamination. If required, our drivers can handle the luggage wearing protective 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.

Currently no curfew restriction is in place and public transportation. Members of the same family may sit together on Bangkok's electric train network, as journeys take less than 50 minutes.



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 1-2 meters (3-6 feet) apart will be encouraged at all times by guides at venues, restaurants and throughout tours and activities. Guides will greet or thank guests using the traditional Wai greeting.

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 guests to use their own refillable water bottles to help reduce contamination. **Plastic water bottles will not be supplied.** Hand sanitiser is available in the vehicle 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. Strictly enforced regulations for staff regarding hand-washing with alcohol-based cleaners.

It is **mandatory for hotel staff to wear masks** at all times. Social Distancing policies are visible in public areas: check out counters, meeting rooms, restaurants, elevators.

All public areas and high-touch surface areas should be cleaned with 75% v/v alcohol. Before guests check-in, **all furniture and appliances is thoroughly disinfected with 75% v/v alcohol.**

Swimming pools are appropriately chlorinated as usual and chlorine levels are checked and adjusted regularly. **All food and beverage outlets are sanitised and serviced according to current food-safety rules.**

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.

When visiting businesses such as shops, restaurants, or shopping malls, **individuals must have their temperature taken and are asked to scan a QR code** (links to tracking tool called Thai Chana) using their smartphone to log their entry and do so again when leaving to log their exit.

Restaurants and shops have introduced **social distancing with floor markings indicating new queuing regulations** and seating spaced minimum 1-2m apart. Plastic dividers are often in place on tables and till counters.



COVID-19 Report Site

Destination Asia

THAILAND REGULATIONS & RESTRICTIONS

International flight status (restricted countries and quarantine procedures):

While the international flight ban is reviewed at the end of June, all Thailand's land, sea and air borders will continue to remain closed until further notice.

The ban does not apply to state or military aircraft, emergency landing, technical landing without disembarkation, humanitarian aid, medical and relief flights, repatriation flights and cargo flights.

The persons on board the aircraft will be subjected to the measures under communicable disease law, such as 14 days state quarantine, and the regulation under the Emergency Decree on State of Emergency.

Domestic flight status:

The CAAT's latest relaxation has added Phuket to a list of airports that are authorised to handle domestic and international flights, which also include Chiang Mai, Don Mueang, Hat Yai, Hua Hin, Krabi, Mae Fah Luang Chiang Rai, Samui, Surat Thani, Suvarnabhumi, and U-Tapao.

In addition to the aforementioned 11 airports that are allowed to operate for domestic and specially authorised international flights, a total of 25 airports up and down Thailand can also handle domestic flights during 06.00 – 20.00 Hrs. daily. These airports are Buri Ram, Chumphon, Khon Kaen, Lampang, Loei, Mae Hong Son, Mae Sot, Nakhon Phanom, Nakhon Ratchasima, Nakhon Si Thammarat, Nan, Narathiwat, Pai, Phetchabun, Phitsanulok, Phrae, Ranong, Roi Et, Sakon Nakhon, Sukhothai, Tak, Trang, Trat, Ubon Ratchathani and Udon Thani.

Airport staff are required to wear face shields, masks and gloves, and all passengers are required to pass through a thermal scanning area. In order to maintain social distancing, the CAAT has reduced the number of passengers allowed on shuttle buses to 20 per trip instead of the usual 60. Passengers must wear face masks at all times — from boarding to disembarking, and no food or drink is served on board. For planes with more than 90 seats, only 70% can be sold to maintain social distancing rules.

Expected restaurant / venue opening dates and procedures:

The Royal Thai Government has approved the fourth phase for easing restrictions on businesses and activities, but kept the Emergency Decree in place to maintain controls on all entry — by air, water and land — because all recent new Coronavirus Disease 2019 (COVID-19) confirmed cases were people returning from other countries.

The fourth stage of relaxation of restrictions on business and other activities, effective from Monday, 15 June, 2020, includes:

- The lifting of the night-time curfew, which will take effect from 23.00 Hrs. of 14 June, 2020, onwards.
- Further relaxations for the utilisation of educational institutes, including international and informal schools, as well as small formal schools with no more than 120 students each, to reopen.
- Further relations for the resumption of businesses and activities, starting from 15 June, 2020, in addition to those that have already been allowed in phase one from 3 May, phase two from 17 May, and phase three from 1 June, which include:
 - Meetings and seminars, exhibitions, banquets, ceremonial events, cultural and music performances, as well as events organised at hotels, theatres, convention and exhibition facilities, along with cinemas can resume operations.
 - Alcoholic beverages can be served at restaurants, food centres and hotels, within the specific times with no promotional activities. Pubs, bars, karaoke shops and entertainment venues are to remain closed.
 - All nurseries and care facilities for the elderly can now resume daily services.
 - Science learning centres, science parks, and science and cultural centres can reopen.
 - Filming of television programmes, movies and video documentaries can resume operations with no more than 150 people each.
 - Parlours offering Thai massage and saunas can reopen, with only a limited number of customers allowed to use facilities at the same time. Soapy massage parlours will remain closed.
- Group exercise in parks and other outdoor locations can resume, with up to 50 people participating.

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

