



tourblue

COVID-19 HEALTH & SAFETY RESPONSE GUIDE

UPDATED ON AUGUST 2021 (VERSION 2.1)





EASE OF MIND WITH TOUR BLUE



Flexible cancellations

We would like to help you plan and book your next stay for clients with confidence, and we have several ways to support you by offering more flexibility to amend or postpone your booking. All bookings (amended, postponed, new bookings) made from 01st September 2020 to 31st December 2020, can be changed 14 days prior to arrival, with no cancellations applied. Traveling period valid until 10th December 2021.



Strict COVID safety adherence

Beginning from the tour blue office, we will carefully manage and monitor all client touch points including chauffeurs, accommodation, guides, jeeps, and other excursions to make sure that standard operating procedures put in place by the ministry of health is strictly adhered to.



24/7 Help line

Tour blue clients and partners will have access to emergency hotline, through which assistance can be provided for any tour related issues via Whatsapp.



24/7 Virtual doctor access

Guests who holiday with Tour Blue have access to over 450 GPs and specialists at any time, through Sri Lankan health tech application oDoc

TABLE OF CONTENT

1.0 General Measures

2.0 Tour Blue clients

2.1 Pre arrival check list

2.2 Health and tour declaration form

2.3 General Covid-19 safety measures to be taken during the tour

2.4 Items to carry while on tour

3.0 Tour Blue Team and service providers

3.1 Revision of travel plans

3.2 First Night close to the airport

3.3 Clients who do not adhere to the guidelines

3.4 All arrangements to be made only with SLTDA registered individuals/ establishments

3.5 Registration of chauffeurs and guides

3.6 Process to manage a client with COVID symptoms

3.7 Health and safety checklist and procedure during tour

3.8 Vehicle cleaning checklist on tour

3.9 Procedure to follow post tour





1.0 GENERAL MEASURES



Team Tour Blue

- Arrangements will be made for the team to arrive and depart office premises safely.
- A detailed daily anti infection cleaning routine will be implemented at the office.
- Access to health screenings will be made available for the team
- Option to work remotely, when required will be made available



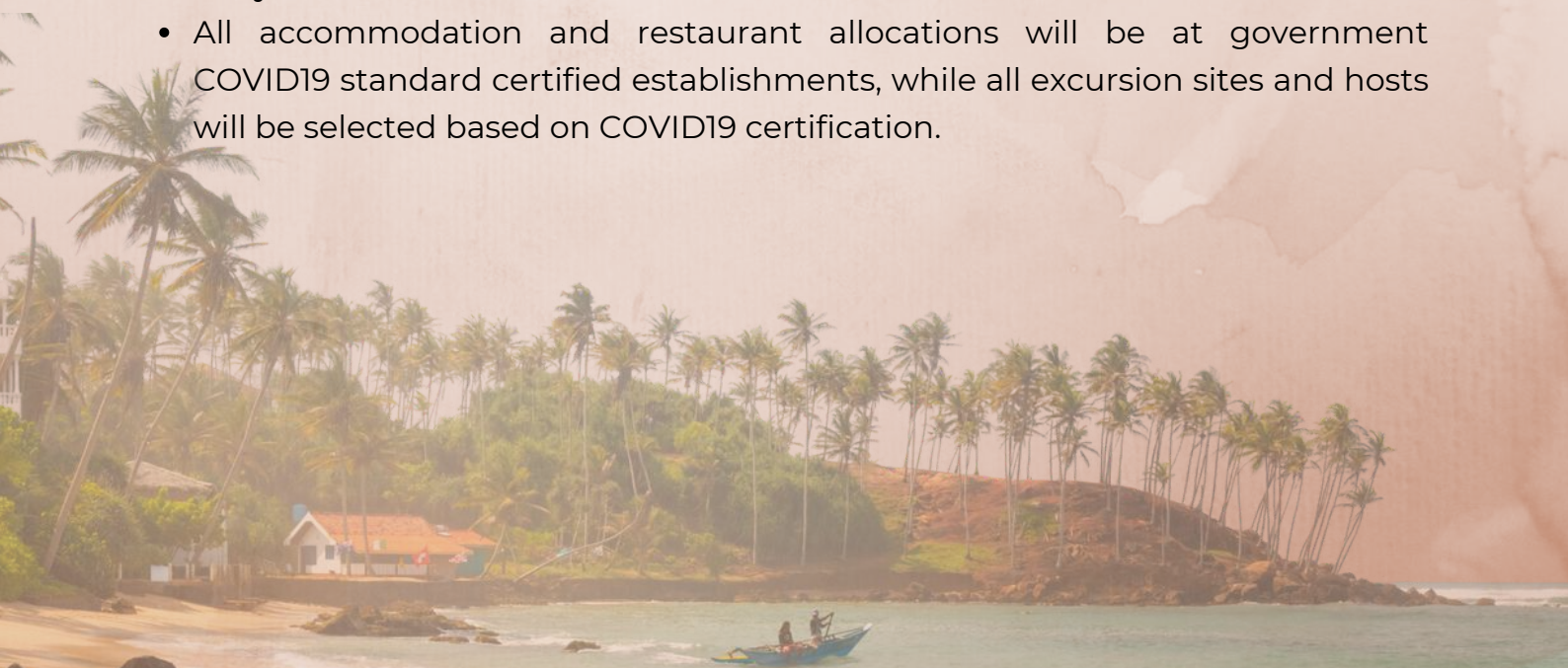
Our Clients

- Hand sanitizers and masks will be added to our standard welcome pack
- Measures with regards to Chauffeurs, hotels, and excursions to ensure a safe travel environment



Hotels, Chauffeurs, Guides, Jeeps, Excursions

- Pre tour health screening for all chauffeurs and guides.
- Daily standard anti infection routine for vehicles
- All accommodation and restaurant allocations will be at government COVID19 standard certified establishments, while all excursion sites and hosts will be selected based on COVID19 certification.





2.0 TOUR BLUE CLIENTS

All clients will be requested to adhere by the following guidelines, with the support of Tour Blue team.

Note - Some conditions are subject to change, based on updated government regulations to be published soon.

2.1 Pre arrival check list (To be sent via e mail and response received 1 day prior to arrival in Sri Lanka)

- 1.Has any member of the travelling group shown any symptoms of COVID-19 in the past three weeks?
- 2.Has any member of the travelling group been in the proximity of a COVID-19 positive patient in the past three weeks?
- 3.Has any member of the travelling group travelled to any black listed regions in the past three weeks (Black listed regions will be updated based on SLTDA advise)?
- 4.Has any member of the travelling group been in the proximity of an individual who has visited a blacklisted region in the past three weeks?
- 5.Has any member of the travelling group received a positive PCR test, during the pre-travel screening?

Note to Tour Blue team members – an answer of “Yes” to any of the above will result in a request to change travel plans.

2.2 Health and tour declaration form (To be filled for each member of the travelling group and sent 1 day prior to arrival in Sri Lanka)

- 1.Name
- 2.Date of Birth
- 3.Address
- 4.Emergency contact person
- 5.Emergency contact Phone and e mail
- 6.Recent Travel history (Past 3 months)
- 7.Travel route to Sri Lanka
- 8.Itinerary in Sri Lanka including accommodation
- 9.Any underlying health issues?
- 10.Next destination
- 11.Health Insurance information
- 12.Have you received and understood the Tour Blue Post COVID operational guideline?



Note to clients – The first night of the stay in Sri Lanka should be booked at a SLTDA registered accommodation provider close to the airport.

2.3 General Covid-19 safety measures to be taken during the tour

- To ensure social distancing, maintain a gap of 6 feet at the airport, hotels, and excursions.
- Ensure hand hygiene by regularly sanitizing them and avoiding contact on surfaces as much as possible. Use an alcohol-based hand sanitizer.
- Do not touch your face or eyes with your hands before washing them properly.
- If you are sneezing or coughing, use a tissue and dispose it of properly.
- Report to the airport around two to three hours before boarding. Don't unnecessarily spend your day at the terminal.
- Cooperate with all health and airport officials and abide by their word of advice.
- Please ensure that the safety mask is worn in all required areas.

2.4 Items to carry while on tour

- Negative PCR test result
- Health declaration form
- Hand sanitizers
- Face masks, gloves and any other protective gear
- Travel insurance





3.0 TOUR BLUE TEAM AND SERVICE PROVIDERS

Team Tour Blue and ground operations partners will adhere by the following guidelines.

3.1 Revision of travel plans

- **Pre arrival**
 - Any answers of “Yes” in the pre arrival check list, or issues in the health declaration form will result in a requirement to change travel plans. Please, assist clients accordingly to visit Sri Lanka safely with a revised travel plan.
- **On tour**
 - In the event of an outbreak in some part of Sri Lanka during the tour, please contact the client, and if required, make changes to the itinerary ensuring that outbreak zones are avoided adhering to the authorities and MOH guidelines.
 - In the event where an area goes in to lock down while the client is still travelling in the region. Please coordinate with the MOH officials and law enforcement authorities to change the itinerary while ensuring safety of the clients and Sri Lankans living in other regions. Please maintain communication with the client at all times via whatsapp enabled tab provided and phone.

3.2 First Night close to the airport

- All clients will be made aware at the planning stage, that the first night in Sri Lanka should be spent close to the airport .
- In the event where, the plan does not include a night close to the airport, or have accommodation set up in the itinerary at a non-registered entity, Client will be and assisted with the changes, to comply with guidelines.

3.3 Clients who do not adhere to the guidelines

- In order to ensure that all clients are aware of required safety measures and protocols, please forward all Tour Blue SOP guidelines and measures to each client before confirmation of the tour.
- If a client refuses to adhere to a guideline on tour (Eg. Wear mask), please follow a 3 step process. The first step would be to get in touch with the client and inform about the requirement. The second step, would be to issue a warning that Tour Blue would not be able to continue with the tour if guidelines are not followed. The third step would be to terminate the tour and inform relevant authorities, that Tour Blue will not be taking responsibility for the remainder of the particular client's tour.

3.4 All arrangements to be made only with SLTDA registered + safe & secure certified individuals/ establishments

- Careful attention will be paid to ensure that all chauffeurs/ guides allocated have registered with SLTDA.
- Health declaration forms and travel history details will be obtained from all chauffeurs and guides prior to each tour. In an event where the individual has visited a black listed zone, or been in the proximity of a COVID patient, Changes will be made accordingly.
- Before arrival of clients it will be ensured, that all accommodation and excursions are booked at SLTDA registered/ licensed establishments which are certified

3.5 Registration of SLTDA registered + safe & secure certified chauffeurs and guides

- Special attention will be paid to the allocation of chauffeurs and guides during this period.
- Only SLTDA registered + safe & secure certified individuals will be allocated for all services.
- Health declaration form and recent travel history details will be obtained before every tour.

1. Have you shown any symptoms of COVID-19 in the past three weeks?
2. Have you been in the proximity of a COVID-19 positive patient in the past three weeks?
3. Have you travelled to any black listed regions in the past three weeks (Black listed regions will be updated based on SLTDA advise)?
4. Have you been in the proximity of an individual who has visited a blacklisted region in the past three weeks?
5. Have you received a positive PCR test, during the pre-tour screening?

Declaration

- 1.Name
- 2.Date of Birth
- 3.Address
- 4.Emergency contact person
- 5.Emergency contact Phone and e mail
- 6.Recent Travel history (Past 3 months)
- 7.Immediate past tour details
- 8.Itinerary in the past tour including accommodation
- 9.Any underlying health issues?
- 10.SLTDA registration number
- 11.Details about the next tour
- 12.Safe and secure certification details

3.6 Process to manage a client with COVID symptoms

All chauffeurs and guides will be briefed on the process below.

- Guests will be screened for the following symptoms - fever, fatigue, dry cough, body pains, runny nose, sore throat, shortness of breath and diarrhea.
- Local medical authorities will be informed if guests display symptoms.
- Guest will be isolated in designated isolation area.
- Interaction with other guests / staff should be strictly avoided.
- If deemed necessary by the local authorities, required assessments will be carried out and guest will be moved to a hospital or a quarantine hotel using the Emergency Ambulance Service (1990) or the Medical Hotline (1390 /1999).
- All assistance will be extended for guest to contact their families, relatives, travel agents and the offices of the respective embassies / high commissions.
- Guest will be isolated in Designated Isolation area.



3.7 Health and safety checklist and procedure during tour



- **Sanitize with disinfectant**

High touch points and seating in vehicles used for guest transport will be sanitized prior to use.



- **Face mask**

Face masks will be provided at the time of pickup.



- **Temperature**

Guests' body temperature will be checked at the time of pick up every morning and at the time of drop off at the end of the day's activities. Any symptoms reported by the client or observed, will be coordinated with Tour Blue helpline to manage next steps.



- **Baggage Sanitization**

All bags and personal possessions will be sanitized.



- **Hand sanitizer**

All passengers will be offered hand sanitizer prior to entering the vehicle.



- **Sanitize vehicle**

Vehicle will be sanitized again after use.



- **Sanitizing equipment & tools**

Hand sanitizer will be used before and after handling equipment.



- **Sanitizing feet**

The chauffeur, any support staff, and clients will sanitize shoes/ footwear before getting in to the vehicle every morning and after every pit stop, using the provided sanitizing spray.



- **Avoid crowds and non-registered establishments**

Excursions will be carried out as per approved itinerary and any unregistered establishments including restaurants will be avoided.



- **Communication with Tour Blue office**

Daily updates will be provided regarding client/chauffeur/ guide health and any action needed to be taken to ensure safety

3.8 Vehicle cleaning checklist on tour (Every morning and after every pit stop)

- Doors and windows should remain open when cleaning the vehicle. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions.
- For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application.
- For soft or porous surfaces such as fabric seats, remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, use products that are approved for use against the virus that causes COVID-19 and that are suitable for porous surfaces.
- For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfection products. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.

3.9 Procedure to follow post tour

The chauffeurs, guides, and tour crew should follow the procedure below at the end of a tour;

- Leave the belongings outside, before entering the residence after a tour; any items that need to be taken inside the house immediately should be disinfected with alcohol-based sanitizer or exposed to heat.
- Enter the house only after taking a bath with water and soap.
- If feeling sick or weak after the tour (with or without high temperature/respiratory symptoms) seek immediate medical attention or call 1390/1999; if considered by medical experts as a COVID-19 suspected case, report immediately to the local MOH office and also inform the SLTDA by calling 1912.
- It is recommended to use electronic methods to submit tour reports as necessary and use electronic bank transferring systems for payment settlements, to avoid any immediate traveling or physical visits to offices.
- Report any incidents of symptoms or unsafe practices at any establishments



Tour Blue Holdings (PVT) Limited
No. 31B, 10th Lane (Off Schofield Place),
Colombo 03, Sri Lanka
Tel/Fax: +94 117 5757 47
www.tourblue.com
info@tourblue.com

