

# RESUMPTION OF TOURISM IN CYPRUS





# General Information

Since the Cypriot Government eased the State of Emergency and has been gradually reopening all services following new safety regulations/recommendations for the protection of the local population and visitors.

The use of face masks and social distancing of 2 meters are now mandatory in all areas of Cyprus, public services, shops, supermarkets and restaurants, as well as in all indoor public spaces and outdoor gatherings.

In order to prevent the spread of the virus and its transmission, all services will take hygiene and sanitation measures according to the indications of the General Health Authorities, with specific rules for various sectors of activity which have been opening doors to the public at different times.

## General Information - International Airports (part 1)

As of **1st March 2021**, Cyprus introduced the country categorization of the European Centre of Disease and Control ([ECDC](#)), which classifies countries into **green**, **orange** or **red** categories. The grey category will also be added which foresees obtaining a [special permission](#) to travel to Cyprus.

All passengers, regardless of the country category, will need to apply for a Cyprus Flight Pass through the dedicated [electronic portal](#)

**As of 1st April 2021, the following will apply:**

- i. Category **Green**: There will be no restrictions for passengers arriving from these countries.
  
- ii. Category **Orange**: All passengers arriving from the below countries **must present a negative laboratory analysis of PCR test** within 72 hours prior to departure. It should be noted that Cypriot citizens, legal residents of the Republic and persons entitled to enter the Republic under the Vienna Convention, can choose to undergo a laboratory testing only upon arrival in Cyprus (at their own cost). In this case, they should remain in compulsory self-isolation, in accordance with the relevant instructions of the Ministry of Health.
  
- v. Category **Red**: In this category **a double laboratory testing is required**; that is, a negative laboratory PCR test within 72 hours prior to departure and another laboratory PCR test upon arrival in Cyprus. The examination cost will be borne by themselves and in addition, such persons should remain in self-isolation until the test result is issued. It should be noted that Cypriot citizens, legal residents of the Republic and persons entitled to enter the Republic under the Vienna Convention can choose to undergo a laboratory testing only upon arrival in Cyprus (at their own cost). In this case, they must remain in mandatory self-isolation for 72 hours since arrival and after the end of the 72 hours they must undergo another PCR test, at their own expense. If the repeat test is negative, they can then terminate their isolation. The test result must be sent to the following email address: [monada@mphs.moh.gov.cy](mailto:monada@mphs.moh.gov.cy).

## General Information - International Airports (part 2)

vi. Category **Grey** - [special permit](#). For the Grey Category (Special Permission) countries, entry into the Republic of Cyprus **is only allowed** for the following categories of passengers:

1. Cypriot citizens and family members (alien spouses, underage children and parents thereof),
2. European citizens, citizens of European Economic Area countries (Iceland, Liechtenstein, Norway) and of Switzerland,
3. Persons legally residing in the Republic,
4. Persons entitled to enter the Republic under the Vienna Convention,
5. Third country nationals who are allowed to enter the Republic of Cyprus after a special permission from the Republic.

It is noted that passengers coming from grey category countries shall be **required to undergo a PCR laboratory test** within 72 hours prior to departure and to possess a certificate showing a negative PCR result. Excluding category number 2 above, passengers may undergo the laboratory test upon their arrival in the Republic of Cyprus at their own expense.

Passengers arriving in the Republic of Cyprus from the **Grey** Category countries (Special Permission) **shall remain in mandatory self-isolation or mandatory quarantine for a period of 14 days** or alternatively, in mandatory self-isolation or mandatory quarantine for a period of 10 days provided that they undergo another Covid-19 test (at their own expense) on the 10th day and the result comes back negative. The test result must be sent to the following email address: [monada@mphs.moh.gov.cy](mailto:monada@mphs.moh.gov.cy) .

## General Information – Hotels

a. Enhanced health, safety and hygiene protocols have been devised for all hospitality establishments, and extensive training of staff has taken place prior to the destination opening for visitors.

b. Physical distancing measures are followed in all parts of the destination, so that people who do not belong to the same travel group maintain a reasonable distance from each other (the minimum area occupied per person should be 2 sq. meters outdoors, and 3 sq. meters indoors).

c. Frequent ventilation is taking place in all indoor areas, so that air conditioning can be enhanced with regular input of fresh air.

d. Antibacterial gel is available in all establishments, at entrances, reception areas, lounges, public toilets, lifts etc.

e. Use of masks is compulsory in all indoor areas and outdoor public places.

Areas where people are seated whilst consuming food and beverage are excluded (restaurants, coffee shops, bars, snack-bars, lobby bars, etc.). Also exempted are beaches, swimming pools and instances where persons are exercising.

In any case, travellers should always consult the Visit Cyprus website for the latest information on this matter, as procedures are likely to change at very short notice.

## Clients tested positive in Cyprus

Entire flights are randomly asked to undergo a COVID-19 test upon arrival, irrespective of where they flew from. Children who arrive in Cyprus before their 12th birthday, are exempted. The cost in such cases is borne by the Cyprus government.

### **travellers who test positive during their stay in Cyprus.**

a. The Cyprus government is committed to taking care of all travellers who test positive for coronavirus during their stay, as well as their close contacts. The government will transfer these persons to separate facilities, covering the cost of lodging, food, drink, and medication; the traveller will only need to bear the cost of their airport transfer and repatriation flight, in collaboration with their agent and/or airline.

Using separate facilities will not only ensure that patients are properly taken care of, but it will also provide peace of mind to other travellers, that their accommodation establishment is free of COVID-19. Should an establishment be found to host a person who has tested positive for coronavirus, it will thus not be ordered into a 14-day quarantine.

b. More specifically, a COVID-19 hospital with a surplus of beds has been made available exclusively for travellers who test positive for coronavirus, and these can be increased at very short notice if required.

If travellers show critical symptoms, a significant number of intensive care units and respirators are available for their treatment.

c. In addition, 300 rooms in dedicated quarantine-hotels are available for close contacts of persons who test positive for coronavirus, and again these can be increased at very short notice if required.

# Clients tested positive in Cyprus :definition of a close contact

What is the definition of a close contact?

a. A close contact is defined as ‘somebody who has come within very close physical contact of a person who has tested positive for coronavirus’ i.e., at less than 2m for more than 15 minutes.

This may include for example, persons from the same family, co-travellers sharing the same room or even persons greeting each other by using physical contact.

b. According to the European Centre for Disease Prevention and Control (ECDC), for confirmed cases of COVID-19 it is recommended that contact tracing from an airplane, includes passengers seated two seats in all directions around the index case.

What is the quarantine duration for close contacts?

The normal duration of quarantine is 10 days, provided that the traveller tests negative on day 10 (cost of testing is borne by the individual). The duration of quarantine can be reduced further if a traveller has an earlier return flight; in such a case, the patient needs to test negative for coronavirus on the day prior to their departure.

Note that during the quarantine period, it is always mandatory for the traveller to self-isolate in their room.

## **Further information**

How can travellers be kept up-to-date with the latest developments, and informed about protocols implemented at the destination? a. A dedicated email address has been set up by the Deputy Ministry of Tourism for this purpose at [travel2020@visitcyprus.com](mailto:travel2020@visitcyprus.com)

b. A dedicated team of destination experts will reply to traveller queries on Facebook Messenger (main page [www.facebook.com/VisitCyprus.cy](https://www.facebook.com/VisitCyprus.cy)). Additional pages are available in the following countries: UK, DE, RU, SWE, FR, AT, GR, IT, UKR, NED, POL, BEL, ES, CH, ISR. c. A dedicated call centre has been set up for the assistance of travellers who may have queries regarding the use of the “CyprusFlightPass”.

The hours of operation of the help desk will be: Monday- Sunday 08:00- 20:00 Cyprus time Queries via telephone: Calls within Cyprus: 1474 Calls from abroad: +357 22 285 757 For queries in writing through the e-platform via the link: <https://cyprusflightpass.gov.cy/en/contact-us> d. All relevant information will also be made available on the websites [www.visitcyprus.com](http://www.visitcyprus.com) and [www.cyprusflightpass.gov.cy](http://www.cyprusflightpass.gov.cy)

# General Information - Transportation

## Transports

Buses/rental vehicles/taxis/diving and safari jeeps

- a. Frequent ventilation and disinfection of buses
- b. Disinfection of rental vehicles after their return (including keys)
- c. Disinfection of all touch points after every route, for taxis and diving/safari jeeps (door handles, seats etc.)
- d. Capacity of tour buses is allowed at 50%

# General Information – Others

## Swimming pools, beaches and water parks

- a. Disinfection of sun beds, umbrellas and personal safe boxes after every use
- b. b. Distance of 4m between umbrellas and 2m between sunbeds of persons not belonging to the same group
- c. Physical distancing will not apply to lifeguards who are called into urgent life-saving action

# MTS Airport Welcome Desk

- ✓ Our representatives will undergo thermal screening before entering duty and will be taken off in case they present fever or any symptoms related to Covid-19
- ✓ Our representatives will wear face masks and gloves at all time
- ✓ Our representatives will maintain the distances stipulated by the government
- ✓ The MTS welcome desk will be disinfected regularly
- ✓ Our welcome desk will have a protective acrylic barrier

# MTS White Label Reps

- ✓ Our representatives will undergo thermal screening before entering duty and will be taken off in case they present fever or any symptoms related to Covid-19.
- ✓ Our representatives will wear face masks at all time
- ✓ Uniforms will be changed daily, washed/disinfected and ironed.
- ✓ Our representatives will keep a social distance stipulated by the government regulations
- ✓ During welcome meetings, the rep will organize the space in order to assure 2m between guests

# Transfers / Excursions

## Drivers Hygiene

- ✓ Gloves and masks
- ✓ Handwashing and respiratory hygiene
- ✓ Social Distancing – 2 meters
- ✓ Body temperature- routine evaluation

## Personal Protective Equipment (PPE) - clients

- ✓ Masks are mandatory for passengers
- ✓ Gloves
- ✓ Alcohol / gel solution



## Vehicle

- ✓ Daily cleaning/sanitising performed by the driver between services
- ✓ Deep weekly disinfection
- ✓ Passengers should enter through the rear door
- ✓ Alcohol gel available to customers

## Visits

- ✓ Guide will do most of the explanation inside the bus or outside the monuments
- ✓ Monuments/indoor sites will have reduced capacities according to m2
- ✓ The use of masks by passengers during visits is optional

# National Monuments and Museums

Each space will have its own internal protocol which should follow these general rules:

- ✓ Promote sanitary prevention measures, in terms of hand hygiene, respiratory etiquette, social distance, surface hygiene and disinfection, symptom monitoring and individual protection
- ✓ Guarantee the definition of a maximum capacity for the indoor exhibition spaces
- ✓ Apply social distance (2 meters) between visitors
- ✓ When possible, ensure one-way routes with visible signs
- ✓ Minimize points of visitor's concentration
- ✓ Avoid paper promotional materials that allow undifferentiated handling

# Activities & Boat Trips

## WATER SLIDE PARKS

Water Parks are closed until further notice due to Covid19.  
Information will be updated as soon as possible.

## BOAT TOURS

All our Boat Tour Partners are expected to resume operations on July 1<sup>st</sup>

All will be respecting the new protocols established by the Cyprus Health Authorities, related to space and employees' personal hygiene as well as to the required social distance between staff and guests.

# Jeep Safaries

## JEEP TOURS

### **Waiver & Risk Assessment**

Before starting the tour, it is mandatory to sign a **waiver stating:**

- Has not had contact with anyone infected with Covid-19 in the past 30 days
- Confirms that has no symptoms of Covid-19
- Commits to keep the social distance between others, not speaking directly to someone / others and only touching what is necessary
- Follow and obey to all the Organizer's instruction during the tour

### **Safety Measures**

It will be implemented all hygiene and health safety measures that the government of Cyprus decrees, maintaining security and making constant updates to hygiene procedures.

### **During the Tour**

- We avoid proximity speech and keep a minimum distance of 2 meters
- Vehicle windows and roof will remain open when possible
- We make stops for disinfecting hands and door handles
- We control as much as possible all customer movements inside and outside the vehicles to avoid risks

### **Other Safety Measures**

On board, guests have our "Clean & Safe" kit made up of disposable masks, disinfectant / gel and first aid to be used and handled according to the Guide / Driver's instructions. The "Clean & Safe" literature for Covid-19 is posted on board

# Food & Beverage

## Our Suppliers

All our suppliers (Food & Beverage - restaurants, cafes and bars - nautical partners, wineries, farms, artisans or distilleries) comply with specific safety standards regard to "Clean & Safe".

These rules are always applied and explained to customers by our guide / driver during the tours.

Before starting the tour and with all participants properly equipped with hygiene and safety material, the guide disinfects everyone's hands and explains what procedures to adopt during the tour regard to:

- Opening and closing doors
- Social distance
- The place where the guests will be seated (it will not be possible to change places)
- When in contact with hands
- Visits and points of interest during the tour, namely how they should behave to avoid unnecessary risks with third parties
- Use of the contaminated waste bin on board
- Recognition and compliance with the group's hygiene rules imposed

# Rent-a-Car

The association of Rent-a-cars reinforced hygiene conditions of the vehicles and created additional measures to ensure health & safety conditions for both customers and employees.

## Vehicle hygiene procedures

### **I. Equipment to be used by the employee:**

The employee who cleans the vehicle must be equipped with a surgical mask, gloves and protective clothing. Hands should be washed before placement and after removing gloves.

### **II. Hygiene procedures**

The vehicle's hygiene procedures comprises of two phases:

- a. Cleaning: removal of garbage and any objects that are inside the vehicle and that are not part of it;
- b. Disinfection: cleaning the vehicle surfaces with a product suitable for removing viruses, bacteria and fungus, which should be effective in eliminating the COVID-19 virus.

The surfaces to be cleaned, in particular those referred to in vehicle hygiene procedures, must be cleaned as follows:

- a. Clean with a cloth moistened with water and detergent;
- b. Disinfect with a cloth moistened with disinfectant or alcohol at 70%
- c. Allow to dry.

# In a nutshell

## IMPORTANT NOTE :

*All the above regulations may change at any time , should the Health situation with pandemic changes.*

Cyprus already boasts several characteristics that should make it a Safe Travel Destination in this new corona virus world.

Recent EU figures rate Cyprus as having the Cleanest waters in the EU

Apart from a long coast with many sandy beaches and astonishing wild cliffs, social distance should not be an issue.

Some of the best experiences around here are outdoors: sailing, surfing, watersports at sea, hiking or biking, etc.

The implementation of the measures under the Clean & Safe Programme allows visitors to have more confidence in our services and thus be able to relax during their stay getting more and more natural, healthy and safe memories of Cyprus.





Looking forward to welcoming guests back to  
Cyprus !