



# Health & Safety Protocol Document





# CONTENTS

1. Arrival	4
2. Hotels	6
3. Restaurants and highway convenience stops	7
4. Sightseeing, monuments and round trips	8
5. Departure	9

# 1. Arrival

## A. Vehicle and driver / helper checks

1. All drivers will be trained on Covid guidelines & relevant government directives.
2. Regular training to our chauffeurs to ensure there is no physical contact with passenger (only greet the passengers with a smile and a 'Namaste').
3. Baggage to be handled as per Covid guidelines and will be sanitized using a disinfectant.
4. All drivers/ helpers will mandatorily use the Aarogya Setu mobile application as it helps in tracing Covid-19 cases in the vicinity.
5. Vehicles will be sanitized before every assignment using a disinfectant cleaner.
6. Drivers / helpers will wear masks and latex gloves at all times.
7. Drivers / helpers will undergo thermal screening before every new assignment at our services office.
8. Seating capacity of vehicles may be redefined based on government directives.
9. Driver / helper and vehicle will stay in sanitised accommodation / bubble while on tour with guests.

## B. Arrival process – At airports and railway stations

### For Individual Travellers

1. Our Customer Service Executives will undergo thermal screening before proceeding for any of the assignments and will be taken off the roster in case they are symptomatic.
2. Guests will be met in the designated area. They will be welcomed with a 'Namaste' instead of a handshake.
3. Our Customer Service Executives will mandatorily use the Aarogya Setu mobile application as it helps in tracing Covid-19 cases in the vicinity.
4. Our Customer Service Executives will wear masks and gloves and handle baggage as per Covid Guidelines.
5. Tying of 'Mouli', which is a traditional way of welcoming guests at the first port of arrival, will be suspended in the interim, but may be restarted when it is considered safe.
6. No cold / hot towels will be offered. Only wet tissues will be provided instead.
7. Baggage loading to will be done in the vehicle by the driver / helper wearing gloves.
8. Document kits will be discontinued and only e-documents will be provided.
9. Amenities kit will include a hand sanitizer, face mask and latex gloves.
10. Check-in process at the hotel as per hotel guidelines.
11. Baggage screening / handling and bell desk activity as per hotels guidelines.

### For Groups

1. Guides will undergo thermal screening before every assignment and will be taken off duty in case they are symptomatic.
2. Our Guides will mandatorily use the Aarogya Setu mobile application as it helps in tracing Covid-19 cases in the vicinity.
3. Assigned guide will receive the guests at the airport arrival hall.
4. Amenities kit will include hand sanitizer, face mask and latex gloves.
5. Guests to be welcomed with a "Namaste", and no handshakes will be offered.
6. Guides to wear face masks at all times when around guests.
7. Tying of 'Mouli', which is a traditional way of welcoming guests at the first port of arrival, will be suspended in the interim, but may be restarted when it is considered safe to do so.
8. No cold / hot towels will be offered. Only wet tissues will be provided instead.
9. Driver / helper to wear gloves and masks while loading baggage as per Covid-19 guidelines.
10. Document kits will be discontinued and only e-documents will be provided.
11. Government guidelines and hotel protocols to be followed for Check-in & Check-out processes and baggage screening.

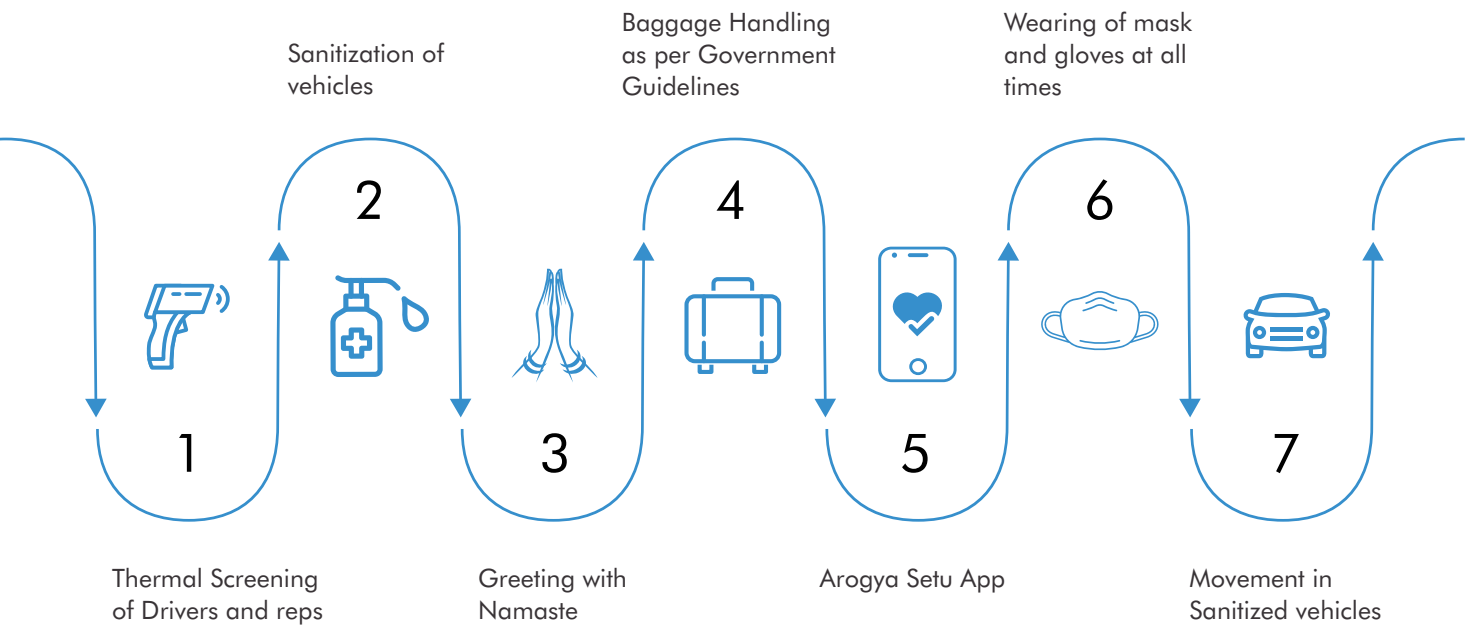
### Assumptions

- All public places (airports and rail stations) and assisting staff (porters etc.) therein, shall be governed by the government regulations for prevention of COVID-19.
- The above changes may increase the time taken for transfers as guests and bags may have to undergo additional screening /sanitization at airports.

We shall be guided and governed by the government directives on Health & Safety protocols for hotels, restaurants, and highway convenience stops.



## 1. Arrival

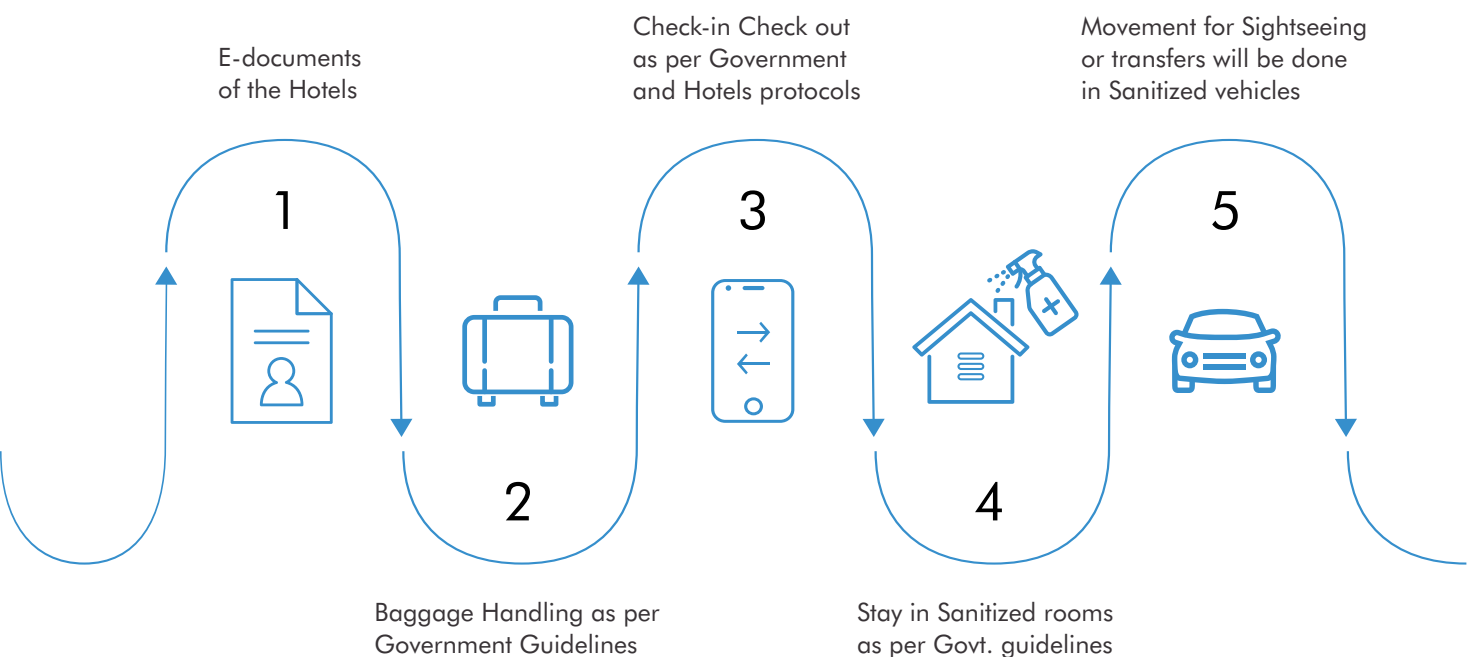


## 2. Hotels

Below are few key highlights of the SOPs defined as preventive measures in hotels and other hospitality units to contain spread of COVID-19.

1. Mandatory sanitizer dispensers and thermal screening provisions at entrance.
2. Hand sanitizers to be kept at reception for guests to use before filling forms and arrival & departure register.
3. Only asymptomatic staff/guests to be allowed.
4. Workers/Customers /Visitors/Staff to be allowed entry only if wearing masks.
5. Separate entry and exit for guests, staff and goods/supplies.
6. Specific markings with sufficient distance for queue management and social distancing norms.
7. Proper Crowd Management in hotel & outside the premises like parking lot.
8. Air-conditioning (Temp of 24–30OC, Relative humidity of 40–70%, Intake of fresh air, Cross ventilation).
9. Posters/ standees/ AV media on COVID-19 preventive measures displayed at all times.
10. Effective and frequent sanitation (especially of lavatories, drinking and hand/foot washing stations).
11. Cleaning and regular disinfection (using 1% sodium hypochlorite of frequently touched surfaces).
12. Deep cleaning of washrooms.
13. Safe Disposal of face covers/ masks/gloves.
14. Avoid front-line work and take extra precaution for high risk employee (older, pregnant employees and employees with underlying medical conditions).
15. Staff to additionally wear hand gloves.
16. Valet parking operational (Face covers/ masks & gloves for staff and disinfection of steering, door handles, and keys).
17. Restricted number of people in elevators and use of escalators with one person on alternate steps.
18. Adequate manpower to be deployed by hotels for ensuring social distancing norms.
19. Travel history, medical condition and self-declaration form to be filled by guests.
20. Contactless payments for both check-in and check-out.
21. Luggage to be disinfected before sending to the room.
22. Guests should not visit containment zone.
23. Gaming arcade/Children's play area closed.
24. Room service to be encouraged, instead of dine in. Packet to be left at the door. Staff for takeaway to be screened thermally.
25. Communication between guests and in-house staff should be through intercom or mobile phone.
26. Rooms and service areas to be sanitized after guest leaves/ checks out.
27. Staff to follow social distancing norms in the kitchen and kitchen area to be sanitized at regular intervals.

For the complete document on government directives refer to the links section at the end of the document.



### 3. Restaurants and highway convenience stops

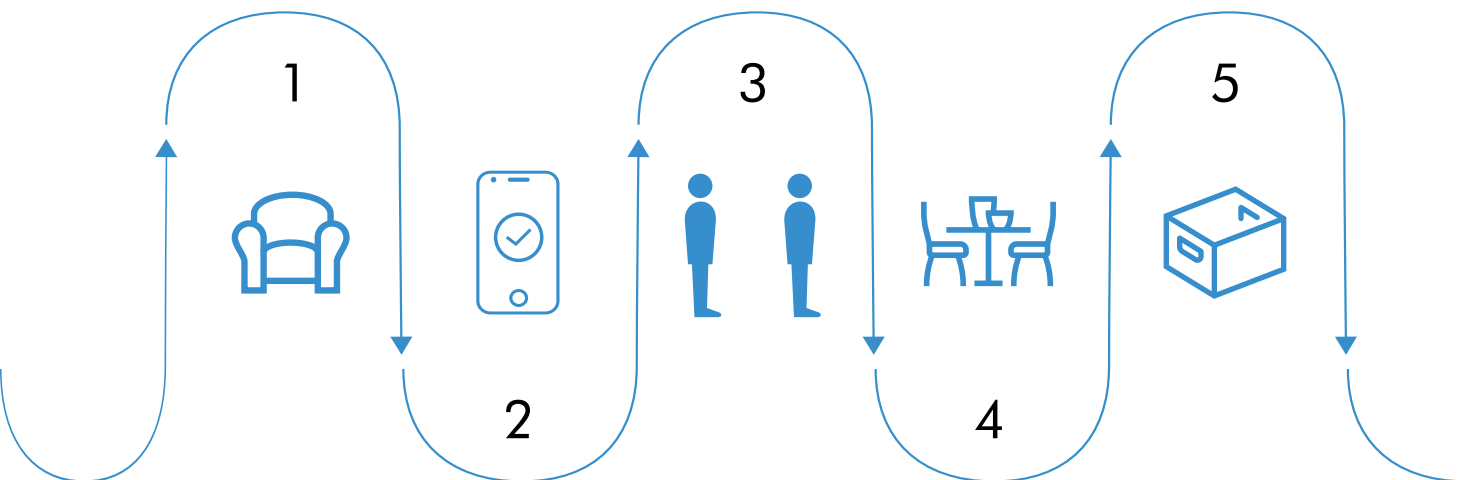
Below are few key highlights of the SOPs defined as preventive measures in restaurants and highway convenience stops to contain spread of COVID-19.

1. Mandatory sanitizer dispensers and thermal screening provisions at entrance.
2. Only asymptomatic staff and patrons allowed.
3. Workers/Patrons/ Staff to be allowed entry only if wearing masks
4. Delivery and takeaways to be encouraged, staff for takeaways to be screened thermally.
5. Additional patrons to be seated at designated waiting areas with norms of social distancing.
6. Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured.
7. Proper queue management and disinfection shall be organized.
8. Seating arrangement to ensure not more than 50% of capacity is permitted.
9. Paper napkins instead of cloth napkins to be provided.
10. Frequent cleaning, sanitisation (focusing on lavatories, drinking and hand wash areas).
11. Tables to be sanitized each time a customer leaves.
12. Contactless mode of ordering and digital mode of payment to be encouraged.
13. Gaming arcade/children's play area to be closed.

Seating at designated waiting areas with norms of social distancing as per government guidelines

Proper queue management and disinfection.

Required precautions while handling supplies, inventories and goods.

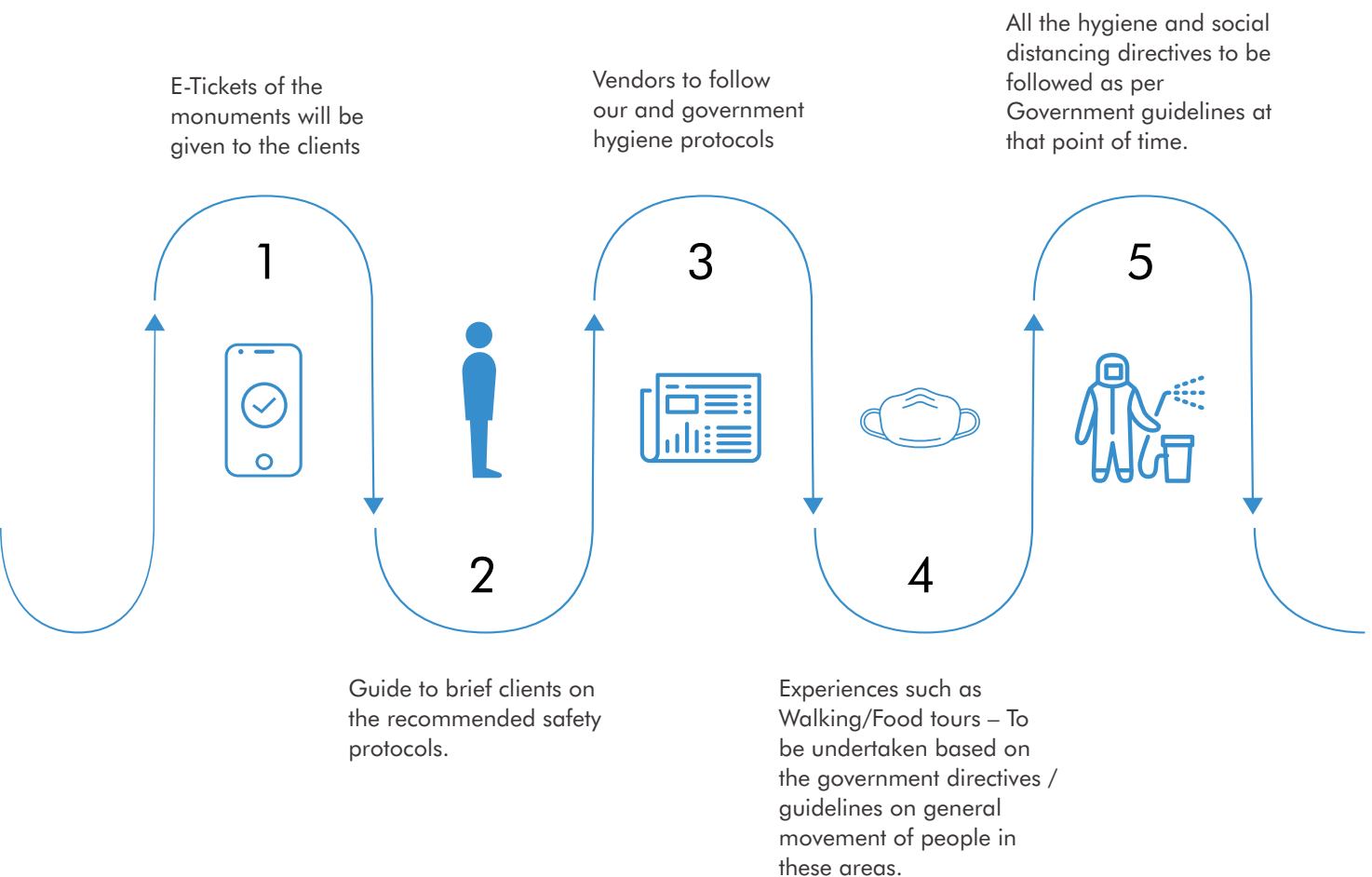


Contact less menu cards and payment options

Frequent cleaning and Sanitisation of Tables, Kitchen, seating area, washrooms and handwashing areas)

## 4. Sightseeing, monuments and round trips

1. Guides will brief guests on the recommended safety protocols.
2. Entry e-tickets of the monuments to be given to the guests.
3. For rickshaw & tuk-tuk rides we will source them only from vendors who follow our hygiene guidelines for drivers and vehicles.
4. We would recommend that guests use masks, hand gloves and tour guide audio systems (headphones to listen to the guides commentary while sightseeing).
5. Experiences such as walking/food tours to be undertaken based on the government directives / guidelines on general movement of people in these areas. Masks, gloves and tour guide audio systems are recommended.
6. The number of guests who can visit monuments will be as per Government guidelines at that point of time.
7. Our guides will recommend visits / walks in the market, shopping etc., which would be safe for the guests. We would recommend usage of masks, gloves and tour guide audio system during such visits.
8. All the hygiene and social distancing directives to be followed as per Government guidelines at that point of time.





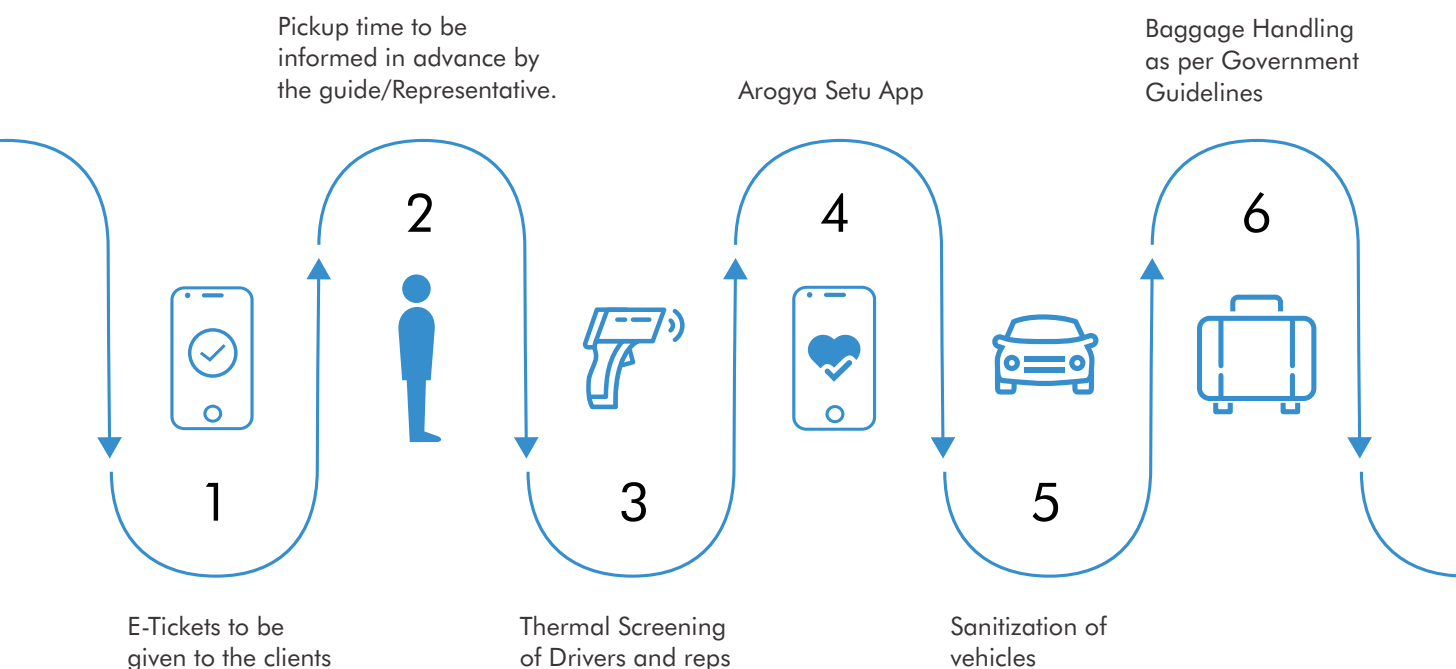
## 5. Departure

Departure process for FITs and Groups – Airports and Railway stations

1. Pickup times to be pushed forward by 30 – 60 minutes for FIT and by 60-90 minutes for groups (based on airport regulations in each city)
2. Our Customer Service Executives /driver/helper to undergo thermal screening before proceeding for any of the assignments and to be taken off roster in case of any symptom.
3. Guests to be met at the designated area in the hotel and greeted with a 'Namaste' instead of a handshake.
4. Our Customer Service Executives will wear masks and gloves and handle baggage as per Covid-19 guidelines.
5. E-Tickets to be provided to guests instead of paper tickets.

**Note:**

- All public places (airports and rail stations) and assisting staff (porters etc.) therein, shall be governed by the government regulations for prevention of COVID-19.
- The above changes may increase the time taken for transfers as guests and bags may have to undergo additional screening /sanitization at airports.



### Guidelines for travel by Railways

- a. Follow government of India guidelines as applicable at that point of time.
- b. Domestic protocols to be followed as per booking guidelines.

We are awaiting official guidelines to be announced from Indian railways and shall keep you updated as and when there is any development.

NOTE: States can also develop their own protocol with regards to quarantine and isolation as per their assessment.

This is a working document as there are many moving parts at present. We will revise this document based on new inputs, government directives as well as your thoughts and ideas.

## Information source

### **Visa Guidelines in India for Foreign Nationals:-**

<https://boi.gov.in/content/advisory-travel-and-visa-restrictions-related-covid-19-1>

## **II. HOTELS, RESTAURANTS AND HIGHWAY CONVENIENCE STOPS**

\*Point 1 to 28 – Government guidelines for hotels -

<https://www.mohfw.gov.in/pdf/5SoPstobefollowedinHotelsandotherunits.pdf>

\*\*Restaurant – Point 1 to 13 – Government guidelines for restaurant –

<https://www.mohfw.gov.in/pdf/3SoPstobefollowedinRestaurants.pdf>

\*\*\*Delhi T-3 Guidelines -

<https://www.newdelhiairport.in/covid19#:~:text=As%20per%20the%20latest%20government,COVID19%20testing%20facility%20is%20available.>





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