TRAVEL IN VIETNAM POST COVID-19
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.
GUIDING PRINCIPLES

AIRPORTS
We are closely monitoring the situation and will provide updates accordingly.

1. At present, all international flights are banned, except for returning nationals, officials and foreign “experts”).

2. Each country has implemented a mandatory 14 day 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. The wearing of masks by passengers is mandatory.

4. Airport staff are required to wear face masks. Temperature checks are taken before boarding.
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.
- Travellers are encouraged to complete a temperature check before boarding any vehicle at the start of the day. This is repeated every day they are on tour.
- 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.
- Vehicle capacity is reduced by 50% with safe seating distance between guests maintained. Our drivers will also wear a mask.
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.

Vox headset are available on request for groups to ensure a safe distance is maintained between guests and staff.

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

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<td><strong>Hand sanitiser is provided</strong> in public areas and guests are encouraged to use this.</td>
<td><strong>Social distancing policies are visible in public areas:</strong> At check-in counters, next to elevators, meeting rooms, and hotel restaurants.</td>
<td><strong>In some hotels procedures are in place to check temperatures and look out for respiratory symptoms or illness</strong> in guests entering the property.</td>
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<td><strong>It is mandatory for housekeeping and F&amp;B to wear gloves</strong> (in some hotels only).</td>
<td><strong>In some hotels guests may call for in-room dining services, and food and drinks will be delivered onto a table in front of the guest room</strong> along with disposable containers and cutlery.</td>
<td><strong>Some hotels have introduced a reinforced cleaning program with frequent disinfection</strong> of all high touch areas such as elevators and public restrooms.</td>
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<td><strong>Some hotels will collect health information and a medical declaration completed by guests.</strong></td>
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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.**

Some restaurants and shops have introduced **social distancing** with floor markings indicating new **queuing regulations** and seating spaced minimum 2 metres apart.

**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.

Depending on the type of premises, a **temperature check may be taken** before entering.

Some restaurants and shops have introduced **social distancing** with floor markings indicating new **queuing regulations** and seating spaced minimum 2 metres apart.
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