



COVID19 Guidelines

For Namaste Tourism Partners & Service Providers

Namaste Tourism would be expecting
its partners and service providers to
follow these minimum Guidelines to
ensure safety of its travellers from
COVID19

What are the Guidelines for air travel services?

Guidelines for air travel services...

- Consider providing masks for passengers for the duration of the flight
- Limit movement within the cabin during the flight
- Simplify catering and other procedures during the flight
- Provide in-flight sanitization tissues
- Reduce number of objects like baggage and souvenirs in the cabin



What are the Guidelines when receiving tourists at the port of entry?

Guidelines at the port of entry ..

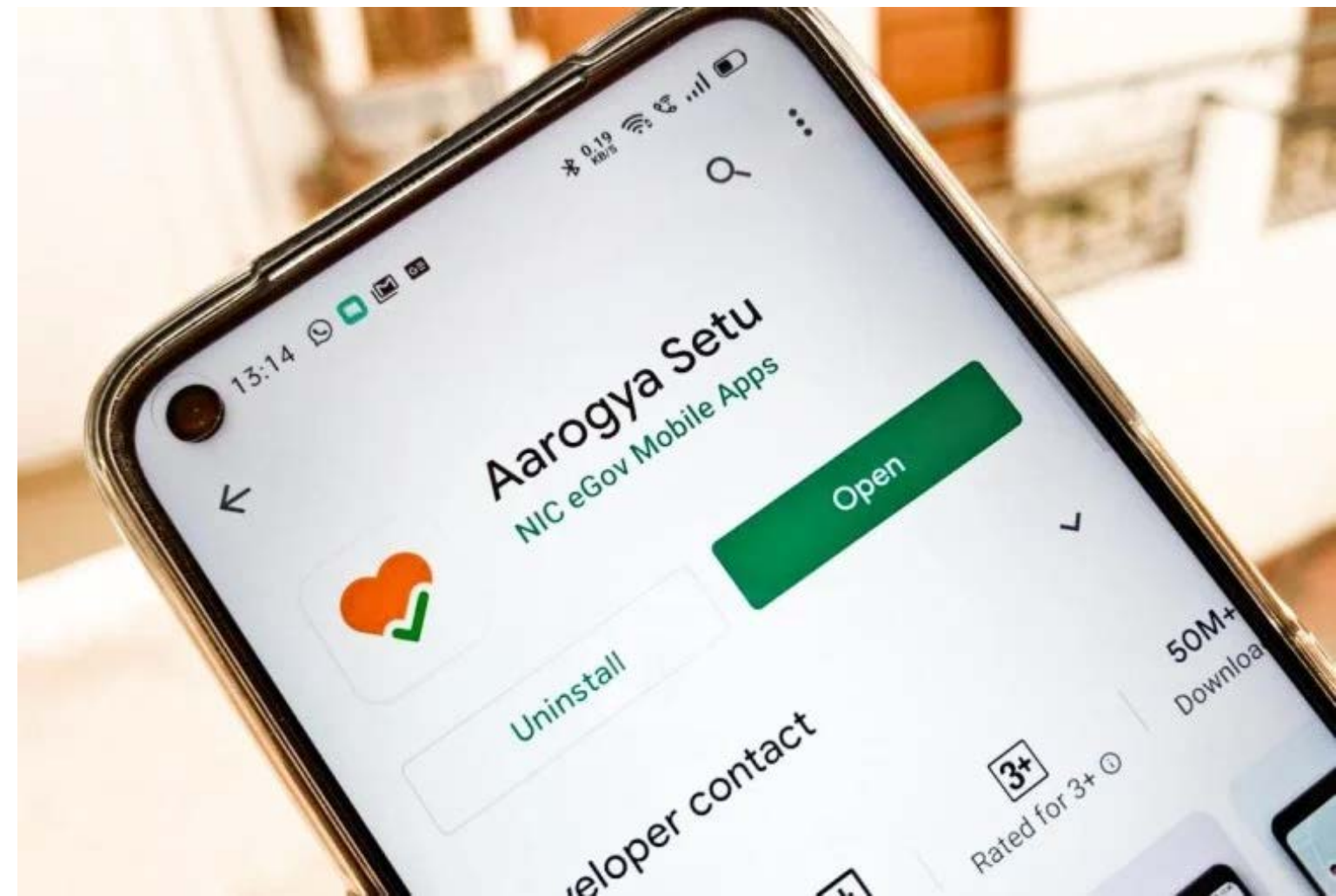
- Tourism personnel should carry sanitation equipment and wear mask for protection
- Ensure temperature check and mask usage before boarding of vehicle
- For large groups ensure at least one personnel is available for coordination with every 10 tourists



Guidelines at the port of entry ..



- Ensure gloves are used while handling of luggage. Spray and wipe luggage handles
- Ensure sanitizers are used before boarding the vehicle by tourist and service provider
- Aarogya Setu mobile application to be downloaded by tourist and survey questionnaire to be completed
- Sick or unwell tourist to be immediately taken for checkup to nearest hospital in separate vehicle



What are the Guidelines for hotel stays?

Guidelines for hotel stays ...

- Inform guests about hygiene protocols
- Implement contactless check-in and guest services
- Provide guests with hygiene welcome kit (with gloves, masks etc.)
- Keep physical distancing in common spaces
- Foster flexibility for operations



What are the Guidelines for transport facility providers?

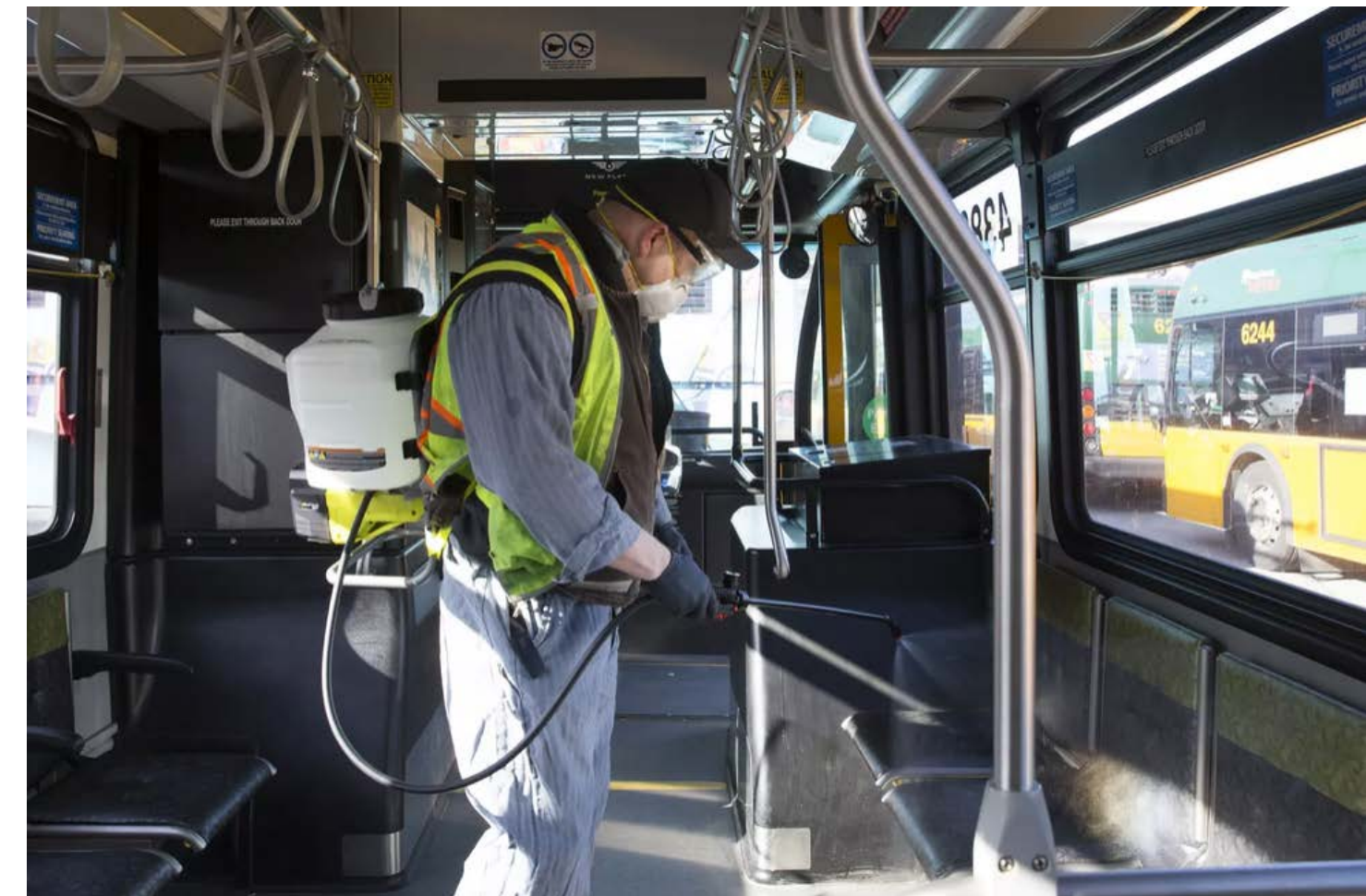
Guidelines for transport facility providers...

- All vehicles must be thoroughly disinfected prior to boarding of tourists.
- High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, small portable TV screens etc.) should be sprayed with disinfectant surface cleaner regularly
- Hand sanitizer dispenser and masks must be kept available in every vehicle



Guidelines for transport facility providers...

- AC buses – cleaning of interiors of air ducts on weekly basis
- Use of disposable seat covers, head rest covers are recommended for all vehicles
- Use of fiberglass partition between the driver and passenger's seat in buses and cars is recommended
- Emergency numbers should be displayed on all vehicles and made available with all employees and tourists



Guidelines for transport facility providers...

- Ensure all information provided to tourist is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)
- Strictly follow pre-planned itineraries with minimum layover at pre-determined stops only
- Limited use of public transport for large tour groups of more than 10 pax is recommended
- Health certificate should be mandatory for all drivers
- Drivers/helpers should always wear masks and gloves and should undergo thermal screening before every new assignment

What are the Guidelines for tourist facilitators & guides?

Guidelines for tourist facilitators & guides...

- Greet the tourists saying “Namaste”. No shaking of hands is recommended
- Ensure tourists are always accompanied
- Small group tours recommended with maximum 10 to 15 people for ease of implementing social distancing
- Limitation of passengers and social distancing to be maintained on shuttle rides, boat rides, jeep safaris, ropeways, etc.



Guidelines for tourist facilitators & guides...

- Ensure temperature check and face mask before entering a destination
- Ensure that tickets are bought online for destination if available to avoid queuing and long halts
- At Monuments / Museums, ensure gloves are worn by employees and tourists
- Microphones and headsets by guides and tourists is recommended
- Audio guides/ audio system should be provided to tourists wherever available



What are the Guidelines for adventure tourism providers?

Guidelines for adventure tourism providers ...



- Booking of tours and allocation of slots should be adequately done to avoid large gathering
- Regular temperature checks of employees and tourists/guests
- At the park/site ensure gloves and masks are worn by employees and tourists
- Ensure that guests are taken in small groups

Guidelines for adventure tourism providers ...



- Visitor numbers should be tightly controlled in activities to maintain adequate distancing between guests
- Ensure queue markers with enough distancing at public attractions, such as zip line
- Ensure all equipment and safari vehicles are adequately disinfected before and after every use

**What are the Guidelines
facilitating client
isolation on a trip
displaying COVID19
symptoms?**

Guidelines facilitating client isolation...

- Isolate the person and anyone who has been in close-touch with them
- Identify the appropriate authorities immediately and follow steps recommended by them
- If the client is staying in a hotel, alert hotel management
- The hotel will identify an area in the hotel where guests may stay. Guests are not to engage with other guests or receive visitors. Hotel staff will be able to deliver food and other supplies that the guest may require, please refer to specific hotel procedures

What are the Guidelines for providing services to isolated clients?

Guidelines for providing services to isolated clients ...

- Notify their friends/family of their condition
- Notify their insurance provider
- Notify the relevant visa consulate
- Booking/rescheduling their return flights
- Work with the relevant authorities to identify who they have been in contact with

How to travel during COVID19?

6 ways to travel safely...



01

Wear reusable masks

02

Maintain physical distance of 1 metre at all times

03

Wash hands thoroughly with soap & water or sanitizer. Also clean the surfaces

04

Avoid mass gatherings

05

Be empathetic towards others

06

Monitor your health regularly



Namaste Tourism encourages safe &
responsible travel

+91 9833128208 | info@namastetourism.com | www.namastetourism.com
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