

Bangladesh Tourism Board
(National Tourism Organization)
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Subject: Guidelines to reopen the tourism related organizations during pandemic COVID 19.

Ref. Memo No: Ministry of Civil Aviation and Tourism memo no: 30.00.000.016.99.001.19.170; Date: 01.08.2020.

In pursuance of the letter no 30.00.0000.016.99.001.19.170, Dated: 01 August 2020 of the Ministry of Civil Aviation and Tourism, Bangladesh Tourism Board has issued the SOP to restart the tourism industry.

This SOP will be applicable when the appropriate authority orders to reopen the industry.



05.08.2020

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MINISTRY OF CIVIL
AVIATION AND TOURISM

Bangladesh
Tourism Board
National Tourism Organization

Standard Operating Procedure to restart the tourism industry during COVID-19

Bangladesh Tourism Board Ministry of Civil Aviation and Tourism



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Introduction

The worldwide outbreak of COVID-19, spread from Wuhan city of China in December 2019 has brought the world to a standstill, and tourism has been the worst affected of all major economic sectors. All the tourist destinations in the world have introduced restrictions in response to this pandemic. On March 8, 2020, the first corona-infected patient was identified in Bangladesh. From March 26 to May 30, 2020, all tourist attractions, hotels, motels, resorts, restaurants, recreation centers, air, roads, railways and waterways were closed with the announcement of general holidays in the country. As a result, the outbound, inbound and domestic tourism of Bangladesh fell into a catastrophe; people from all walks of life associated with the tourism industry suffered. About 4 million tourism workers and at least 1.5 million dependents are plunged into deep uncertainty. According to the information received from various sources, the loss in the travel and tourism sector in these three months from March to May amounted to 14.8702 billion.

The Honorable Prime Minister of the Government of the People's Republic of Bangladesh has called for adherence to health protocols, maintaining social distance and adhering to health etiquette in public places. Recognizing the importance of formulating Standard Operating Procedure (SOP), Ministry of Civil Aviation and Tourism directed Bangladesh Tourism Board to prepare SOP.

A committee of 28 members was constituted on May 28, 2020 by the Bangladesh Tourism Board to prepare SOPs with the persistent demands of all the associations in the tourism industry, tour operators, travel agents, hotel owners, amusement park operators and others. Bangladesh Tourism Board, based on the guideline of UNWTO and WHO, 12-point health rules of the Ministry of Health and Family Planning, office order of the Cabinet Division and Ministry of Public Administration, Civil Aviation Authority of Bangladesh, Ministry of Commerce, Ministry of Road Transport and Bridges, Ministry of Railways, Ministry of Shipping, and opinion of tourism stakeholders and Private associations, has formulated this Standard Operating Procedure (SOP).

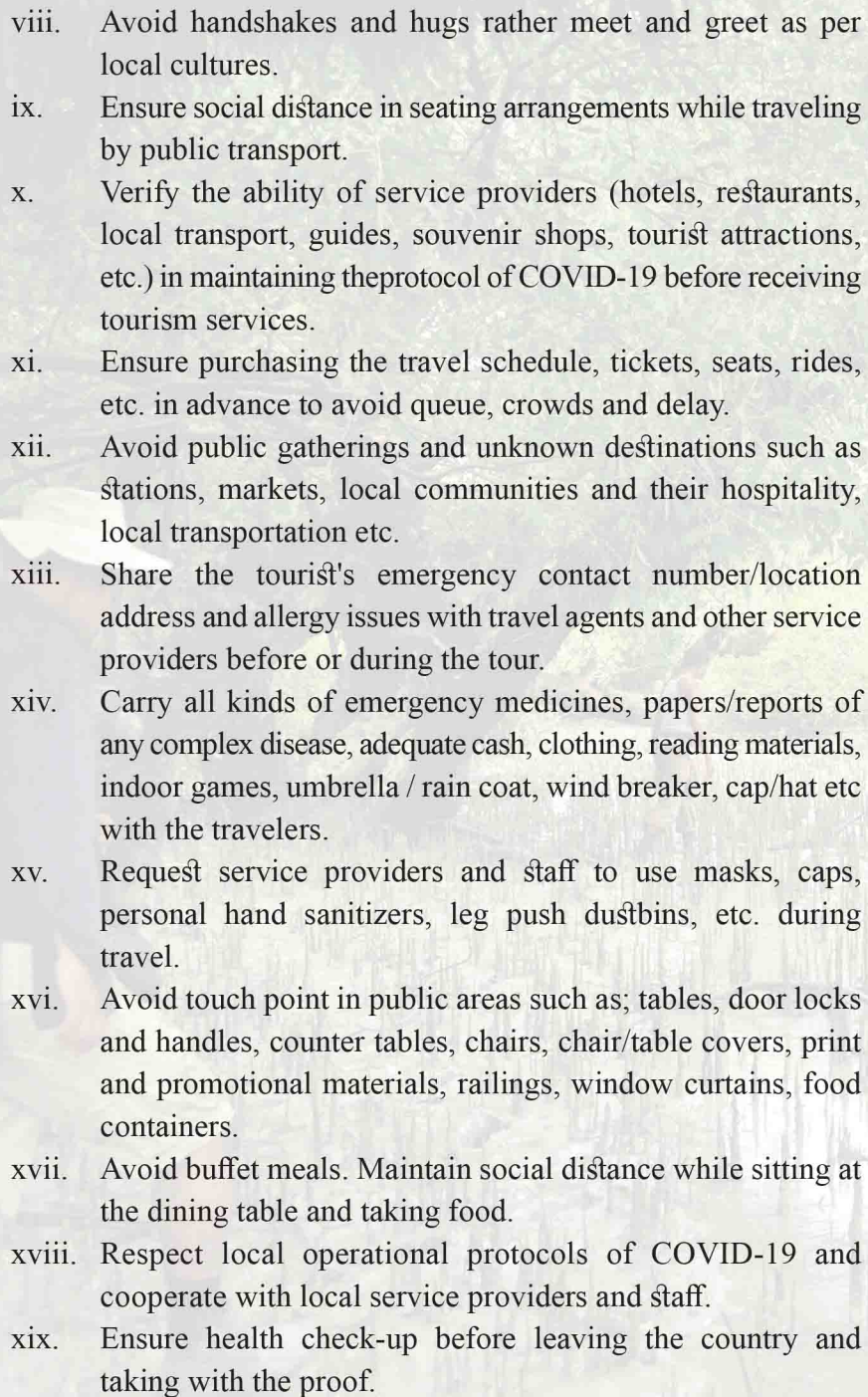
Prioritizing on health, hygiene and safety of the domestic and inbound tourism, this Standard Operating Procedure (SOP) will try to attract tourists to travel in Bangladesh, promote and expand Bangladesh tourism, restore the confidence of tourists, recover the loss of tourism, and above all to secure tourists travel and stay in Bangladesh. This SOP will be compliant with the revised guidelines of UNWTO and WHO, the revised health rules of the Ministry of Health and Family Planning, even after being freed from the effects of Covid-19. This is a guideline for launching SOP tourism related organizations. This SOP is not a guideline to re-open the sub-sectors of tourism rather to follow when respective authority directs to re-open them. This SOP will increase the confidence of domestic and foreign tourists towards the tourism related service sectors of Bangladesh and will develop tourism in Bangladesh.

Chapter 1

Protocols for tourists

Foreign and domestic tourists traveling within Bangladesh should follow the following guidelines:

- i. Ensure online booking and online payment during any tour.
- ii. Provide all travel records prior to booking and subsequent travel plans.
- iii. Bring visas from home country to avoid the hassle of on-arrival visas.
- iv. Inbound tourists should ensure travel and health insurance before booking the tour.
- v. Ensure general health care and availability of protective equipment before traveling.
- vi. Keep Medical Report/Health Certificate/PCR Report/COVID-19 negative certificate during travel.
- vii. Foreign tourists may collect SOP brochures and install tourism and health rules apps in their mobile immediately after arriving into Bangladesh.

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- viii. Avoid handshakes and hugs rather meet and greet as per local cultures.
- ix. Ensure social distance in seating arrangements while traveling by public transport.
- x. Verify the ability of service providers (hotels, restaurants, local transport, guides, souvenir shops, tourist attractions, etc.) in maintaining the protocol of COVID-19 before receiving tourism services.
- xi. Ensure purchasing the travel schedule, tickets, seats, rides, etc. in advance to avoid queue, crowds and delay.
- xii. Avoid public gatherings and unknown destinations such as stations, markets, local communities and their hospitality, local transportation etc.
- xiii. Share the tourist's emergency contact number/location address and allergy issues with travel agents and other service providers before or during the tour.
- xiv. Carry all kinds of emergency medicines, papers/reports of any complex disease, adequate cash, clothing, reading materials, indoor games, umbrella / rain coat, wind breaker, cap/hat etc with the travelers.
- xv. Request service providers and staff to use masks, caps, personal hand sanitizers, leg push dustbins, etc. during travel.
- xvi. Avoid touch point in public areas such as; tables, door locks and handles, counter tables, chairs, chair/table covers, print and promotional materials, railings, window curtains, food containers.
- xvii. Avoid buffet meals. Maintain social distance while sitting at the dining table and taking food.
- xviii. Respect local operational protocols of COVID-19 and cooperate with local service providers and staff.
- xix. Ensure health check-up before leaving the country and taking with the proof.

Chapter- 2

Protocols for tourism service providers

The travel service providers In accordance with the 12-point health Rules issued under the Memorandum No. 610 dated May 30, 2020 by the Ministry of Health and Family Welfare, the services that the will ensure to foreign and domestic tourists are described below:

- i. Office rooms / premises / roads must be disinfected before opening the office.
- ii. Officers and employees are required to enter the office by checking the body temperature with a thermal scanner thermometer at the entrance of the institution.
- iii. Office transport must be disinfected with 100% disinfectant. Physical distance (minimum 3 feet) should be maintained while sitting in the vehicle and everyone should wear a mask (surgical mask or three-layer cloth mask that will cover the nose and face well).
- iv. Surgical masks can only be used once, cloth masks can be cleaned with soap and reused. Hands should be cleaned and disinfected repeatedly with hand sanitizer before and during the journey.
- v. Physical distance (minimum three feet) should be maintained while eating.
- vi. Ensure disinfection with soap after each toilet use.
- vii. Physical distance must be maintained while working in the office.
- viii. Hang Pictorial Healthcare instructions in multiple visible places.
- ix. If an employee is found to be ill, he should be placed in isolation or quarantine immediately.
- x. Ensure the provision of services to tourists in accordance with the office orders issued by government and non-government individuals and organizations in various sub-sectors.

Chapter- 3

Entry Procedures at the Airport, Land port, Sea port and River port

3.1 Arrival place

- i. Ensure mask, face shield, goggles, hand gloves, disposable cap, protective apron (disposable), full-length long-sleeved gown, hand sanitizer etc. for all service staff of arrival/ departure lounge/terminal.
- ii. Disinfection procedures to be in place for body, luggage and travel documents of travelers.
- iii. The tourists' first entry place should have digital Infrared Thermometer and processes to check temperature and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath upon arrival.
- iv. Reduce human interaction during departure and arrival time and maintain a minimum distance of one meter at all times.
- v. Ensure handling staffs for passengers with special needs like a wheelchair, unaccompanied minor, etc. in full protection gears with pre sanitized wheelchairs.
- vi. It is recommended to establish health checkup and follow up center for the tourist in the Airport, Land port, Sea port and River port.

3.2 Immigration Process

- i. Collecting the pre-check medical report, tourists' personal details and travel/stay.
- ii. Visa details with last country visit or from where is coming.
- iii. Ensure that every arrived passenger fills up the health declaration form in advance about their past history related to COVID-19.
- iv. Pass the immigration with update quick/spot COVID test report and send the report to the hotel, office, operator immediately.

3.3 Luggage Collection Process

- i. To ensure that luggage handlers use gloves, mask, goggles and have minimal contact or passengers will carry their luggage by own from disinfecting point.
- ii. To ensure that Luggage belt, Trolleys, Baggage scanner, loading/offloading areas, etc., are properly disinfected on regular basis.

3.4 Common facilities used by tourists (Washroom, Waiting room, Lobby, Lounge, Check-in counter, Immigration counter, Money exchange, etc.)

- i. Ensure that washrooms areas are disinfected frequently.
- ii. Ensure touch points such as water taps, water fountain, all kind of security screening area, communication and other essential touch screens, doors, cistern handles, seats and cover flaps, wash basins, door knobs, buttons, switches and other common facilities used by tourists such as washroom, waiting room, lobby, lounge, check-in counter, immigration counter, money exchange are disinfected on regular basis (every 30 minutes).
- iii. Ensure the availability of toilet paper, paper towels/hand dryers and liquid soap at all times.
- iv. Check the quality of cleaning agents or cleaning staffs.

3.5 Use of Duty free shops

- i. Limit the number of customers within the store to ensure at least one-meter spacing between them at all time.
- ii. Encourage the use of self-checkouts, cashless or contactless payments to speed up the payment process and reduce cash-handling.
- iii. Sanitize your hands when you enter the store and avoid contact with surfaces as much as possible.
- iv. If using a basket or trolley to shop, sanitize its handle.

3.6 Tourist Information Center and Banks

- i. Ensure that all visitors/staffs and customer wear face masks and other safety measure.
- ii. Provide operational guidelines of tourism and explain safety measures during stay and tour.

- iii. Ensure audio and video on safety measure to be displayed in Tourist Information Center.
- iv. Ensure the installation of mobile apps for health hygiene, safety awareness and updated tourism service info for every guest and survey questionnaires.
- v. The bank staff must encourage customers to do on-line payments and card payments minimizing cash handling.

3.7 Security Service

- i. Ensure that the tourists strictly comply with the instruction to use personal safety equipment (masks, gloves, sanitizers etc.).
- ii. Check whether the health safety rules are being followed in the transport system of tourists.
- iii. Ensure hugging and handshaking is not done and non-touch greetings are adopted.
- iv. Assist the tourist in picking up the designated transport after the completion of immigration and other activities or in meeting the person who has come to welcome at the port.

3.8 Meet and greet

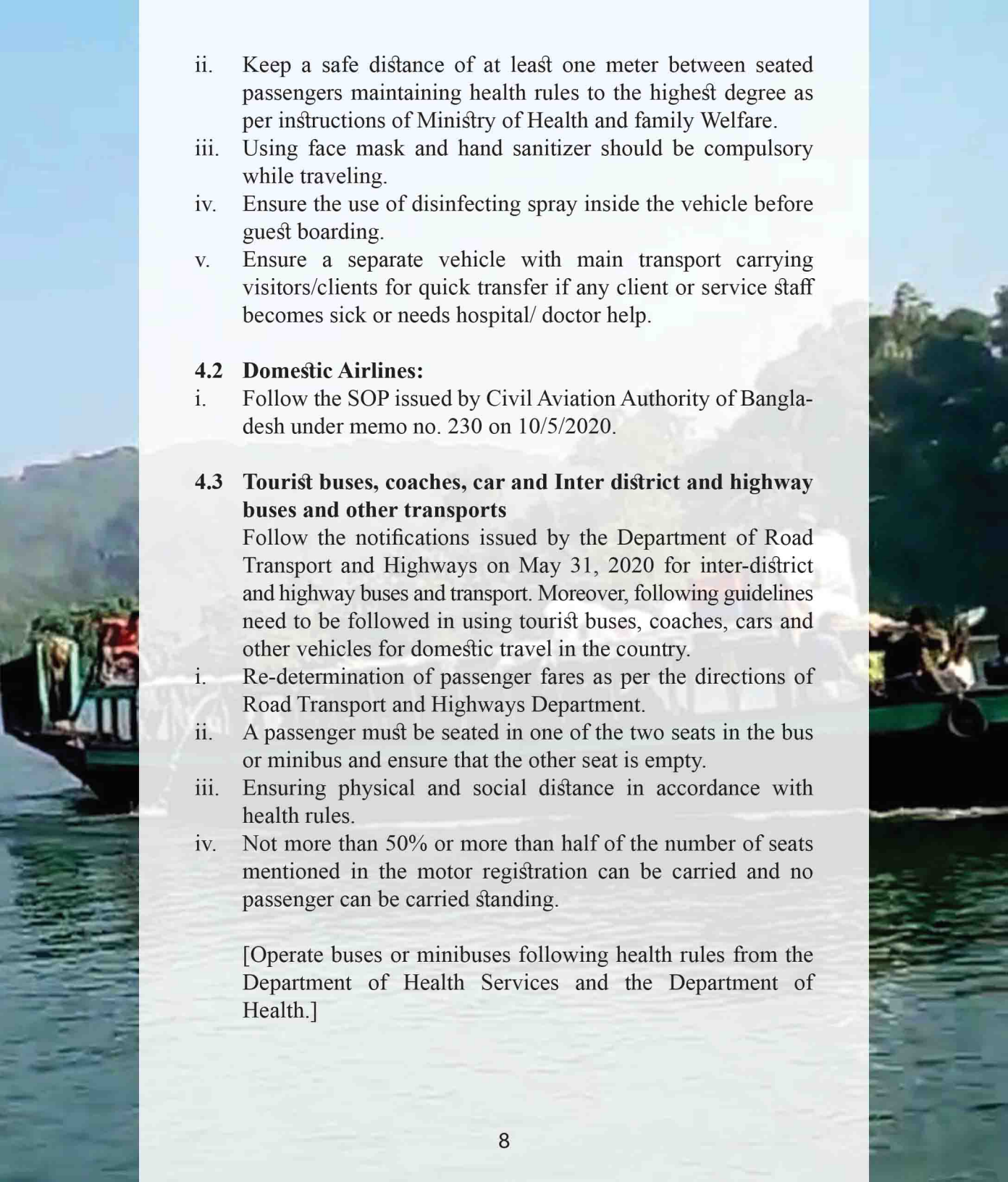
- i. Avoid handshakes and hugs and rather greet the tourists with words consistent with local cultures like; ASSALAMUALIKUM/ NAMASKAR/ GOODAFTERNOON/ MORNING/ EVENING etc.
- ii. Ensure that the person come to receive foreign tourists/ travelers at the Airport/ Land port/ River or Sea port have protective measures and follow health rules.

Chapter- 4

Protocol for Tourist Transport

4.1 Airport/ Land port/River port/Sea port Transfers

- i. Ensure that only selective/prearranged vehicle is used for internal transfer and Airport/ Land port/ River port/Sea port transfers and those vehicle driver and service staffs maintain instruction ordered by the Ministry of Road Transport and bridge.

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- ii. Keep a safe distance of at least one meter between seated passengers maintaining health rules to the highest degree as per instructions of Ministry of Health and Family Welfare.
 - iii. Using face mask and hand sanitizer should be compulsory while traveling.
 - iv. Ensure the use of disinfecting spray inside the vehicle before guest boarding.
 - v. Ensure a separate vehicle with main transport carrying visitors/clients for quick transfer if any client or service staff becomes sick or needs hospital/ doctor help.

4.2 Domestic Airlines:

- i. Follow the SOP issued by Civil Aviation Authority of Bangladesh under memo no. 230 on 10/5/2020.

4.3 Tourist buses, coaches, car and Inter district and highway buses and other transports

Follow the notifications issued by the Department of Road Transport and Highways on May 31, 2020 for inter-district and highway buses and transport. Moreover, following guidelines need to be followed in using tourist buses, coaches, cars and other vehicles for domestic travel in the country.

- i. Re-determination of passenger fares as per the directions of Road Transport and Highways Department.
- ii. A passenger must be seated in one of the two seats in the bus or minibus and ensure that the other seat is empty.
- iii. Ensuring physical and social distance in accordance with health rules.
- iv. Not more than 50% or more than half of the number of seats mentioned in the motor registration can be carried and no passenger can be carried standing.

[Operate buses or minibuses following health rules from the Department of Health Services and the Department of Health.]

Follow the following health rules in case of tourist vehicles:

- v. Ensure that the vehicle is properly cleaned and disinfected before boarding.
- vi. Ensure all touch areas like; Door lock, Handle, Window screen, Seat back, Head rest, Protective apron (disposable), Disposable cap, Full-length long-sleeved gown, etc. are disinfected properly.
- vii. Ensure hand sanitizers, masks, goggles, hand gloves, digital infrared thermometer and other protective measures are available.
- viii. Ensure disposable bags, seat and head rest covers, first aid boxes, etc. are available.
- ix. Emergency contact number and 'Doctor on call' as well as contact address of district health care should be displayed at an appropriate spot.
- x. All service staffs and guests will have to follow a pre-planned tour program.
- xi. All service staff including driver, helper, guides and assistants must have health certificates/ PCR tested reports.

4.4 Tourist Vessels (river cruise, ocean cruise and other tourist vessels)

- i. All tourist vessels must follow shipping and health protocols according to the press release of BIWTA under the Ministry of shipping.
- ii. All staff including Master, Driver, Sukani, Guides, Service Staffs and other assistants in the Tourist Vessel must wear face masks and disposable gloves, use hand sanitizer and maintain the social distance and hygiene in the vessel.
- iii. Full vessel should be cleaned and sanitized before and after each voyage. All surface and touch point on Vessel such as door, window, stare, handle, door knobs, tv remote controls, bathroom, toilet, electric switches, kitchen, kitchen apparels, dining room, chair, table, food counter, service utensils other equipment should be sanitized regularly on a continuous schedule.
- iv. Ensure checking the body temperature of the passengers before embarkation on vessel.

- v. All required hygiene equipment, logistics and products like-hand sanitization facilities, facemasks, gloves, apron, hair cap and spray machine etc. will be available on vessel.
- vi. Re-positioning of seating & service arrangement by maintaining social distance.
- vii. Vessel Facilities, Services and Safety & Hygiene related, instruction, signage and marking as per WHO & Govt. guidelines should be placed with guest visibility on the vessel.
- viii. Arrange a separate corner/ room to use as a quarantine zone for the care of Corona suspected or critically ill guests/ clients/ staff on the vessel.
- ix. Keep an emergency first moving vessel with a mother vessel to shift a sick person for immediate health support.
- x. Ensure training of the vessel personnel and crew and arrange the demonstration on a regular basis.

4.5 Railways Transport

Ensure the provision of transport services to tourists following the instructions issued by the Ministry of Railways in Memorandum No. 130 dated May 30, 2020. Instructions are as follows:

- i. InterCity rail transport ticket will be issued in online 5 (five) days before boarding.
- ii. In order to maintain social distance, 50% of the total tickets have to be sold against the total number of seats allotted for all the trains approved for operation. Ticket sales activities have to start at 09.00 am.
- iii. All tickets for sale must be sold online. Necessary technical and technological measures have to be taken accordingly.
- iv. Issue of all types of standing ticket of InterCity trains should be completely abolished or stopped.
- v. At this time the ticket sales counters will be closed in all cases. Necessary steps have to be taken in this regard.
- vi. In all cases, platform ticket sales will be closed.
- vii. Temperature of every passenger will be checked one hour before the boarding time.

- viii. Upon entering the platform, the body temperature of each passenger must be measured following the health rules in the light of the instructions issued by the Ministry of Health and Family Welfare.
- ix. No one other than a passenger with a valid ticket will be allowed to enter the platform and the train.
- x. Ensure that passengers are wearing masks when entering the platform and on the train.
- xi. Food supply will be stopped on all trains.
- xii. Entrance of hawkers, beggars and unwanted people into these platforms and trains will not be allowed.
- xiii. Ensure that the passengers take their seats and stay in their respective seats during the journey unless there is any urgent reason.
- xiv. Specific doors have to be used for getting in and landing from the train.
- xv. Passengers will be requested to carry their own food and water.
- xvi. No bedding will be provided for cabin / berth class travel. In this regard, action has to be taken as per the rules. At the same time concerned passengers should be advised to carry the bed or bed sheets.
- xvii. In operating the train, all concerned officers and employees must follow the health rules.

Chapter 5

Protocol for Tourist Accommodation

Considering the current situation of corona virus and in consultation with various experts in the hotel industry of the country, following hotel protocols needs to be followed by employees and guests in hotels, motels, resorts, guest houses, homestay, Airbnb etc to ensure maximum health and safety accommodation service. International chain hotels have to follow the protocols of their authority.

5.1 Entrance / Premises

- i. Scanning the body temperature of each person at the time of entry by a trained employee. If any guest found with high temperature, She/he should be isolated and consult with doctor.
- ii. Doormen and the other staff members must wear proper uniformed attire, face mask and gloves as directed by the health authorities.
- iii. Inform the local health department immediately if anyone suspects an infection with COVID-19.
- iv. Promoting audio and video instruction of Covid-19 in properties.
- v. Provide a sanitized door mat to wipe the shoes when entering the hotel.
- vi. All Luggage of the guests (including hand luggage) must be
- vii. disinfected using recommended disinfectants.

5.2 Reception/ Lobby

- i. Properly check the PCR test report or medical report of the foreign tourist while checking in at the hotel.
- ii. The receptionist must provide guests with a leaflet of health and safety instructions and record all the information and travel history of the guests.
- iii. Keep safety and hygiene equipment like, disinfectant/tissue/face mask/shield/glasses, hand gloves, PPE/protective apron, long sleeve/gown at the reception desk.
- iv. Only the traditional Bangladeshi greeting style like Assalamu Alaikum/ Namaskar/ Good morning/ afternoon/ evening and Susagotom must be used at all times instead of handshaking or hugging.
- v. All handles and surfaces such as table tops, work stations, arms of chairs and lobby/ common areas need to be disinfected regularly.
- vi. Ensure that all guests wear a proper face mask as directed by the Health Authorities.
- vii. The entry of outsiders to meet guests must be discouraged. If an outsider is permitted to enter, he/she must follow health rules.

- viii. Use disposable cold towels and serve welcome drinks wearing disposable gloves.
- ix. Arrange checking-in and check-out of the guests with maintaining one meter distance.
- x. Minimize the use of paper works.

5.3 Elevators

- i. Implement a very regular and frequent procedure to disinfect the elevator control buttons and hand rails. Arrange to clean the clear covering sheet regularly and replace as necessary.
- ii. Control crowd while going up and down by elevators. Discourage the use of crowded elevators. Elevator need to be used to transport Guest luggage to the Guest Rooms.

5.4 Guest Room Corridors

- i. Ensure that the lift lobby and the corridors are regularly disinfected.
- ii. Ensure fresh air supply at the guest corridors.
- iii. Ensure that all door handles are disinfected regularly with alcohol water solution.

5.5 Setting and cleaning guest rooms

- i. All staffs engaged in setting and cleaning up the room must wear face masks, gloves while cleaning.
- ii. The footwear, if worn, by the staff shall be disinfected with alcohol spray before entering the room area.
- iii. Disinfect all portable devices such as remote controls, telephone handsets, hard surfaces of furniture, TV and accessories, guest amenities such as cups, saucers, glassware and spoon, all surfaces of doors, windows, wardrobes, safe deposit locker, mini-fridge and mirrors, walls and floors and the ceiling and all toilet fittings.
- iv. Provide a small hand sanitizer and gloves in the room.

5.6 Protocols for Restaurants, Dining and Bar

- i. Doorman, bell-boy wearing mask and gloves and maintaining health rules must welcome guest in traditional manner without hand shaking and hugging and keep the door of the restaurant open.

- ii. Disinfect the restaurant, dining and bar area, door, table tops, chairs, service stations before setting up the restaurant for a meal and at the end of the day.
- iii. Disinfect coffee machines, soda machines and other machines that are used regularly.
- iv. All staff in the restaurant must wear face mask and disposable gloves, use hand sanitizer and maintain the social/ personal distance.
- v. Seating in the Restaurant must be arranged considering the social/personal distancing guidelines. Guests from a common group or a family group may be seated in large tables with the required number of seating.
- vi. Warm crockeries must be delivered after the guests are seated.
- vii. Menu card and bill folders must be sanitized before and after use by the guests. Cash transactions must be discouraged.
- viii. In the event of a buffet service, designated staff, standing behind the buffet counter, shall be assigned to serve.

5.7 Kitchens and waste management

- i. Thoroughly clean and disinfect all areas of the kitchen including door, windows, furniture, pen, stoves, dishes, cooking equipment, store house, refrigerators, work surfaces, equipment, floors and walls etc.
- ii. All staff working in the kitchen must be in clean uniformed attire including footwear, mask and gloves when handling food.
- iii. All emptied bins must be thoroughly washed, cleaned and sanitized
- iv. Staff involving waste management must have proper training on waste management and wear suitable protective gloves and boots.

5.8 Services Recreation, and other facilities

- i. i. Recreation areas for adults and children like, disco club, cultural events with gathering, spa, gym, and play room
- ii. should be disinfected and can remain open keeping the health rules in mind.
- ii. Prohibit smoking in rooms and common places.

- iii. Brush and clean all surfaces inside the pool and disinfect all furniture, change room, washroom and maintain health instructions by all guest and service providers.
- iv. Checking the proper functioning of washing and laundry equipment, special temperature, daily cleaning and disinfection.
- v. Contractors and suppliers of goods and services should follow health rules and safe systems of work while supplying goods and services.

5.9 Housekeeping

- i. Disinfect regularly lobby, rest room and all common places.
- ii. Pay special attention to frequently touched objects such as lounges, halls, corridors, elevators, handles, elevators, buttons, handles, switches, doorbells, etc.
- iii. Arrange for training of cleaners.
- iv. All kinds of linens (Towels, bed sheets, gloves, masks, tissues) change regularly. Soiled linens should be sent to laundry immediately.
- v. Develop and dispose of action plans in hotels for waste management. Ensure proper management/ disposal of waste.

5.10 Special Rapid Response Team


- i. A special response team should be formed to look after the health, hygiene and safety issue as well as to maintain communication with the “District Corona virus infection prevention Committee”.

Chapter 6

Protocol for tourist facilities and services

6.1 Restaurants, cafes, cafeterias, tea and coffee stall

- i. The food serving businesses must maintain proper food hygiene standards in accordance with the Consumer Rights Protection Act, 2009, Safe Food Act, 2013 and Safe Food Rules, 2014 and follow proper procedures to prevent contamination and spreading of the virus both to their staffs and to the tourists.

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- ii. All food business premises including kitchen and furniture must be frequently sanitized.
 - iii. All buyers and sellers must wear mask, gloves and maintain health rules of Ministry of Health and Family Welfare.
 - iv. All sellers must follow the instruction given by “District/Upazilla Corona virus infection prevention Committee”, “District Tourism Development and Management Committee” and license issuing authority.
 - v. Must keep social distance in sitting arrangement. It is recommended to have a maximum of 4 persons for 10 square meters because customer consuming time to take food and gossip at restaurant premises.
 - vi. To ensure that all sorts of health safety materials like; mask, goggles, cap, gloves, hand sanitizer are available on charge basis.
 - vii. Follow the safety measures and sanitation of the contractors and suppliers goods and services.

6.2 Shopping Malls/ Super Markets/ Tourist Shops/ Beach Market

Follow the instructions given by the Ministry of Commerce under Memorandum No. 182 dated 5th May, 2020.

- i. Shopping Mall should be kept open for a specific time period.
- ii. Ensure compliance with other health rules, including maintaining physical distance when buying and selling in shops and shopping malls.
- iii. Hand sanitizers with hand washing system should be provided at the entrance of each shopping mall and precautions announced by the Ministry of Health and Family Welfare should be taken.
- iv. All vehicles coming in shopping mall must be disinfected.

6.3 Merchandiser/ Retailer/ Roadside Vendors/ Mobile business/ Beach Boys/ SME

- i. All business premises must be frequently (two hours interval) sanitized.
- ii. All buyer and seller must wear mask, gloves and maintain health rule of Ministry of Health and family Welfare.

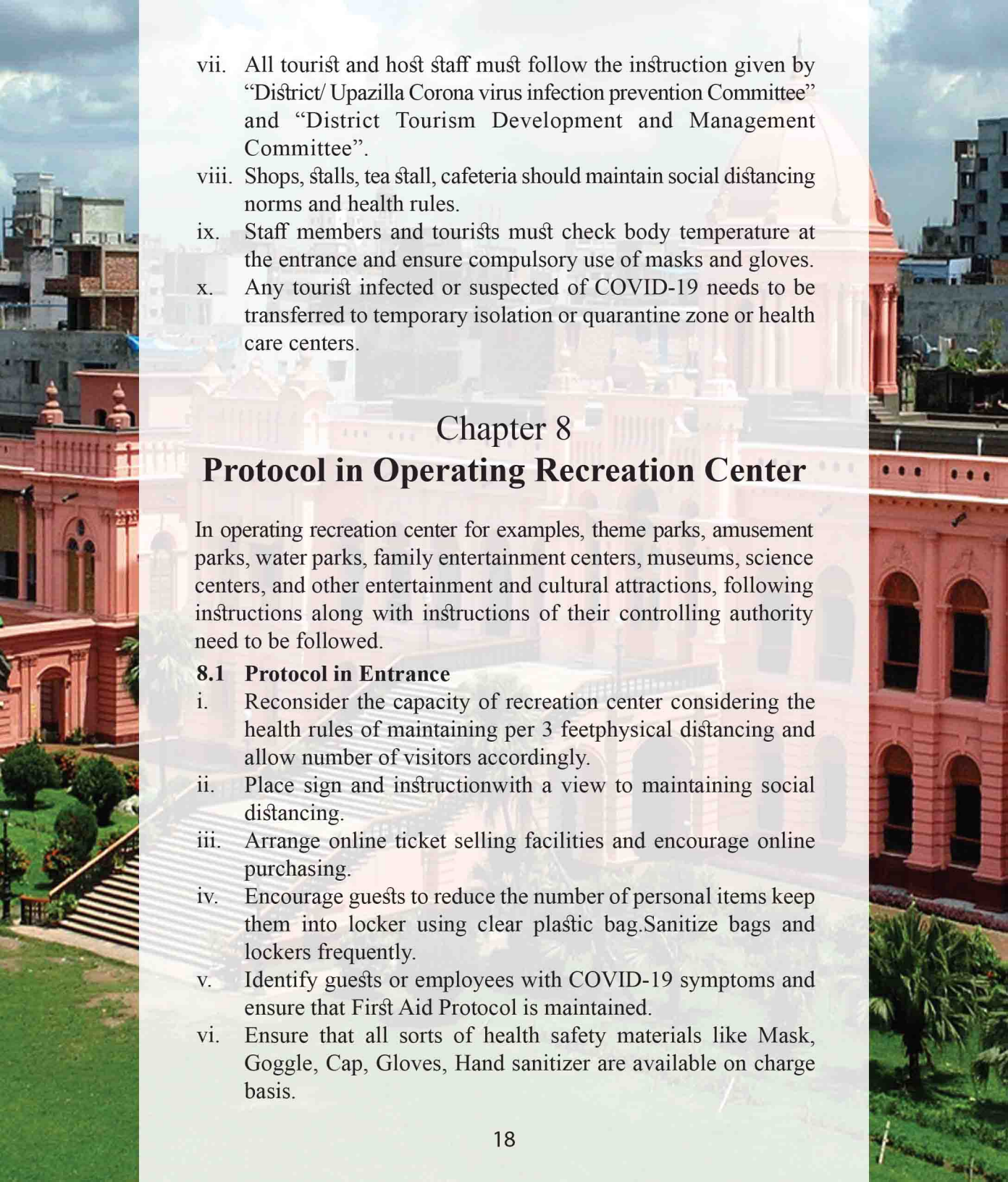
- iii. All staffs responsible for cooking/preparing and serving food items must wear mask, gloves, apron and maintain health rules of Ministry of Health and family Welfare.
- iv. Plates, spoons, glasses and other crockeries and cutleries need to be disinfected before serving food. It is recommended to use onetime crockeries.
- v. All seller must follow the instruction given by “District/ Upazilla Corona virus infection prevention Committee”, “District Tourism Development and Management Committee”, Municipality and license issuing authority.
- vi. Avoid shopping in groups and, where possible, should avoid taking children to the shop.

Chapter 7

Protocol for Tourist Attractions

Following instructions need to be followed in entering natural attraction like beach, island, river, lake, forest, tea garden, hill track area, etc., heritage sites, historical places and manmade tourist spots.

- i. Respective controlling authority will issue order/ guidelines aligning with that general SOP and government health rules in reopening the tourist attractions.
- ii. Updating official websites with time table and guidelines for domestic and inbound tourism. On-line booking/ ticketing systems is recommended.
- iii. Determining the capacity of the tourist attractions and allowing a limited number of tourists to enter considering the social distance.
- iv. All common areas must be disinfected timely.
- v. Waste management should be operated with safety precautions and health rules.
- vi. 50% of the normal occupancy is allowed for Transportation, like jeep, Mohendro/ Chander vehicle and observation vehicles, cruise vessels etc. Disinfection procedures must be followed to the vehicle before and after each visit. Masks and gloves are compulsory for the driver and for the passengers.

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- vii. All tourist and host staff must follow the instruction given by “District/ Upazilla Corona virus infection prevention Committee” and “District Tourism Development and Management Committee”.
 - viii. Shops, stalls, tea stall, cafeteria should maintain social distancing norms and health rules.
 - ix. Staff members and tourists must check body temperature at the entrance and ensure compulsory use of masks and gloves.
 - x. Any tourist infected or suspected of COVID-19 needs to be transferred to temporary isolation or quarantine zone or health care centers.

Chapter 8

Protocol in Operating Recreation Center

In operating recreation center for examples, theme parks, amusement parks, water parks, family entertainment centers, museums, science centers, and other entertainment and cultural attractions, following instructions along with instructions of their controlling authority need to be followed.

8.1 Protocol in Entrance

- i. Reconsider the capacity of recreation center considering the health rules of maintaining per 3 feet physical distancing and allow number of visitors accordingly.
- ii. Place sign and instruction with a view to maintaining social distancing.
- iii. Arrange online ticket selling facilities and encourage online purchasing.
- iv. Encourage guests to reduce the number of personal items keep them into locker using clear plastic bag. Sanitize bags and lockers frequently.
- v. Identify guests or employees with COVID-19 symptoms and ensure that First Aid Protocol is maintained.
- vi. Ensure that all sorts of health safety materials like Mask, Goggle, Cap, Gloves, Hand sanitizer are available on charge basis.

- vii. If there is any visitor with COVID-19 symptoms identified, then necessary steps should be taken to send him/ her for temporary Isolation/ Quarantine zone/health center.

8.2 Payment



- i. Encourage guests to make purchases online (prior to their visit) or from apps. If cash handling is required, employees should wash or sanitize their hands frequently.
- ii. Use physical barriers to separate staff from guests at cash registers where possible.
- iii. Ensure health rules by staff in cash.

8.3 Rides, attractions, Water Park and Exhibitions

- i. Employees and guests should wear face masks and wash/sanitize their hands frequently.
- ii. High-touch surfaces and viewing windows should be sanitized frequently.
- iii. Consider reducing the number of guests per ride vehicle to facilitate physical distancing.
- iv. Sanitize ride storage areas used for guests' personal belongings.
- v. Consider limiting the time guests can remain and one way traffic flow in the exhibition.
- vi. Consider using recorded messages, signs, and other means to communicate physical distancing requirements to guests.
- vii. Raft or other water vehicle should only be allowed to carry a family/household members at a time.
- viii. Appropriately keep swimming/wave pool water sanitized. 1ppm free chlorine and PH level 7.5 should be maintained in all water body of the park.
- ix. Clean and sanitize life jackets between each uses.
- x. Towels should be laundered as usual using a detergent and high-heat washer and dryer.

8.4 Food and beverage and dining table operations

- i. Reduce seating to support physical distancing. Families/ people residing in the same house can be seated together.
- ii. Dining tables, tablepost stands and service areas should be frequently sanitized.

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- iii. Replace reusable menus with single-use, disposable paper menus, or menu signs. Implement technological options to reduce/ eliminate queues at food and beverage locations.
 - iv. All straws should be wrapped. Consider pre-packaged plastic flatware.
 - v. Pre-packaged food should be placed in self-service counters.
 - vi. Buffet stations may be set up in proportionate to the number of guests.
 - vii. Avoid cash handling when possible. If cash handling is permitted, cash must not be handled by employees who handle food.
 - viii. Kitchens should be thoroughly cleaned and sanitized regularly.
 - ix. Follow usual procedures for washing and disinfecting dishes, silverware, and glassware in a dishwashing machine, drying using disposable paper towels is recommended. Tablecloths and napkins should be washed in the usual manner.
 - x. Vending machines should be sanitized frequently.

8.5 Retail and Merchandise

- i. Sell hand sanitizer (with at least 60% alcohol), masks/ face coverings, and face coverings as guest convenience items.
- ii. Create floor markings that provide minimum guide to ensure distances between customers queuing for service or cashiers.
- iii. Cash wraps, physical barriers, phones, handles, knobs, hard surfaces, handles, and frequently touched surfaces should be sanitized frequently and upon shift change.
- iv. Allow guests to put their purchased items into shopping bags themselves so that the employees can avoid touching them.

8.6 Games area and well equipped path

- i. Consider providing hand sanitizer as well as self-service sanitizing arrangements throughout the facility so that the guests can maintain cleanliness.
- ii. Machines should be placed to allow 6 feet (2 meters) of physical distance between players. Some machines can be turned off or otherwise inactivated to keep guests from using adjacent machines.
- iii. Consider adding physical barriers between players and between players and employees. Clean barriers and other high-touch surfaces frequently.

- iv. Reconsider operating soft games, ball pools, and inflatables where physical distancing and sanitation protocols may be difficult to manage.

Chapter 9

Protocol for Travel agency, Tour guides and Tour operators

9.1 Travel Agents / TourOperators

9.1.1 Office Management:

- i. Office premises must be sanitized on a regular basis.
- ii. Touch points in public areas like Tables, Door-locks & handles, Counter tables, Chairs, Printing & Promotional materials, Railings, Window curtains, etc. are to be disinfected regularly.
- iii. The availability of personal health protection equipment-like hand sanitizers/ disinfectant materials, Face masks. Face shields, Goggles, Protective aprons (disposable), Full-length long-sleeved gowns, hand gloves, disposable caps, disposable bags/bins, First Aid boxes, etc. should be ensured.
- iv. Emergency contact number and ‘Doctor on Call’ should be displayed at an appropriate spot in the office, vehicle, vessel, etc.
- v. Ensure the arrangement of a separate area/ room (if possible) to accommodate any sudden sickness of visitors or staffs.
- vi. Service areas/premises must be under security surveillance to identify the infected person if any.

9.1.2 Office staff

- i. Office staffs need to be well informed or trained upon the SOP in tour operation.
- ii. Wear masks, face shields and maintain social distance and hygiene rules within the office premises.
- iii. Have regular temperature as well as medical checkup and active health insurance.

- iv. Maintain staff movement log book, entry and exit timing etc.

Health rules and safety regulations should be displayed on a visible place in the office.

To increase immunity at least 30 minutes physical exercise must be compulsory for service providers in the work place.

9.1.3 Promotion and marketing planning for package tour

- i. The travel agents/tour operator needs to maintain online communication with counterpart.
- ii. The travel agents/tour operator needs to improve and redesign their website, package tour and online promotional materials to attract their prospect.
- iii. It is recommended to book package tour online.
- iv. Obtain records of past travel details from the tourists prior to confirmation of the booking.

9.1.4 Tourist movements

- i. Ensure medical reports/proofs and medical history of COVID-19infection (if any)of a foreign tourist while travelling in Bangladesh.
- ii. Maintain traveler's previous travel record.
- iii. Encourage online booking, ticketing, travel permits (where applicable) and payment when confirming tour booking.
- iv. Must follow the protocol of tourism.
- v. Need to check guest temperature regularly during tourist movement at different places.
- vi. Provide necessary information and tour itinerary to local administration, tourist police, hotel, transport, driver, guide and other concern authority prior to tourist movement within the country.
- vii. Ensure that every sales center have installed ultra-ray cash counting machine.
- viii. It is recommended to keep group package tour size between 10-15 people and maintain social distancing.

9.2 9.2 Tour guides/ Translators

- i. Ensure strict adherence to existing operational protocol for tourists to visit and enjoy any tourist attractions and recreation.

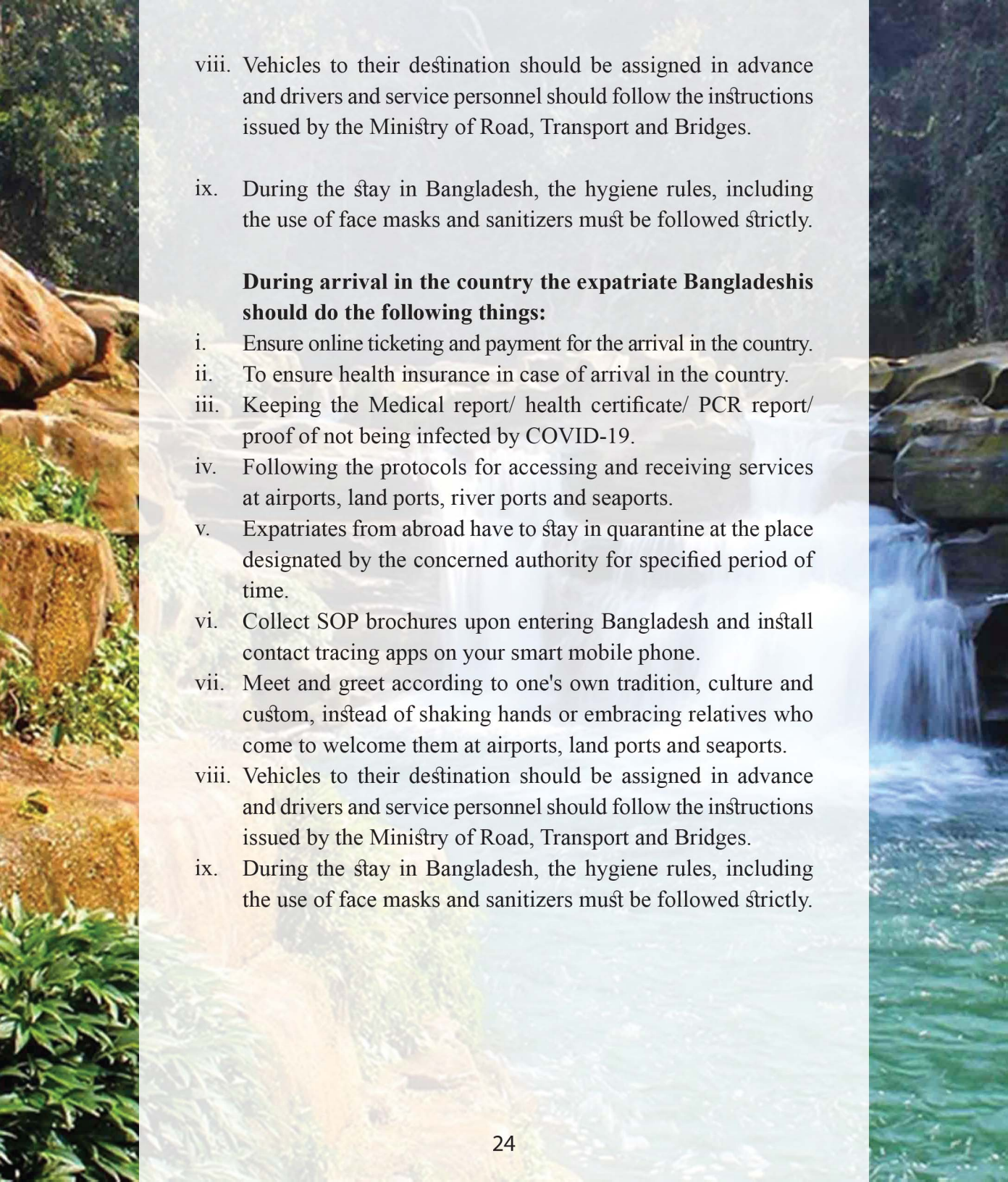
The tour manager/ tour guide or translators should use hand mike microphone and headphone set to announce any warning message, statements etc about maintaining social distance.

Chapter 10

Protocol for the expatriate Bangladeshis at the time of arrival and departure during COVID-19.

During arrival in the country the expatriate Bangladeshis should do the following things:

- i. Ensure online ticketing and payment for the arrival in the country.
- ii. To ensure health insurance in case of arrival in the country.
- iii. Keeping the Medical report/ health certificate/ PCR report/ proof of not being infected by COVID-19.
- iv. Following the protocols for accessing and receiving services at airports, land ports, river ports and seaports.
- v. Expatriates from abroad have to stay in quarantine at the place designated by the concerned authority for specified period of time.
- vi. Collect SOP brochures upon entering Bangladesh and install contact tracing apps on your smart mobile phone.
- vii. Meet and greet according to one's own tradition, culture and custom, instead of shaking hands or embracing relatives who come to welcome them at airports, land ports and seaports.



viii. Vehicles to their destination should be assigned in advance and drivers and service personnel should follow the instructions issued by the Ministry of Road, Transport and Bridges.

ix. During the stay in Bangladesh, the hygiene rules, including the use of face masks and sanitizers must be followed strictly.

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Chapter 11

Role and Responsibility of stakeholders facilitating tour operation

11.1 Stakeholders in Tourism and Hospitality

SL	Stakeholders involved	Responsibilities
1	Ministry of Civil Aviation and Tourism	Allow foreign and domestic tourists to visit tourist center, provide necessary assistance, ensure security, determine the capacity of the tourist center, control the entry of more than the prescribed number of tourists, coordination, publicity and promotion and provide necessary basic facilities to the tourists.
2	Bangladesh Tourism Board	
3	Bangladesh Porjoton Corporation (BPC)	
4	Civil Aviation Authority of Bangladesh	
5	Association related to Tourism and Hospitality	
6	Ministry of Foreign affairs	
7	Ministry of Health and family Planning	
8	Ministry of Home Affairs	
9	Passport and Immigration	
10	NSI	
11	Tourist police	
12	District Police	
13	Riverine Police	
15	Coast guard	
16	Ministry of Environment, forest and climate change	
17	Ministry of Cultural affairs	
18	Department of Archeology	
19	Ministry of Shipping	
20	Department of Shipping	
21	Port Authority	
22	BIWTA/BIWTC	
23	Bangladesh Bank	
24	Customs and excise	
25	Divisional, district and Upazila Administration	
25	Local Government Institution	
26	Tourism related Committee	
27	Ministry of Chittagong Hill Track affairs	
28	Airport rent a car association	
29	Travel and Tourism Journalist association/ media (Print, Electronic, Social, Blogger, etc.)	
30	District Chamber of Commerce	
31	Money exchange	

11.2 Office Management

All stakeholders mentioned above must follow the health rules and guidelines issued by Ministry of Health and Family Welfare in providing tourism services related to allowing foreign and domestic tourists to visit tourist center, providing necessary assistance, ensuring security, determining the capacity of the tourist center, controlling the entry of more than the prescribed number of tourists, coordinating, publicity and promotion and providing other necessary basic facilities to the tourists.

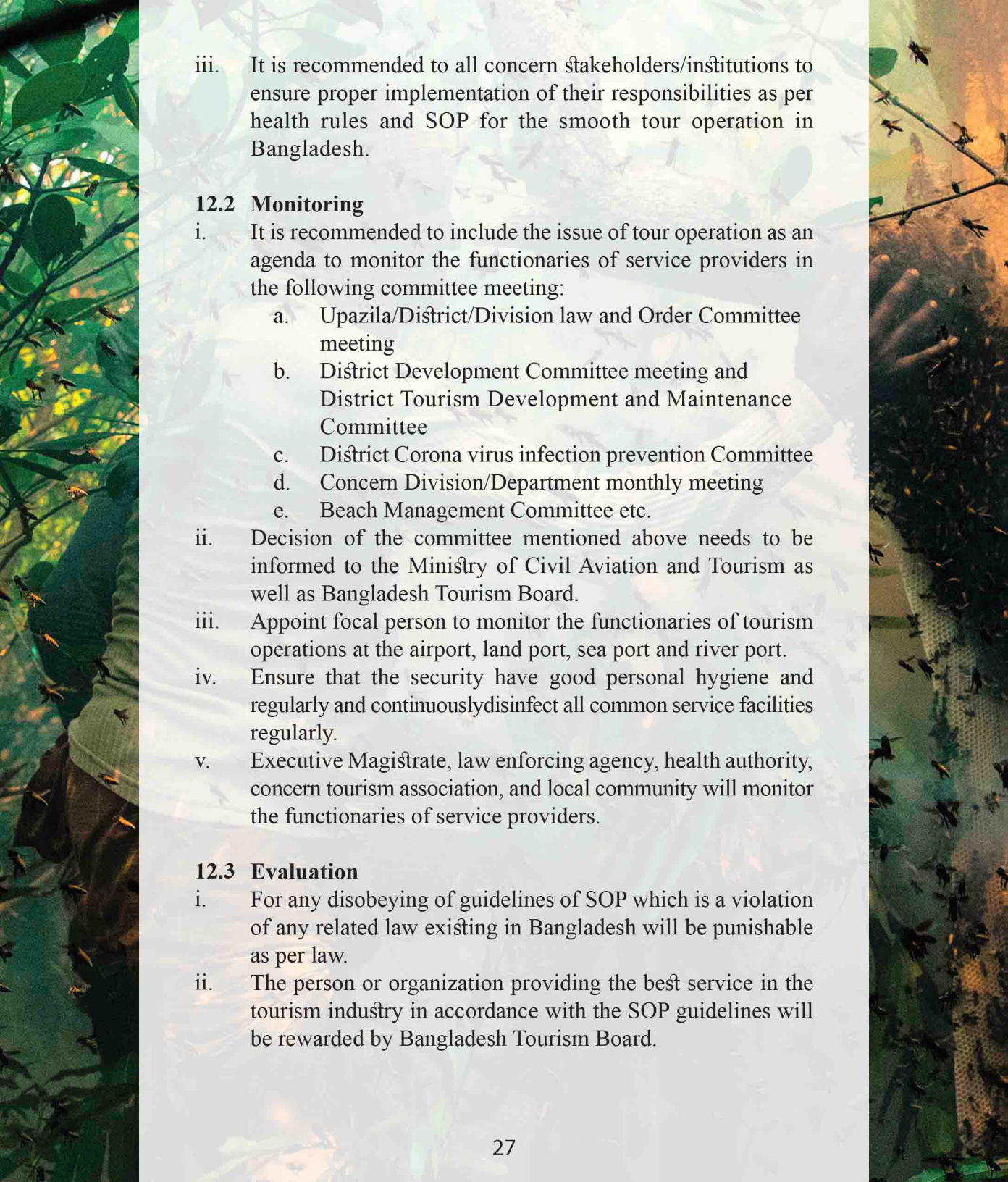
11.3 Public facility maintenance

- i. It is recommended to make coordination among all bodies working in the Airport, Land port, Sea port and River port to facilitate travelers quick and smooth delivery of services.
- ii. It is recommended to maintain records of tourist arrival and visiting different destination and send information to Bangladesh Tourism Board and other concern bodies in a regular basis.
- iii. It is recommended to apply and getting permission through online to visit any restricted tourism attraction, like Hill track area, forest etc.
- iv. It is recommended to launch online services in facilitating domestic and inbound tour operation in Bangladesh.
- v. Bangladesh Tourism Board (BTB) on behalf of Ministry of Civil Aviation and Tourism will arrange training, build awareness and coordinate with concern bodies for all functionaries of tour operation, ticket selling etc as per SOP.

Chapter 12 Implementation, Monitoring and Evaluation

12.1 Implementation

- i. All concern bodies will introduce a mechanism of facilitating the tour operation as per SOP.
- ii. It is recommended to all concern stakeholders/institutions to issue order to follow the SOP in tour operation.

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- iii. It is recommended to all concern stakeholders/institutions to ensure proper implementation of their responsibilities as per health rules and SOP for the smooth tour operation in Bangladesh.

12.2 Monitoring

- i. It is recommended to include the issue of tour operation as an agenda to monitor the functionalities of service providers in the following committee meeting:
- a. Upazila/District/Division law and Order Committee meeting
 - b. District Development Committee meeting and District Tourism Development and Maintenance Committee
 - c. District Corona virus infection prevention Committee
 - d. Concern Division/Department monthly meeting
 - e. Beach Management Committee etc.
- ii. Decision of the committee mentioned above needs to be informed to the Ministry of Civil Aviation and Tourism as well as Bangladesh Tourism Board.
- iii. Appoint focal person to monitor the functionalities of tourism operations at the airport, land port, sea port and river port.
- iv. Ensure that the security have good personal hygiene and regularly and continuously disinfect all common service facilities regularly.
- v. Executive Magistrate, law enforcing agency, health authority, concern tourism association, and local community will monitor the functionalities of service providers.

12.3 Evaluation

- i. For any disobeying of guidelines of SOP which is a violation of any related law existing in Bangladesh will be punishable as per law.
- ii. The person or organization providing the best service in the tourism industry in accordance with the SOP guidelines will be rewarded by Bangladesh Tourism Board.

Chapter 13

Departure Protocol of the Tourist during COVID-19

Following initiatives can be taken at the time of tourist departure:

- i. Check and record of every departing passenger's fever and health condition through an intensive health check conducted and administered by the Ministry of Health and Family Welfare officials.
- ii. Conduct survey jointly by tour operator/ travel agent/ host agencies and Bangladesh Tourism Board to understand the level of satisfaction on the health and safety measure of tourists during their entire stay in the country.
- iii. Provide PCR or Medical Test certificate to the departing tourist.