

# DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

## TRAVEL IN VIETNAM 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:



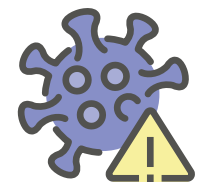
**Protection & barriers**



**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, 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.

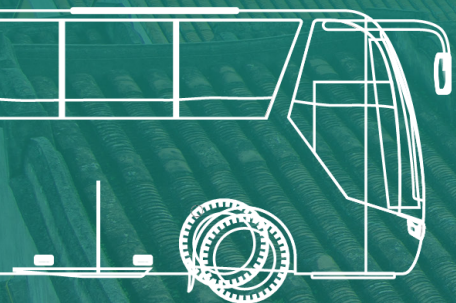
3

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

**Hand sanitiser is provided** in public areas and guests are encouraged to use this.

**Social distancing policies are visible in public areas:**

At check-in counters, next to elevators, meeting rooms, and hotel restaurants.

In some hotels procedures are in place to **check temperatures and look out for respiratory symptoms or illness** in guests entering the property.

Some hotels have introduced a **reinforced cleaning program with frequent disinfection** of all high touch areas such as elevators and public restrooms.

It is **mandatory for housekeeping and F&B to wear gloves** (in some hotels only).

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** along with disposable containers and cutlery.

Some hotels **will collect health information and a medical declaration completed by guests.**





# 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.**



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.







# COVID-19 Report Site

Destination Asia				
VIETNAM				
REGULATIONS & RESTRICTIONS				
Last Update: 24 JUNE 2020				
<b>International flight status:</b> The Vietnamese Government have officially barred entry for all foreigners from 22 March until further notice. Since 25 March, the Vietnamese Government suspended all international flights until the country open the border again. No date has been set to resume normal international operations. The ban does not apply to those flights that bring back Vietnamese citizens from Canada, France, Indonesia, Japan the Philippines, Russia, Singapore, Spain, Thailand, the US, and the UAE. Those arrive at the airports will be immediately sent to military camps for quarantine at least 14 days.				
<b>Domestic flight status:</b> The Ministry of Transport on April 25 has allowed the increase in the frequency of domestic flights across the country to boost domestic tourism. .				
<b>Expected restaurant / venue opening dates and procedures:</b> Since 4 May 2020, hotels, restaurants and bars reopened after one month of social distance rules in place. All tourist sites have since reopened with no more social distancing restrictions. Public beaches and all tourism activities resumed throughout the country to serve the booming domestic markets. Though some restaurants whose main markets are Western tourists still closed down until further notice.				
<b>Internal country regulations / border crossings:</b> Some restrictions under the Emergency Decree remain in place, including the closure of entry/access points (land, sea and air) to the country until further notice.				
<b>Other notes / links:</b> The situation may change at any time as the situation develops. Travellers are to keep up-to-date with the COVID-19 situation in Vietnam @ <a href="https://vietnam.travel/things-to-do/information-travellers-novel-coronavirus-vietnam">https://vietnam.travel/things-to-do/information-travellers-novel-coronavirus-vietnam</a>				
HOTEL NAME	LOCATION	CLOSED FROM	RE-OPENING	COMMENTS
All La Siesta properties	Hanoi	15 March 2020	ONLY LA SIESTA DIAMON NOW OPEN	
Golden Silk (Hàng Gai)	Hanoi	09 March 2020	NOW OPEN	
Conifer	Hanoi	09 March 2020	NOW OPEN CONIFER BOUTIQUE.	
Essence D' Oriental	Hanoi	10 March 2020	Until further notice	
All cruises	Lan Ha bay	09 March 2020	NOW OPEN	
All cruises in Lan Hay bay	Halong	12 March 2020	NOW OPEN	
All hotels in Halong city	Halong	12 March 2020	NOW OPEN	
All cruises	Bai Tu Long bay	12 March 2020	NOW OPEN	
Paradise Suite hotel and cruises	Halong	12 March 2020	NOW OPEN	
Hai Au Aviation (Seaplane)	Halong	25 March 2020	NOW OPEN FOR CHARTER ONLY - FROM 1 OCT. OPEN FOR SIC	
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

