



MINISTRY OF INFORMATION, TOURISM AND HERITAGE

ZANZIBAR COMMISSION FOR TOURISM

**STANDARD OPERATING PROTOCOLS FOR COVID-19 OUTBREAK
FOR TOURISM INDUSTRY**

(Draft for discussion)



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1.0 Introduction

The Zanzibar Commission for Tourism has developed protocols for operation of all types of tourism businesses to facilitate service delivery. The protocols serves as mean to fight against COVID-19 and it is align with the WHO and Ministry of Health guidelines and advice, and will be revisited as required on an on-going basis.

2.0 Environmental Cleaning and Screening

Regular cleaning of all common areas, guest rooms and work rooms is essential to protect the health and safety of guests and staff from COVID-19

General Cleaning Measures

- a) Train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate laundry and linen handling procedures;
- b) Ensure daily cleaning and disinfection of all common areas and surfaces;
- c) Ensure high touch surfaces are cleaned frequently - doorknobs and handles, telephones, elevator panels and buttons, light switches, tables, chair, desktops, washrooms and menus;
- d) The proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals;
- e) Clean visibly dirty surfaces before disinfecting. Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
 - ❖ Put cleaning and disinfectant solutions into clean buckets for use.
 - ❖ To avoid contaminating your cleaning solution, use clean cloths each time.
 - ❖ Immediately discard paper towels and disposable wipes after use.
- f) Floors and walls should be kept visibly clean and free of spills, dust and debris.
- g) Empty and clean garbage cans in public areas regularly;
- h) Items that cannot be easily cleaned and disinfected should be removed;
- i) All contact surfaces should be cleaned on a regularly with clean cloth and sanitizing solution;
- j) Service staffs should use proper protective gear when cleaning guest rooms/common areas while observing proper sanitary practices;
- k) Ensure single-use gloves are worn while conducting any sanitary cleaning procedures.
- l) Discard torn gloves in a garbage receptacle, wash hands thoroughly and replace with a fresh pair;
- m) Avoid hugging and shaking hands, wash hands frequently with soap for at least twenty (20) seconds and avoid touching face, nose, eyes and mouth;
- n) Practice social distancing and maintain distance of at least 1 m (3 ft).
- o) Hand disinfection should be indicated after exchanging objects with guests; and
- p) Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced.



During tourist visits within the country

- a. Ensure the Transport service providers/guides/the persons who come to pick the guests/tourists are strictly following the COVID-19 instructions according to the guideline issued by the Ministry of Health and Zanzibar Commission for Tourism;
- b. Once the guests arrive at the tourist attraction site or a destination/hotel strictly enforce the COVID 19 preventive measures according to the given guidelines.
- c. Periodically check to ensure that the procedures are in place to manage COVID-19 suspected cases in any of the tourism related places or activity centers. V
- d. Ensure compliance of all tourists and tourism service providers to the government issued orders, guidelines and health advisories on COVID-19.

Business Management (responsibility of business)

During the operation of the business manager should consider the following:-

- a. Prepare early symptom reporting system for staff and temperature checks. All staff members should have their temperature checked on arrival and before departing;
- b. Facilitate staff living-in on-site as far as possible and where staff cannot live in, private transport use for staff is encouraged- reduce as far as possible staff use public transport;
- c. Any staff transport vehicles must adhere to the same protocols as visitors vehicles with respect to sanitizing, cleaning, capacity, entry and exit and driver interaction.
- d. Provide sufficient masks to employees;
- e. Shifts may be staggered slightly (e.g., 10-minute intervals) to avoid queues at staff entrances and congestion in locker rooms/ changing rooms;
- f. Staff uniforms may be reduced in complexity and limited to simple items. Correct uniform change and uniform laundry procedures must be followed;
- g. Staff kitchens, canteens, and bathrooms must be operated under the same hygiene, sanitizing and spacing standards as guest restaurants;
- h. Only paper towels must be provided in bathrooms; and
- i. Review all work procedures to minimize all opportunities for staff contact with splashes and spraying.

Staff/Employee Health

- a. Maintain a distance of at least one (1) metre from persons who are coughing or sneezing;
- b. Contact first aid station while on duty if having any respiratory symptoms;
- c. All employees are to exercise good hand hygienic practices by using alcohol-based sanitizers and/or liquid soap with frequent hand washing for 20 seconds;
- d. Avoid close contact with anyone showing symptoms of respiratory illness. If you observe a coworker or guest with respiratory symptoms, please report this to your Supervisor or Manager for their follow up.



Screening items and their use

- a. The screener should always clean their hands before applying the mask;
- b. The screener can keep the same mask on until it becomes moist or damp inside.
- c. Avoid touching the mask with dirty hands or contaminated gloves will render the mask also contaminated, so every effort should be made avoid touching the mask;
- d. Always wash hands before putting on gloves and after removing them;
- e. The screener will be asked to take temperatures of anyone entering the premises. The non-contact infrared thermometers are held 3 to 5 cm away from the screened person.

3.0 Travel and Entry Point Procedures

General Procedures

- a. The passengers and cabin crew should wear mask;
- b. Physical distancing should be observed;
- c. Ensure minimal contact with cabin crew;
- d. **Introducing timed slots;**
- e. Encourage all inbound passengers to complete the **online visa forms;** and
- f. Provide packed meals whenever possible.

Check-in and Boarding

- a. The Airport to receive the flight manifest and flights or airlines should be notified that their passengers will be either subjected to Department of Immigration and Ministry of Health pre-screening;
- b. All airport staff facing passengers must be adequately equipped with protective gear.
- c. All passengers **shall** be subjected to thermal scanning by public health officials to detect body temperature;
- d. Staff shall provide information to passengers on the potential risk of Covid19 and advise on preventive hygiene measures;
- e. Screening procedures shall be put in place at all locations for all crews and passengers for the purpose of flying on aircraft;
- f. All staff and passengers shall be screened before entering any airport compound and aircraft;
- g. All staff and porters should wear PPE and frequently use hand disinfectants;

Screening Process at entry

- a. Where possible keep a distance from any person ideally 1 meter minimum;
- b. Passengers shall have their tickets checked for correct approval/boarding stamp and then have their hands sanitized or washed prior to boarding the aircraft; and
- c. Ensure gloves are always worn when loading and unloading passenger baggage, cargo and pouches



Sea Ports

- a. Vessels should be notified that their passengers will be subjected to Ministry of Health pre-screening;
- b. Any passenger aboard the vessel that has or is showing symptoms of illness, the vessel's captain should instantly report to Ministry of Health;
- c. All seaport staff facing passengers must be adequately equipped with protective gear.

Luggage collection Disinfection procedures

- a. To make sure the safe distance of minimum one meter in the collection point and the safe communication
- b. Keep an alcohol rub/hand sanitizer to use as frequently as possible or alternatively wear gloves to collect and handle the luggage (Gloves should never be re-used and must be disposed into a closed bin (foot operated) when the duty shift is over).
- c. The trolleys should be disinfected when used by one customer. It is recommended to keep disinfected trolleys and used trolleys separately with notices for users.

Common facilities used by tourists

- a. Make sure the safe distance of minimum one meter and safe communication in the common areas;
- b. In the washrooms disinfect frequently touched areas such as water taps, door / towel / cistern handles, and seats and cover flaps, wash basins, door knobs, buttons and switches using standard quality material; and
- c. Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.

Duty free shops

- a. Ensure at least one-meter spacing between customers at all times and limit the number of customers within the store to allow the one-meter spacing; and
- b. Sanitize your hands when you enter the store, ideally with your own sanitizer or, if available at the store. Avoid contact with surfaces as much as possible.

Information and Travel counters

- a. Ensure the all visitors/staff wear face masks in the correct methods;
- b. Explain about the basic safety measures during stay and tour;
- c. Provide the government approved operational guidelines of tourism;
- d. The bank staff must encourage customers to do on-line payments and card payments minimizing cash handling.

Airport Transfers

- a. Airport transfers will only be allowed through registered taxies/certified Tour Operators or through pre-approved private vehicles;

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- b. Transport will be by pre-approved vehicles cleared for all health & safety standards;
 - c. Clearance checks will be done by Zanzibar Airport Authority in consultation with Zanzibar Commission for Tourism at the airport;
 - d. Taxi should carry maximum of 2 passengers and group transport to keep a safe distance of at least one meter between seated passengers;
 - e. Keep an alcohol rub/hand sanitizer, wear the safety mask and use gloves is compulsory while traveling; and
 - f. Maintain safe distancing during communication

4.0 Accommodation Services

Reception Desk

- a. Receptionists should be:
 - ❖ Sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment;
 - ❖ Capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guest may require;
 - ❖ Able to advise guest with respiratory symptoms to stay in their rooms until they are seen by a doctor as well as to provide basic hygiene recommendations when asked;
 - ❖ Take all necessary precautions, including physical distancing and use masks of when they are performing their duties;
 - ❖ have immediately available the telephone numbers of the health authorities for use whenever there is the possibility that a guest may be ill; and
- b. At the reception there should be a medical kit; and
- c. Cash handling should be minimized. Credit and debit cards and signing to accounts should be maximized. If a guest or staff member handles cash, hand sanitizing should happen immediately afterwards.

Housekeeping during a guest's stay

- a. Housekeeping staff must practice diligent hand hygiene at all times during their shift;
- b. Do not provide housekeeping service within guest rooms during their stay;
- c. Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room;
- d. Leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms. Provide these items at a frequency that maintains good hygiene;
- e. Provide plastic bag for the guest to place their dirty linens or other waste; and
- f. Advise guests to tie laundry and waste bags shut and leave them outside their door for collection.

Housekeeping after a guest's stay

- a. All guest rooms must be fully cleaned and disinfected after every use;

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- b. Ensure staff do not enter guest rooms until authorized;
 - c. Staff should wait three (3) hours after a guest has left the room before entering for housekeeping;
 - d. Cleaners must practice diligent hand hygiene before entering and after leaving each guest room. They should use the standard Personal Protective Equipment through their normal course of work;
 - e. Use clean cloths, paper towels or wipes to clean and disinfect surfaces and immediately discard paper towels and disposable wipes after use;
 - f. Complete a thorough cleaning and disinfection of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans;
 - g. Steam clean fabric items that cannot be laundered (e.g., plush chairs and drapes); and
 - h. Empty all garbage containers and discard all items left in the room by guests;

Cleaning and disinfection

- a) Special consideration should be given to the application of cleaning and disinfection measures in common areas such as restrooms, halls, corridors and lifts;
- b) Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches and doorknobs.

Room setting and cleaning procedures

- a. Maximum number of inhabitants per room especially where backpackers / hostels/ dormitory style bedrooms (non-family members sharing) is suggested to 4-5metre squared minimum spacing per bed depending on the size of room;
- b. Room cleaning frequency may be reduced and linen change frequencies reduced to lower contamination risks;
- c. To reduce surfaces in rooms, all excess objects such as cushions, throws, extra blankets and décor items should be removed. All other superfluous items which can be removed should be, and guests may have certain items on request for guest collection;
- d. Mini-bar stock should be reduced to a minimum or mini-bars emptied with limited stocking on request;
- e. Hand sanitizer should be provided in-rooms for guest use;
- f. New room cleaning standards will be required and room cleaning staff must be trained on these standards;
- g. Room cleaning staff must sanitise their hands and shoes, and disposable aprons on finishing each room and before entering the next room;
- h. On check-out all furniture, all surfaces, all movable items, walls and all floors should be thoroughly cleaned with an effective disinfectant and bathrooms thoroughly cleaned including all wall surfaces;
- i. Consideration should be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms;

- j. If windows can be opened, they should be opened during room cleaning;

Waste Management

- a. Wherever possible, waste should be handled by a designated person or small, designated team;
- b. Staff should wear disposable gloves to remove waste from guest rooms and common areas;
- c. Ensure staff remove gloves and perform hand hygiene immediately after handling and disposing of waste;
- d. A single, sturdy, leak-resistant garbage bag is sufficient for containing waste;
- e. If a garbage bag is punctured or contaminated, it should be placed into a second bag; and
- f. All bags should be securely closed and immediately placed in the main disposal bin for the facility.

Laundry

- a. Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed;
- b. If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed;
- c. Do not shake dirty laundry to minimize the possibility of dispersing the virus through the air;
- d. Clearly mark laundry bins as 'clean' or 'dirty' and ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins;
- e. Clean and sanitize the front loading area of washing machines frequently; and
- f. Laundry attendant must sanitise and wipe down all surfaces and washing machine doors inside, the tumble dryer; outside and the door handle is sanitised.

Pools & Pool Areas

- a. The number of loungers should be reduced and they should be spaced at two meters between groups of two loungers;
- b. No inter-group play or mingling must be permitted in pools;
- c. It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards;
- d. It is not recommended to swim or bathe in natural water bodies such as sea.

Loading Bay

- a. All luggage should either be sprayed with a disinfection spray after off-loading, or wiped, with a minimum of all handles and corners carefully wiped with surface sanitiser;
- b. Staff handling luggage should sanitise or wash hands immediately before and after touching luggage;
- c. If the guest handles their own luggage to move it into or out of, the vehicle or room, and it is not touched by staff, then wiping or spraying is not required;
- d. Delivery people on the premises should be kept to a minimum;

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- e. Staff members manning the loading and off-loading should wear shoe protection/gum boots, protective boiler suits or gowns, and wash hands frequently between each delivery or upload;
 - f. All goods must be fully sanitised at a station at the loading bay before entering the stores and refrigerators- spay sanitizers are recommended; and
 - g. The entire area, and all its surfaces should be sanitised at regular intervals

Supporting guests in self-isolation

- a. Advise guests in self-isolation not to use any common hotel areas, equipment or appliances;
- b. Support self-isolated guests to have food delivered to them. If onsite food service is not offered or food service and food delivery options are not available, provide information on local restaurants offering delivery;
- c. Support self isolated guests to procure prescriptions and medications as follow:-
 - ❖ Provide information on local pharmacies or herbs offering delivery.
 - ❖ If pharmacy delivery is not available, asymptomatic guests in self-isolation can leave to obtain prescriptions and medications or traditional herbs.

Handling COVID-19 suspect cases

- a. If the guest falls ill or requests assistance from their room, the guest should be isolated in-room. Companions travelling with the affected person(s) should also be isolated until the Public Health officials arrive on property;
- b. While observing regulations in relation to the protection of personal data and the right to privacy, it is recommended manager:
 - ❖ to monitor potentially ill guests in the establishment;
 - ❖ treat guest information with discretion leaving it to medical services to evaluate the situation and make appropriate decisions;
 - ❖ Report to the Ministry of Health.
- c. It is recommended that if someone has to be quarantined:
 - ❖ Guest(s) must be confined to room at all times and mask(s) should be given to guest(s) and be worn by guest(s) when making any contact with staff;
 - ❖ A table should be set up at the entrance of room or outside door. This is to facilitate the transfer of food or other items. Limit any accidental contact with guest(s);
 - ❖ Disposables should be used at all times or assigned items (specifically assigned crockery, glasses and silverware) when serving food. When clearing all staff should wear gloves and dispose of them immediately after;
 - ❖ All dirty linen should be placed in a separate labeled bag; and
 - ❖ Room should be as isolated as possible (no shared balconies et cetera).
 - ❖ Surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s) should be cleaned with a regular household disinfectant solution; and
 - ❖ **If health of the quarantined tourist became critical, he/she will be transferred to the health center allocated for that purpose.**

5.0 Tour Operators, Craft Traders, Taxi Driver and Water Sports Operators

General Procedures:

- a. All tour operators, taxi drivers, craft traders, and water sport operators who are required to interface with guests are to ensure that they pay attention to any sign of severe coughing or sneezing from guests with whom they are interacting;
- b. All effort must be made by all tour operators, taxi drivers, craft traders, and water sport operators who are required to interface with guests, to protect themselves by having sanitizers, gloves et cetera or any other item(s) required for personal safety, available in their workspace, such as vehicles, stalls and vessels.
- c. All tour operators, taxi drivers, craft traders, and water sport operators should minimize personal contact with guests with whom they must interact;
- d. All vehicles and vessels should to be sanitized with disinfectant wipes and/or sprayed between each transfer or trip;
- e. Should there be a suspected case make note and report case to the Ministry of Health officials immediately. Information should include, if possible, person(s) name and address of accommodation and a basic description including identifiable features;
- f. It is recommended to obtain records of past travel details from the tourists prior to confirmation of the booking;
- g. Provide adequate time to get in to the vehicle and get down from it in order to practice non touch technique inside the vehicle/during the travel; and
- h. Health promotional messages and recommended behavior should be transmitted through the public address system/printed and pasted notices inside the vehicle at appropriate times

Tour guiding/excursion

- a) Ensure PPE available and hand sanitizer/wipes within vehicle/vessels;
- b) Objects in vehicles/vessels must be reduced through removing all but essential items;
- c) Vehicles or vessels used frequently for short trips should undergo a surface clean between every trip, wiping down with sanitizing wipes;
- d) All vehicles after longer trips, or at the end of a day, should go through a deeper clean, and car hire vehicles must go through a similar deep clean on return;
- e) All mats and loose items must be removed and cleaned and all surfaces inside and outside well-cleaned with a suitable disinfectant;
- f) The vehicle or vessel occupancy should not more than 70% of the capacity, with discretion in seating family/friend groups together. For small cars, only one person can be seated in the rear, unless the visitors concerned are people from the same small family/friend group who are sharing a room.
- g) Taxi service (registered) should carry **maximum of 2 passengers**
- h) Ensure the safe distance of minimum one meter at all times including travel and communication
- i) Drivers or vessel operators should:
 - ❖ be issued with appropriate sanitizer to kill all germs, face mask & disposable gloves;

- ❖ wear mask when in close proximity of guests;
 - ❖ Wear gloves when handling luggage;
 - ❖ Wear gloves while sanitizing the vehicle or vessels;
 - ❖ Sanitise the vehicle or vessel every time before entry of passengers;
- j) Passengers must sanitise hands every time before entering a vehicle;
- k) The tour guide must:-
- ❖ wear mask when he/she is closer than 2 meters from any guest;
 - ❖ Use **microphone (or the like)** to communicate with groups outside of the vehicle;
 - ❖ Maintain social distancing;
 - ❖ not to share meals with guests;
 - ❖ Wear gloves when using public transport, public ablution, ATMs or any other service generally used by the public; and
 - ❖ Encourage guests to wear gloves during the excursion or when using public transport, public ablution, ATMs or any other service generally used by the public;
 - ❖ Ensure tourists are checked for temperature and respiratory symptoms such as cough or runny nose or shortness of breath regularly during the tour;
 - ❖ All health related observations of tourists should be recorded in declaration forms;
 - ❖ Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms should be reported to Ministry of Health

6.0 Visitor Attractions and experiences

- a. Attractions vary in risk level dependent on their nature. It is advisable the business to observe the following:-
- ❖ Limit number of entry/exit points;
 - ❖ Limiting number of visitors in premises to maximize social distancing space;
 - ❖ Practice social distancing principle by floor markings;
 - ❖ Frequently clean premise/objects with hand sanitizer and wipes at entrance;
 - ❖ Scheduled surface cleaning throughout the day;
 - ❖ Introducing timed slots;
 - ❖ Body temperature checking prior to activities
- b. Allow time between activity sessions for cleaning and minimizing social contact between arriving and exiting customers;
- c. Adventure activities which need very close body contact with the animator (Example sky-diving/para-gliding etc) should not be operated until risk is evacuated;
- d. Foot operated covered bins must be available and all trash need to be disposed using.

7.0 Meeting, Conference and Mega Events

- a. Ensure service staff wears proper protective gear when cleaning common areas while observing proper sanitary practices;
- b. Staff and participants should minimize personal contact and avoid hugging and shaking hands;

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- c. Provide hand washing facilities at the entrance preferably with a foot or elbow operated tap and make sure that each visitor washes hands before entering;
 - d. Instruct customers to wait in a queue until their turn keeping 1m distance. Queue arrangement must be available where necessary;
 - e. For outdoor events it is recommended that the number of people should not exceed twenty and observe the following:-
 - ❖ Avoid hugging and shaking hands, wash hands frequently with soap for at least twenty (20) seconds and avoid touching face, nose, eyes and mouth; and
 - ❖ Practice social distancing and maintain distance of at least 1 m (3 ft);
 - ❖ Check the temperature of all guests entering the reception hall.
 - ❖ Guests / visitors must ensure to sanitize their hands regularly.
 - f. For indoor events, it is recommended that designated personnel open and close the doors to prevent multiplicity of persons touching door handles. If sanitizers are available, designated personnel should squeeze a few drops into the hands of each person entering the facility to sanitize hands before entering; and
 - g. Permits for public gatherings, international events are subject to postponement or cancellations by the issuing authority or Ministry of Health if they pose a risk to public health;
 - h. Conferences and meetings will be operated on a similar basis to other restaurants, with revised floor plans and reduced capacities at 50%, or ensuring 1.5-metre distance between delegates;
 - i. Any pens and papers provided will be on request, and delegates will be told to keep any such pens and papers in their possession; and
 - j. Any pens left will be wiped or disposed of, and paper left will be disposed;
 - k. Disposable paper cups and cutlery are recommended. If not practically implemented, make sure that guest refrains from sharing glasses, plates and spoons; and
 - l. Set menus are recommended and buffet arrangements are highly discouraged. If it is required to have a buffet, self-service by a designated staff members must be appointed to serve food, to avoid guests handling common utensils.

8.0 Food and Beverage Services

Food Handlers

- a. Food handlers must regularly wash hands, even if they have no disease symptoms. This includes (but is not limited to) before starting, before preparing or handling food, after handling waste, after using the toilet, after blowing their nose, sneezing and coughing, after eating, drinking or smoking, and after handling money or credit cards; and
- b. Food handlers must avoid touching their eyes, nose or mouth with unwashed hands.

General Food Service Precautions

- a. Protecting foods from contamination, minimizing direct handling of food and preventing cross-contamination of foods;
- b. Discard any foods that may have been contaminated from coughs or sneezes;

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- c. Clean and sanitize utensils and surfaces in the kitchen regularly using standard sanitizing solutions;
 - d. Increase frequency of cleaning and sanitizing of food contact surfaces and high-touch areas;
 - e. Wash/sanitize used dishes using regular procedures;
 - f. Do not provide common water coolers or lobby snacks for guests;
 - g. Encourage guest and staff hand hygiene before all meals. Make plain soap and water or alcohol based hand sanitizer available to support this activity, where possible; and
 - h. Regularly clean and disinfect equipment used for handling payments.

Delivering and Picking Up Food Trays

- a. Restaurants, breakfast, and dining room and bar staff should perform personal hygiene as strictly as possible. Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands;
- b. At the buffets, guests should avoid handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service. The coffee machines, soda machines, and others should be cleaned and disinfected at least after each service and more often if necessary;
- c. Whenever possible, it is recommended to have a **maximum of 4 persons for 10 square meters**. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1m apart and that guests face each other from a distance of at least 1m. At any queuing point, tape or rope must be used to manage queues and spacing at 1.5 meters. Queuing situations must be monitored and adjusted if proven to be inadequate;
- d. Menus should be revised to reduce complexity e.g., reduced buffet options. Any buffet service should be handled by staff only. Self-service juice, coffee etc. machines and receptacles should also be manned by staff;
- e. Menus should be replaced with electronic menus (on sanitised tablets), or a fixed board, or printed disposable menus. Otherwise menus must be sanitised after each guest use;
- f. Waiting staff to stand at least a meter from tables with floor markings to assist. The excess space can be used for serving tables/stations on which plated food is placed close to the guests' table and the guest collects the food from that table. As much as possible only essential items should remain on tables;
- g. Clearing and cleaning systems must be implemented with designated containers for different items cleared and sealable refuse containers for food waste. Clearing staff should be different to service staff where size and volumes permit;
- h. Room service should also move to deli/takeaway style with disposables. Trays/boxes/ containers should be left outside the room on the floor, or on a tray, after the guest has been alerted to the delivery by knocking or ringing. The staff member delivering should then stand back two meters until the guest has retrieved the food delivery;
- i. The guest should be requested to leave the used disposable items and waste in the bag provided outside the room after they finish; and

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- j. Proper hand hygiene must be practiced before delivering and after picking up food trays. Regularly clean and disinfect carts used for transporting food and picking up dirty dishes.

Kitchen and dishwashing

- a. Regular food trays, dishes and utensils can be used for guests;
- b. Minimize the use of sprayers to remove food and residue;
- c. Regularly clean and disinfect carts used for transporting food and picking up dirty dishes;
- d. Clean and sanitize all dish buckets (dirty and clean) after each shift; and
- e. Maintain separation between clean and dirty dishes in the dish washing area;
- f. Staffing levels may have to be reduced to facilitate spacing and workstations should be demarcated to indicate the physical spacing required;
- a. Equipment must be sanitised frequently using surface sanitizers and utensils, pots and pans, and receptacles, should undergo more frequent hot washing;
- b. Kitchen equipment and guest crockery and cutlery should be washed separately;
- c. Ventilation should be maximized either with open windows or efficient air-conditioning.

9.0 Spas and Wellness Centers

- a. Make sure the client wear a face mask, if not please provide one;
- b. Non-contact options is preferred such as saunas and steam rooms, but with all hygiene, sanitizing and spacing protocols applied;
- c. Conduct temperature screening for customers at entrances to detect customers with fever;
- d. Recommend all customers to take a shower/at least a body wash prior to treatments;
- e. Wiping the stations and chairs with anti-bacterial cleansing solution after each client;
- f. Wiping down frequently used surfaces throughout the day;
- g. Having hand sanitizer available throughout the salon for clients and staff;
- h. Continuing to sanitize combs, brushes and other tools after each use;
- i. Whenever possible, seating clients at every other station to create more distance;
- j. All staff should wear masks when working with clients face-to-face; and
- k. Always keep a distance with the other client who is having treatment (At least 6 feet).

10.0 Safe Distancing Measures for Tourism Vendors

- a. Retail establishments certified by the government and that are permitted to remain open must adhere to safe distancing measures by putting in place a queue management system to minimize crowds within their premises;
- b. Use floor markers to clearly demarcate queue lines for customers at cashier counters, or where required;
- c. Ensure at least one-meter spacing between customers is enforced at all times, and limit the number of customers within the service area to allow for the one-meter spacing; and



d. Issue special identification card and it will be strictly prohibited for any body without ID to visit the tourism zone/site.

- Handwashing
- Sick people has to stay home
- Screening at the airport
- Pre-screening
- Housekeeping for long stay
- Doing rapid test, COVID -19 certificate
- Minimise use of Disposable/Mask in relation to
- Screening of visitors
- COVID -19 label
- Only few hoteliers will servive
- People who are less than 40 will travel
- Develop Log book
- Health center
- Housekkeping
- Taxes
- Kupunguza watoto/nzi