



الإتحاد المصري للغرف السياحية  
Egyptian Tourism Federation

## Safe Touristic Operation Plan

Through the application of a precautionary package, preventive and sanitary measures  
In order to operate in light of the ongoing COVID-19 crisis

غرفة المنشآت السياحية



CHAMBER OF TOURISM  
ESTABLISHMENTS





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## Introduction

**In light of the continuing crisis of the new coronavirus and its negative effects on the Egyptian tourism sector, the Egyptian Tourism Federation and the Chambers of Tourism and hotel establishments are working for a vision and action plan that includes a package of precautionary measures and preventive safety measures, the hotels that wish to work during the current crisis shall adhere to these measures to ensure the safety of the tourists and workers in the sector and aims to achieve safe touristic operation in order to achieve the return of the tourists gradually reducing the serious losses affecting the sector.**

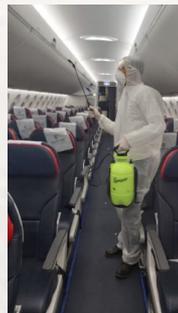




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## Airport preventive measures and measures

- Complete sterilization of the plane from inside and outside before taking off.
- Measuring passenger temperatures before take off and doing a quick test (Rapid Test).
- Distributing the protective mask and gloves to the passengers and the crew of the plane upon entering the airport.
- Wear a protective mask and gloves for all airport workers and sterilize all areas of contact and toilets periodically.
- Sterilize all luggage upon arrival.
- Providing airports with sterilizers.
- Sterilization of buses and cars for transporting passengers.
- All drivers are required to wear a protective mask and gloves.
- Follow a safe disposal method





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## Safe tourism operation certificate

- A certificate of approval is issued for establishments wishing to work in accordance with the Safe Tourism Operating Plan with Conducting a comprehensive review to ensure that all established preventive measures are applied.
- The review is carried out by specialized companies responsible for the integrity of the certification.
- The accredited establishments shall be given a promotional tourist sign called (Healthy Safe Resort) which can be documented in Egypt and abroad aiming to promote Egyptian tourism in the event that foreign tourism markets are opened.



## Preventive measures and measures for hotels and tourism facilities

- The maximum hotel occupancy is 25% of the total approved hotel capacity, taking into account the capacity of the hotel facilities (i.e. swimming pools and restaurants).
- It is not permitted to accommodate more than two adults in the room, and it is necessary to take into account family rooms with a maximum of 1 infant / or child.
- Social gatherings and activities should be minimized.
- Not allowed to host any parties or weddings inside the touristic and hotel establishments.
- Availability of awareness and protective signs that describe and prescribe methods of prevention and preventing the spread of infection.
- Provide good ventilation in all places.
- permanent review and follow-up on suppliers of goods and services to adopt safe operating systems to prevent and prevent the spread of covid-19.
- Touristic and hotel establishments must provide all personal protective equipment.





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## Hotel Prevention procedures when receiving guests

- The Egyptian hotel Association provides a device (Rapid Test) for hotels that wish to restart, the value of the Quick Detection test is determined and charged to the guest's bill.
- The hotel is obliged to allocate a physician to check every guest to make sure that everyone has no symptoms or respiratory illness and daily follow-up is in place.
- Guests' luggage are sterilized upon arrival and before entering the hotel.
- The sterilizer is installed at the hotel entrance.
- Hand sanitizer is provided in the reception area at all times.
- All public areas are regularly cleansed according to the Ministry of Health's disinfection instructions.



## Prevention procedures for Housekeeping & Laundry

- Cleanse rooms daily with the infection-prevention cart (POSI) and follow the instructions of the Ministry of Health.
- All points of contact should be cleaned and sterilized every hour in public areas and bathrooms using the recommended disinfectants according to the Ministry of Health.
- Corridors are sterilized every day and rooms are completely cleared after guests departure.
- Providing a steam machine to disinfect furniture and fabrics.
- Dirty linen and swimming pool towels are cleaned in high temperature, the laundry is sanitized after completing the daily washing process.



## Prevention procedures for F&B in hotel establishments

- Leave a distance of at least one and a half meters between dining tables.
- Seats are placed inside the restaurant according to the actual number of room guests, preferably there are only 2 guests per table, taking families into account maximum 4 chairs.
- Completely cleanse the restaurant after each meal and clean all dishes and utensils silver and glassware.
- Ensure that "Do not touch food" signs are available on the buffet.
- Setting buffet specifications to confirm the timely cooking of food and preparing buffets for this conditions.



## Prevention procedures for Swimming pool and beach services

- According to the latest information provided by the Centers for Disease Control and Prevention for the US government (CDC), there is no conclusive evidence that the virus can be transmitted to humans through the use of swimming pools, health clubs or water playgrounds.
- Maintenance and disinfection appropriate for swimming pools (for example, chlorine and bromine are working to neutralizes the COVID-19 virus).
- Purify the area around the beach and pool, including tables, decks and chairs, solarium, tools --- etc. after using each guest as well as after the operation time.
- Ensure that "Do not swallow water from the pool" signs are available.



**We need the advice of the Egyptian Ministry of Health in this regard**



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## Prevention procedures for Gym

- Cleanse the touch points every hour.
- Completely disinfect the gym after the use of the guest.
- Change the jacuzzi water after the use of each guest.
- Clean and disinfect all the bathrooms in the gym every hour.
- Gym staff must follow up on local and public health instructions to understand COVID-19 virus activity , this is to help assess and report individuals with anonymous respiratory illness.

## Prevention procedures for Serving food and drinks in tourist restaurants

- Leave an appropriate distance between dining tables, preferably not less than one and a half meters.
- Completely cleanse the restaurant after every meal and clean all dishes, silverware and glassware.
- Ensure that "Do not touch food" signs are available and the buffet service is canceled.
- Train all workers on safety measures and procedures and wear protective clothing.





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- **The protocol followed in case of suspicious case**

Agreement with the Ministry of Health on a protocol to be followed in case of suspicion of an infected inmate.

- **The protocol followed in the case of families.**

Agreement with the Ministry of Health on another protocol for situations of family members of a confirmed case.



## Training and information

- Training to all workers in the preventive procedures related to their work in hotels, restaurants, tourism and aviation.
- Provide appropriate training for all employees on the measures mentioned below which can protect their health and that of others: -
  - 1- Social distancing: refraining from handshaking between employees, the need to keep a distance of not less than one meter.
  - 2- Hand hygiene: regularly using alcohol or washing it with soap and water.
  - 3- The ethics of the respiratory system: which means covering the mouth and nose with elbow or tissues when coughing or sneezing.
- Organize summaries of information that should cover all basic preventive measures against COVID-19 as well as symptoms of the disease.