

COVID-19 - Guidelines for the Travel and Tourism Sector

The scope of this document is to present guidelines to guide the operations of the various sectors of the travel and tourism industry in relation to the COVID-19 situation. The information herein has been approved by the Health Authorities and addresses feedback received from the industry representatives and other stakeholders. Updating of the document shall take place as necessary.

Overall Preventive Measures – Applicable to All Sectors

- Washing of hands with soap and water for at least 20 seconds, and if not available, use alcohol-based hand disinfectant
- Covering of nose and mouth with a tissue or inner side of flexed elbow when coughing or sneezing.
- Tissues are to be disposed of, immediately after use.
- People are to refrain from sneezing or coughing into their hands as they may contaminate objects or people that they come into contact with.
- Used tissues are to be disposed of immediately in bins.
- People should avoid touching their eyes, nose and mouth prior to washing their hands.
- People should keep 1 metre distance when talking to someone who is sick.

Hotels and other Collective Accommodation Establishments

Handling of arrivals from destinations with known COVID-19 cases

It is recommended that guests arriving from or who have transited through affected areas - Northern part of Italy- Lombardy, Piedmont, Veneto and Emilia Romagna, China (including Hong Kong), Singapore, Japan Iran, South Korea, are asked to self-quarantine themselves for 14 days from arriving from the affected area. Further countries and regions as declared by the Superintendence of Public Health. Updated areas can be found on the following link: <https://covid19malta.info/>

Employees arriving from destinations with known COVID-19 cases

It is recommended that employees arriving from or who have transited through affected areas - Northern part of Italy- Lombardy, Piedmont, Veneto and Emilia Romagna, China (including Hong Kong), Singapore, Japan Iran, South Korea, are asked to self-quarantine themselves for 14 days from arriving from the affected area. Further countries and regions as declared by the

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Social Gatherings

It is advisable to limit as much as possible social gatherings and activities involving a number of people in enclosed venues. This is to be proportionate to the spread of the virus.

Guests reporting sick during their stay

Identify whether the guest has arrived directly or transited through an effected area in the past 14 days. The effected areas currently are: Northern part of Italy- Lombardy, Piedmont, Veneto and Emilia Romagna, China (including Hong Kong), Singapore, Japan Iran and South Korea. Further countries and regions as declared by the Superintendence of Public Health. Updated areas can be found on the following link: <https://covid19malta.info/>

If this is **not** the case, the person should be referred to a GP or other doctor.

If it is confirmed that the guest came from an effected area, and is suffering from fever, cough or shortness of breath the following procedure applies:

- The sick guest should not go to private clinics, emergency department, health centres, pharmacies or to other healthcare facilities.
- The hotel should ask the sick guest to self-quarantine in his/her room. The public health authorities should be contacted on phone (+356) 21324086.
- In such cases, Public Health authorities will assess the case and if need be visit the hotels themselves to swab the sick guest.
- Results of swabs taken from the patient may take a number of hours. It is therefore imperative that in the meantime, the guest remains in the room, no one enters the room and no items are taken out of the room.
- Sick guests are to be serviced (e.g. served meals) via room service. No member of the hotel staff should enter the room where the sick person is. Any item/meals requested by the guest should be left outside the room, and the guest can take the food/ items. No visitors are allowed in the room.
- If through the tests carried out, it is determined that the patient is suffering from COVID-19, the Health Authorities would once again intervene to transfer the sick guest safely to a healthcare facility, where he/she would be kept in isolation and treated.
- The accommodation establishments are to cooperate with the Health Authorities in their exercise to trace those persons with whom the sick guest was in contact.
- The Health Authorities will then advise on the procedure to sanitize the guest room or premises.
- If there are more than one guest in the same room, ideally a separate room is provided to the other guests.

Transport Services

- It is recommended that if a passenger appears to be sick with a cough, he/she is referred to seek medical care by calling a doctor and not referred to private clinics, pharmacies, emergency department, health centres or to other healthcare facilities.
- Drivers and other staff are to be advised on the importance of hand washing or use of alcohol wipes/rubs several times a day.
- It is advisable that as far as possible vehicles used are naturally ventilated.
- It is advisable that the vehicles, particularly handles, seats and other areas normally touched by passengers, are cleaned more frequently with the appropriate sanitising solution.

Airline Crew

- Crew Members arriving from flights from affected areas such as Milan, are to follow IATA guidelines for infectious diseases, apart from the overall general advice related to hand hygiene, etc.
- Crew should, as far as possible, not leave the aircraft when visiting effected areas including airports.

Valletta Cruise Port/MIA/Malta Freeport

Wherever some sort of scanning/checks is taking place at these points of arrival, Port Health doctors should only be asked to intervene when the person is presenting COVID-19 associated symptoms and is coming from one of the effected areas, currently Northern part of Italy-Lombardy, Piedmont, Veneto and Emilia Romagna, China (including Hong Kong), Singapore, Japan Iran and South Korea. Further countries and regions as declared by the Superintendence of Public Health. Updated areas can be found on the following link: <https://covid19malta.info/>

In all other cases, the person should be referred to a GP or other doctor.

Cruise Liners

Cruise liners are advised to follow the same procedure as identified for collective accommodation establishments, for guests presenting symptoms onboard.