**SRI LANKA ENTRY INFORMATION**

Entry Procedure to The Country

Tour Booking.

A prior booking of the tour package should be done Online or via SLTDA registered travel agency.

It is mandatory for all tourists to commit to a minimum stay of Five (05) days in Sri Lanka and book all accommodation in SLTDA registered and “Safe & Secure” certified establishments only.

Visa Procedure.

The “Visa Free” status and the issuance of “On Arrival” visas are suspended until further notice by the government of Sri Lanka.

All tourists entering Sri Lanka are required to obtain special Online tourist visas before arrival.

A special Online tourist visa fee of USD 50 will be applicable for arrivals until further notice by the government of Sri Lanka.

The following documents are mandatory for processing special Online tourist visa;

A valid travel insurance with health and hospitalization coverage for the entire duration of stay.

A valid return air ticket, providing proof for tourists’ commitment to stay minimum of five (05)

days in the country.

Travel Itinerary and details of confirmed reservations made at SLTDA registered and ‘Safe and Secure’ certified accommodation establishments.

Airline Requirement

Any Airline coming to Sri Lanka will check tourists for valid visas and negative PCR test reports before allowing them to board the flight.

Country Health Authority Requirements

A Negative PCR report issued by an accredited laboratory within 72 hours prior to the landing in

Sri Lanka.

All tourists should undergo a PCR test at the arriving airport, which will be done Free of charge.

A repeat PCR test to be conducted 5-7 days after the arrival or if the guest develops respiratory

symptoms, whichever comes first.

Note:

All necessary PCR/COVID-19tests of tourists upon arrival in Sri Lanka will be

conducted free of charge.

If any tourist is tested positive for COVID-19, he/she will be sent to a hospital or a quarantine hotel and will be charged at the rate of USD 100 per night.

Airport Arrival Place

Use only traditional Sri Lankan greeting “Ayubowan” at all times instead of handshaking, hugging or kissing.

Face masks worn during the flight should be disposed of and new face masks should be worn before entering the airport.

Washing hands with soap & water and disinfecting the footwear is mandatory for all tourists before entering the airport.

Tourists/airport staff should maintain a minimum distance of 1.5 meters between two people at all times.

The tourists’ airport entry point upon landing should have a screening process in place to check temperature and to look out for guests with respiratory symptoms such as cough, runny nose and/or shortness of breath etc.

The tourists/airport staff should wear face masks at all times. (If using surgical face masks, they should be changed every 4 to 6 hours)

Disinfecting procedures to be in place for luggage and travel documents.

Immigration Counter

Adjoining the immigration section, there should be a triage area managed by MOH approved staff to check and collect the Covid-19 self-declaration forms from all tourists.

A glass/transparent plastic shield (sneeze guard) should be placed in the immigration counters to separate staff and visitors.

Immigration officers should check all mandatory documents of visitors including PCR/ medical report, travel insurance, travel/stay details, triage area clearance note and tourists’ personal details.

All tourists entering Sri Lanka should be electronically registered through the immigration counters in a centralized database with back end dashboard.

Special Counter Handled by Sri Lanka Tourism

All tourists should visit this counter and complete the following;

Online registration of the personal information with tour guide, accommodation and transport details.

Obtain information on COVID 19 preventive measures, procedures and emergency contact details.

Download the mobile app. (once available) and activate it for connectivity and traceability.

Luggage Collection

All luggage should be disinfected before placing on the conveyor belt and they should not run on the belt all together, but with appropriate gap to facilitate the safe social distancing of passengers when collecting.

Ensure 1.5-meter safe distance is maintained at the collection point and at all times of communication.

Keep 70% alcohol rub/hand sanitizer to use frequently when collecting/handling luggage and at all times inside the airport.

The trolleys should be disinfected when used by one person and it is recommended to keep disinfected trolleys and used trolleys separately with clear notices for users.

Common Facilities Used by Tourists (Washrooms, Lobby Areas Etc.)

Make sure the safe distance of 1.5 meter is maintained at all times.

In the washrooms regularly disinfect the frequently touched areas like water taps, door

/ towel / cistern handles, seats & cover flaps, wash basins, doorknobs, buttons and switches, using standard and quality disinfectants.

Washroom cleaning and disinfecting should be carried out at least on hourly basis and more frequently during rush hours. (Refer MOH Guidelines for more details)

Provide adequate supply of toilet paper, paper towels, hand dryers and liquid soap at all times in the washrooms.

Ensure convenient availability of hand sanitizers in the common areas of the airport.

Duty Free Shops

Ensure 1.5-meter safe distancing between customers at all times inside the shops and limit the number of customers within the store to avoid overcrowding.

Encourage the use of self-checkouts, cashless or contact-less payments to speed up the payment process and reduce cash-handling.

Sanitize hands when entering the store, ideally using your own sanitizer or with the sanitizer provided by a staff member at the entrance.

Avoid contacts with surfaces inside the store as much as possible.

If using a basket or a trolley to shop, thoroughly sanitize its handles.

The customers should not be allowed to touch any sale items and there should be dedicated staff to assist customers to select the items they want to buy.

Duty Free shop Managers should ensure cleaning of the counter tops, trolleys and baskets with suitable disinfectants after each use and/or on hourly basis.

Information and Travel Counters (For General Travel Information) / Banks

Always establish glass / plastic shields (sneeze guards) in the counters to separate staff and the tourists.

The Information/Travel counters should explain clearly about the basic safety measures the tourists should follow during accommodation and when on tour.

The bank staff should encourage customers to do on-line transactions and credit/debit card payments in order to minimize cash handling; reliable and clear information should be made available about such payment methods to the tourists.

Tourist Police Procedure

The tourist police will clear tourists and send them to the designated transport pick up area after ensuring the following;

Availability of the tourists’ personal safety equipment (face masks, sanitizers etc.).

Detailed Travel plan with transportation and accommodation arrangements.

Recording of passport numbers of tourists along with details of the pickup vehicle and

the driver.

Airport Transfers

Tourists transport will be only by per-approved vehicles cleared for all health & safety standards; clearance checks will be done by tourist police at the airport.

The taxi/vehicle driver and other support staff should always keep and display their negative PCR test reports taken within a period of 30 days.

Taxi service motor cars should carry maximum of 2 passengers and any group transport vehicles should keep the recommended safe distance between seated people when carrying passengers.

Providing 70% alcohol rub/hand sanitizer inside the vehicle and wearing of face masks by all passengers is compulsory while traveling.

Taxi service drivers/pick up personnel should wear face masks and maintain safe physical distance of 1.5 meter at all times including greeting and handling luggage.

Travel Options for Tourist Visits Within the Country

Tourist buses for tour groups

The driver, support staff and all tourists should disinfectant their footwear prior to boarding the vehicle and all inside the vehicle should wear face masks at all times.

The bus driver and support staff should always keep and display their negative PCR test reports taken within a period of 30 days.

The drivers and support staff should ensure that there are adequate stocks of face masks for their use.

All buses should have a digital thermometer to check the temperature of the tourists whenever it is required.

The buses should be cleaned and disinfected (the seats, all handles, Interior door panels, windows, locks, exterior door handles, poles etc.) before transporting each batch of tourists, in order to prevent possible cross contamination.

No staff and/or guide should be assigned for a tour if they show respiratory symptoms of Covid-19 (sneezing, coughing, fever, stomachache, diarrhea etc.); it is recommended to introduce a declaration form to be filled and signed by the crew/guide stating that they do not possess any of the above stated symptoms.

The bus driver and support staff should ensure that the recommended safe distance between seated passengers are maintained at all times during the journey.

Health promotional messages and recommended responsible behavior of tourists should be communicated inside the bus using audio, video and other appropriate means during the journey.

After every stop point during the tour, all the touch points within the vehicle should be cleaned by the bus crew using standard sanitizer liquid.

Group photographs are only allowed if the recommended physical distance can be maintained.

The bus crew should ensure that no stopovers are made at uncertified shops, restaurants, sites, shopping malls etc.

The bus crew should not consume liquor and/or smoke during the tour, as those habits may reduce the immunity of the human body.

At the end of each day’s tour, the bus should be properly cleaned and washed, and the interior should be sanitized using disinfectant liquid.

The crew is advised to have a proper bath before proceeding to any other activity or to the driver/staff quarters.

The bus crew should keep records of each tour with the detailed list of tourists and such records should be securely kept for a minimum of 21 days.

If a tourist shows COVID 19 related symptoms during the tour, the bus crew should follow the recommended guidelines and procedures of the MOH.

Other Hired Vehicles (from travel agencies) and Registered Taxis/Rented Vehicles

The registered taxies and/or other motor vehicles certified by the SLTDA should carry a maximum of 2 tourists per car and maximum of 50% seating capacity for vans to maintain the recommended safe distancing.

The driver and the tourists should disinfectant their footwear prior to boarding the vehicle and they should always wear face masks during the journey.

The driver should always keep and display a negative PCR test report taken within a period of 30 days and he/she should have adequate stocks of face masks for his/her use.

All vehicles should have a digital thermometer to check the temperature of the tourists whenever it is required.

The vehicles should be cleaned and disinfected (the seats, all handles, Interior door panel, windows, locks, exterior door handles, poles etc.) before transporting each batch of tourists to prevent possible cross contamination.

Health promotional messages and other recommended behavior should be communicated using appropriate means during the journey.

After every stop point during the tour, the frequently touched areas within the vehicle should be cleaned and disinfected by the driver.

Group photographs should be allowed only by maintaining recommended safe physical distancing.

The driver should not stop the vehicle at any uncertified shops, restaurants, sites, or shopping malls.

The driver should strictly refrain for consuming alcohol or smoking during the tour, as those habits may reduce the immunity of the human body.

At the end of each day’s tour, the vehicle should be properly cleaned and washed, and the interior should be sanitized using disinfectant liquid.

The driver is advised to have a proper bath before proceeding to any other activity

or to the driver’s quarters.

All taxi/vehicle drivers should maintain records of each tour along with the details of the participated tourists; these records should be kept securely at least for 3 weeks.

If a tourist shows COVID 19 related symptoms during the tour, follow the recommended guidelines and procedures of the MOH.

Other Hired Vehicles (From Travel Agencies) And Registered Taxis/Rented Vehicles

Use of public transport will not be allowed at this stage for the tourists. However, SLTDA approved and certified special buses and/or other per-approved modes of public transport will be considered on request for tourists and tour groups with specific instructions.

In such situations follow the guidelines as stated.

The objective of this chapter is mainly to guide hoteliers/accommodation-providers to be clear on the actions to be taken during the post COVID-19 lock-down.

We strongly recommend the accommodation service-providers/hotels to follow these guidelines to improve mitigation and recovery mission of the accommodation sector.

It is also important to note that any instructions issued by the State Health Authorities from time to time will be binding and override the provisions in this document and should be strictly complied with.

General information on important measurements to be taken in the accommodation facilities.

All indoor areas such as entrances, lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeterias must be sterilized with a recommended disinfectant.

60%-70% alcohol disinfectants must be used to wipe down metallic surfaces such as door handles, security locks, keys etc. Please refer the Ministry of Health guidelines for more information regarding appropriate disinfectants and procedures. (Epidemiology Unit, Ministry of Health www.epid. gov.lk.)

Based on the predicted occupancy levels the management should define/pre-plan the operational timings of each area and inform their guests accordingly. (Ex: Restaurant and kitchen operational times)

Segment teams (Ex: teams within the department such as Team A, Team B & Team C) and

make sure not to mix any team up members through different scheduling of shifts; this must be done in order to prevent cross-transmission and total quarantining of the entire staff.

If any COVID-19 cases are found, make necessary arrangements to cross-train staff (Inter department) to cope up with any emergency situation of a department.

Disposal of surgical masks every 4 to 6 hours after use is mandatory. Alternatively, reusable face masks can be used as per product specifications.

Maintain limited staff to minimize exposure to the micro-germs during operations.

Maintain occupancy level at 50% or below when the tourism operations resume.

Ensure to have 60%-70% of alcohol hand rub/ sanitizer dispenser at all entrances of every elevator on every floor and in the close vicinity of public area entrances.

Limit the number of entry points to all parties concerned (visitors, guests, staff etc.) to ensure accurate screening.

Floor markings to be in place to indicate 1.5-meter safe physical distancing at all busy areas (Ex: reception counters, buffet area etc.)

Based on room capacity of the facility, adequate number of isolation rooms (suitable, comfortable & well laid out) to be arranged which are equipped with necessary medical equipment, medicines, disinfectant & PPE’s as per the directions given by the Health Authorities.

Adequate supplies of hand washing facilities, hand rub/sanitizers, PPE’s (face masks, rubber gloves and impermeable aprons) must be maintained.

Do not employ any pregnant woman in duties that involve chemicals and disinfectants.

Establishing A Rapid Response Team Supervised by The Management Team.

Each accommodation establishment must have two teams, namely The Management Team and the Rapid Response Team in order to prevent incidents, effectively manage cases and mitigate impact among all stakeholders of the premises.

The Management Team

This team consists of officials of the higher management and should be headed by the General Manager or the Head of the establishment.

The rest of the team members should preferably consist of,

• Head of Departments (HOD’s).

• Hotel Doctor / On-Call Doctor.

• The Rapid Response Leader.

The Rapid Response Team (RRT)

This team is assigned to respond to emergencies, attend to any training carried out by relevant authorities, carry out tasks assigned by the management team, cooperate with all staff to demonstrate, educate and to collect data and report to the management team with regards to COVID-19 situational updates.

The Rapid Response Team report to the Management Team and consists of:

Rapid Response Leader¬ (A representative of the higher management or a specially appointed officer by the management to lead the RRT)

Rapid response team members – Preferably selected and appointed (capable individuals

with a sense of willingness) by the management team on the recommendation of the Rapid Response Leader to assist in carrying out the duties and responsibilities assigned to the RRT.

Duties and responsibilities of the Management Team.

Implementing the rapid response plan.

The management team, in consultation with local MOH, tourism administration and industry associations should establish an action plan tailored to the situation and implement it under

the guidelines of SLTDA. The plan should be updated when necessary as a consequence of new guidance, procedures, or regulations.

Follow, Implement & Update.

The management team should instruct and give direction to the RRT to,

Follow the declared guidelines of the SLTDA, in consultation with National Local health authorities, Ministry of Tourism and other relevant local institutions.

Implement it under recommendations of previously mentioned authorities with the intent to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other parties involved in the operations.

Update the entire staff when necessary as a result of the issuance of new guidance, new procedures, new regulations or any change issued by the pertinent authorities.

They should review and update the available guidelines with the new evidence in consultation with the health authorities.

The same team should be responsible to carry out the standard operating procedures and health and safety guidelines of the respective hotel.

Mobilization of Resources

The Management team must ensure that sufficient funds and resources are made available to enable effective plan implementation by the RRT.

Supervision.

The Management team should frequently evaluate, identify gaps and discuss with RRT to adjust the plan in accordance to ensure the practicality. The Management team should ensure consistent continuation and be alert on unusual and notable incidents.

Logbook of Actions.

The Management team must ensure to record all notable, unusual, important incidents & measures taken in detail. The outcome of the collection in this data must be used for program advancements and record must be archived for future references.

Note: It is important to maintain records of all communication made to staff, to guests, to frequent visitors and to other stakeholders, including evidence of acknowledgment in order to avoid any misunderstandings or communication gaps.

Communication

The Management team should see to the circulation of correct and updated information among staff through the RRT via briefing sessions to ensure;

The flow of correct and per-defined information on any incident that may arise in the future.

Precautionary measures or any other related information are communicated effectively to the guests and to all other stakeholders to make sure the consistency and alignment.

The RRT carries out debriefing in order to identify faulty procedures and discuss any changes required.

Another important factor is to communicate key messages at visible places for the staff (in back of the house areas) and for guests (in public areas, hotel entrances, receptions, entrance to restaurants, all rooms) by using IEC (Information/Education/Communication) materials.

Such communications should include

Promoting hand washing and safe social distancing. Respiratory symptoms of COVID-19.

Cleanliness and basic hygiene practices.

Contact information of key staff personnel.

Emergency telephone numbers.

Training and Information

The Management team should direct the RRT to obtain necessary training and instructions from the Ministry of Health, Provincial or Local Health Authorities and Sri Lanka Tourism.

Development Authority and brief the RRT accordingly on the prevailing situation and corrective measures to be taken against COVID-19.

Protocols & Procedures Suggested for Accommodation-Providers During Post Shut Down and Re-Opening

Hotel Entrance

Establish a screening facility prior to proceeding to the Hotel Lobby/ Lobby Lounge to carry

out an initial screening of temperature, visible respiratory symptoms (coughing, sneezing etc.) and to obtain a simple self-declaration.

Every person must be screened at this facility by trained staff of the establishment equipped with recommended PPE’s and medical grade temperature checking devices. (staff training to be carried out by the Ministry of Health/Provincial or Local MOH)

Note: Entry must be denied, and appropriate action should be taken if a person is found to be having a temperature above 37.8 Celsius (100.04 Fahrenheit) and/or with visible respiratory symptoms (coughing, sneezing, breathing difficulties) at this point.

The below given sample questionnaire / self-declaration form should be filled and handed

over to the front office counter to proceed with the guest registration. If possible, it is recommended to digitally carry out this self- declaration obtaining process.

Individuals who answer YES to ANY on the Initial Screening Questionnaire or have a

temperature above 37.8oC (100.04oF) OR refuse to participate in the screening process must be denied access to the premises.

All Luggage of the guests (including hand luggage) must be disinfected using recommended disinfectants before they are permitted to be taken into the hotel premises.

A clear sticker, giving the date, must be attached to the luggage certifying that the luggage has been disinfected.

Hotel Lobby / Lobby Lounge

Ensure cross ventilation as much as possible.

Ensure that the doormen and the other staff members are in proper uniform attire and wear face masks, gloves and other PPEs as directed by the Health Authorities.

Provide a sanitized doormat or ensure that all guests wipe their shoes when entering the lobby area or use foot disinfectant spray for every entry and ensure the footwear is free from soil at all times.

The entry of outsiders to meet guests must be discouraged. If an outsider is to be permitted entry, he/she must be screened at the established screening facility and all personal details(name, address and NIC number) must be recorded in a specific/allocated register along with the time of entry and the time of departure together with the name of the guest met by the person. All guests must be discouraged from entertaining the outsider/outsiders anywhere other than in the lobby area.

The use of food and beverage facilities by non-resident guests must be discouraged. If the establishment decides to permit non-residents to use the F & B facilities, the hotel must develop a protocol and procedure where the details of such guests are carefully maintained.

Ensure that all handles and surfaces such as tabletops, workstations and arms of chairs are regularly (at least on an hourly basis) disinfected using recommended disinfectants (Soap & water or 60%-70% alcohol solution) regularly. Disinfection needs to be carried out every time the surface is touched by guests and when the guests leave. Adequate designated staff with required resources must be detailed for this task.

Ensure that all guests wear proper facemasks as directed by the Health Authorities. Provide facemask if required and inform guests that they are expected to wear the masks while in the public areas of the facility. (Exemptions– Only while consuming food or beverages). Ensure that adequate stocks of facemasks and hand sanitizing kits are available to be provided/arranged to the guest if required.

Provide hand sanitization facilities to be used by the guests, close to the entrance of the lobby area.

Arrange the furniture in the lobby area/lounge to facilitate the maintenance of 1.5meter safe physical distancing.

All staff in the Reception and Lobby area should wear face masks as directed by the health authorities and must maintain the safe 1.5-meter physical distancing at all times.

If possible, arrange a clear glass/plastic shields at the reception counters to protect the staff members on duty.

A sanitized doormat at the entrance to the lobby must be provided for the staff to sanitize their footwear when entering the area.

Only the traditional Sri Lankan greeting ‘Ayubowan’ should be used at all times and no handshakes or hugs should be carried out under any circumstances.

Collect the completed screening questionnaire/self-declaration form and attach it to the registration card with key information such as country of origin, flight details, date of arrival in Sri Lanka, whether they have visited any of the infected countries over the past 21days and next destination. (In order to minimize the time spent here, it is recommended that pre-collection of these data is carried out before check-in).

Hoteliers are suggested to incorporate technology in order to simplify the accommodation facility/ hotel process by allowing check-in online via web or through dedicated mobile apps or by installing self-check-in kiosks in the lobby area to avoid interactions.

Check and record temperature and respiratory infection-related symptoms of in-house guests (already checked in) and hotel members, at each entry point, whenever they re-enter the premises. Persons with fever (37.8oC or above) and respiratory symptoms (Cough, sneeze etc.) are to be subjected to a check-up by a doctor before being permitted to enter the guest rooms/premises.

Use the Designated room (suitable, comfortable and well laid-out room) to accommodate the guests during this procedure.

Use disposable towels only and avoid the use of recyclable towels when welcoming guests. The reusable towels must be subjected to all the safety measures to prevent cross-contamination.

Serving welcome drinks is discouraged but if being carried out, disposable gloves must be worn. Ensure that the welcome drinks (if served chilled) are stored in sealed containers. Serving hot beverages or authentic drinks with high immunity enhancement value to the guests is encouraged. Avoid the use of straws and decorations when serving.

Arrange check-in and check-out procedures and any other interactions with guests in such a manner that 1.5-meter safe physical distancing is maintained at all times.

Avoid sharing of telephone instruments with guests and if the guest needs to use a telephone or any other communication-related device during check-in and/or check-out process, have a designated device to be used only by the guests. Ensure the designated device is disinfected with 70% Alcohol based disinfectant after each use. Also encourage guests to cleanse hands with soap/ sanitizer before and after using the device.

Do not share pens or pencils with any guests and have separate pens/pencils for the use of guests if required. Disinfect these with 60% -70% Alcohol solution after every use.

While handling credit cards, cash or any other documents given by the guests including passports, after each such transaction hand sanitization should be carried out. If possible, let the guest swipe their own credit/debit card or enable use of online transactions through mobile QR code.

Encourage the use of paperless systems for checking in and billing and minimize the use of paper wherever possible.

Sanitize all key card or key tags, whenever they are returned to the reception before issuing and/or reissuing.

Inform the guests verbally or via phone messages not to leave the room, but to

inform the reception immediately if they feel unwell or ill. The reception staff should arrange medical assistance through RRT via tele-screening to assess the condition of the guest and take further action as per the medical advice.

Staff must refrain from handling/carrying or playing with children and infants at all times

If guests are to be escorted to the rooms, avoid the usage of crowded elevators as far as possible and also avoid touching any surfaces inside the elevators.

Ensure the availability of adequate supply of hand sanitizers in and around the front desk/elevator/reception counter/ corridor / lobby areas.

Elevators (Both Guest and Service)

Do not allow overcrowded functioning of elevators and limit the number of passengers permitted inside the lift car at any given moment by prominently displaying safety instructions and lift control practices (ex: not facing each other) in order to maintain safe physical distancing.

Implement a systematic procedure (Checklist to be in place) to regularly disinfect frequently touched areas like elevator controls, buttons and handrails. This should include disinfecting the entire interior of the lift car predetermined intervals using 60%-70% alcohol-based disinfectant.

If the control panels are susceptible to adverse effects due to the continuous application of disinfectants, consider the use of removable clear sheets to cover the control panels and arrange to clean the clear covering sheets regularly and replace as and when necessary.

If the floor covering of the lift car is not an easily cleanable surface like carpets, then consider the use of a temporary cover (such as clear plastic sheeting) conducive for cleaning and disinfecting.

Ensure that the lift car ventilating system is functioning effectively to ensure the designated air changes are maintained.

Guest Room Corridors and Lift Lobbies.

Ensure that the lift lobbies and the room corridors are disinfected regularly.

Ensure as much as possible, fresh air supply to the guest corridors or allowing of systematic air

circulation to ensure safety.

Implement a systematic method to ensure periodic disinfecting of the lift lobby and corridor surfaces.

Ensure that all door handles are disinfected regularly with 60%-70% alcohol solution. 4.3.5.5 Display appropriate IEC (Information/ Education/ Communication) materials in prominent places like lift lobbies.

When the Guest Rooms are in use.

All staff engaged in cleaning and setting up the rooms with changing of used linen should wear face masks and other PPEs recommended by the Local Health Authorities while at work.

The footwear of the staff should be disinfected with 60%-70% of alcohol spray before entering the room area and always make sure the footwear is free of soil at all times.

Preferably designate separate footwear to use inside the workplace to avoid contamination from soil.

Guestrooms: Before the Guest Room is first made available for sale

Room Area.

The entire room area should be thoroughly cleaned following the procedure below;

If there is access to a balcony door or outside window, always keep them fully opened along with room entrance door to allow cross ventilation of air before cleaning process begins and also during the cleaning.

Check all fittings and ensure they are in correct operational order.

Check especially the AC system and clean the filter. Ensure the design fresh air volume is correctly supplied and if needed AC sanitizer tablets should be used.

Disinfect all portable devices such as remote controls, telephone handsets using 70% alcohol solutions.

Disinfect all hard surfaces of furniture, TV and accessories in the room along with doors, windows, wardrobes, safe deposit lockers, mini-fridge and mirrors with recommended disinfectants.

 Disinfect the tiled surfaces of walls and floors and the ceiling with appropriate disinfectants / detergents.

Provide a small hand sanitizer for the use of the guest in every room.

Information dockets and the dustbins too must be disinfected and if possible, get rid of paper information dockets.

Tumblers must be changed and decontaminated using hot water and disinfectants.

Remove all used or unused linen with extreme care and minimal handling and the linen should be taken directly to the laundry in separate bags.

If vacuum cleaners are used to clean floor carpets in a room, it must be done before the rest of the cleaning procedures are carried out. Cleaning of all surfaces must be carried out only there-after.

Ensure that all guest amenities such as cups, saucers, glassware and spoons are disinfected and placed in suitable sealed paper containers. Preferably all glassware in the room should be machine washed.

Place a sticker / Tent Card in a very visible place in the room confirming that the room has been disinfected specifying the date and time.

If turn down service is carried out, folding clothes should not be done and minimum contact on surfaces are recommended.

Attached Bathroom in the Room

Deep-clean the entire area including all fittings after flushing the WC with seat cover closed.

Disinfect all fittings including bathtubs, vanity counter surfaces, mirrors, shower cubicle surfaces and/or shower-curtain sand surfaces of all racks/shelves.

Disinfect the handles/levers of taps, flush devices and doorknobs/handles.

Take precautions to correctly dispose the used toiletries and replace with new items under maximum safety and care.

Towels should be supplied in a sealed paper container if possible.

Note: The most frequent mode of virus transmission in a room is indirect contact of mucosal surfaces via contaminated bed linen, blankets, bed runners, pillows, towels, bath robes, tumblers, curtains, remote controllers etc. Therefore, changing the linen hygienically is very important and essential between guests.

Cleaning equipment (brushes/mops etc.) needs to be decontaminated between rooms and adequate amounts of disinfectants must be maintained-at all times.

Room Service (In Room Dining)

Room service staff should wear face masks, gloves and other appropriate PPEs when delivering room-ordered items.

Food delivery should be made only up to the door entrance of the guest room and the steward should not enter the room.

The food and beverages should be fully covered during delivery to the room.

Cutlery, crockery and serviettes should be delivered in sealed disposable paper containers or cutlery washing liquids must be placed in the room.

 All used cutlery, crockery and remaining food must be taken back in covered containers for clearance.

The clearance should be as prompt as possible and that too should be only from outside the room entrance and guests should be advised to leave the items for clearance outside the door.

If the guest in the room is showing any medical conditions such as fever or COVID-19 symptoms, all returned items must be handled separately; food must be scrapped and all items prewashed separately and hand-washed separately with soap and water before being processed in the automatic washers at recommended temperature levels or at a designated place by using water at recommended temperature levels.

Alternatively, disposable food boxes and cutlery can be used for such guests.

Room service trolleys must be disinfected using recommended detergents at each serving and a sticker must be placed on the cleaned and sterilized trolleys to indicate the same.

Stewarding / Still Room Area

Disinfect the work area including floors, walls, work surfaces and racks before commencement of work.

No other staff should be permitted to enter the Stewarding/Still Room area.

Staff should wear facemasks, aprons and caps and use disposable gloves when handling clean

cutlery, crockery and glassware.

Staff should maintain-the 1.5-meter safe physical misunderstanding as practically possible at all times.

Footwear should be sanitized before entering the stewarding area and it is recommended to have a dedicated footwear for the stewarding area which should be removed when the staff exit the still room area.

Proper hand washing with soap and water for 20 seconds/ Hand sanitizing should be carried out before commencing work.

Staff should use clean dry cloth for wiping small utensils/accessories and cutlery, crockery and glassware should be wiped only when necessary.

At the start of the day, the work area including floors, walls, work surfaces and racks should be disinfected.

After locking up the area, the key should be disinfected before handing over.

Restaurants

The traditional Sri Lankan greeting “Ayubowan” should be used to welcome the guests at all times.

Disinfect the restaurant area including table-tops, chairs, service-stations before setting up the restaurant for meals as well as at the end of the day and also in between guests when in operation.

Maintain the 1.5-meter safe physical distance when serving guests and ensure that the guests to follow the same.

All staff in the Restaurant must wear facemasks at all times and use gloves/other PPEs as required when serving-the guests.

The staff should use hand sanitize regularly during the service and facility for this must be available close to the staff entrance of the Restaurant.

Make arrangements to display the food and beverage menus using information technology at the guest room TVs and if possible, by way of other means like WhatsApp, Viber, Messenger or similar to the personal smart phones used by the guests.

The bills too may be sent to the smart phones and if traditional billing methods are followed, refer the procedure stated previously. Use of tablecloth should be discouraged and use of disposable paper table mat is preferred; if reusable and washable table mats and tablecloths are used, they should be disinfected after each use and laid with minimum handling using disposable gloves.

Seating in the Restaurant must be arranged considering the safe physical distancing guidelines keeping 1.5meter apart. However, guests from a common group or from the same family group maybe seated in large tables with the required number of seating. Guests from individual rooms should be accommodated in tables for two.

Encourage in-house guests to reserve the restaurant services in advance, so that the management can allocate a table number and send it to the mobile phone of the guest accordingly.

The spacing between seating for different groups and between individual tables should strictly comply with the given 1.5-meter physical distancing guidelines.

 Maintain the details of diners patronizing the restaurant for every meal (including seating arrangements and details, if possible); these records must be kept for a minimum period of 21 days with the

purpose of tracing the exact people who were in contact if any COVID-19 cases were found/reported later.

4.3.10.12 The crockery should not be laid out on the table and should be delivered hygienically after the guests are seated; it is desirable if the plates can be warm at the time of delivery; glassware should be placed upside down on the table and cutlery on the table wrapped in the serviette.(Sterilize, dry and seal pack to avoid contact, if possible)

4.3.10.13 It is highly recommended to use paper serviettes for all three meals for safety reasons. 4.3.10.14 It is recommended to remove salt and pepper shakers and provide them either in packets or on request.

4.3.10.15 A dedicated hostess/doorman should be deployed to open the door and receive the guests and the door handle must be regularly sanitized. (where applicable)

4.3.10.16 Menu cards and bill folders must be sanitized before use and sanitized again after use by the guests, if electronic methods cannot be implemented.

4.3.10.17 In the event of a buffet service, designated staff, standing behind the buffet counters, should only serve food and guests should not be allowed to serve themselves.

4.3.10.18 Bills must be presented to the guests in a sanitized bill folder and cash transactions must be discouraged. The pen used by the guest to sign the bill must be sanitized immediately after each use.

4.3.10.19 All surfaces of tables, chairs, floors should be properly disinfected before the closure and locking of the restaurant.

4.3.10.20 Wherever possible, doors and windows should be kept open to ensure adequate and proper air circulation.

4.3.11 Kitchens

Before opening

4.3.11.1 All staff should be with proper attire and facemasks (and gloves if needed) at all times. 4.3.11.2 All areas of the kitchen including work surfaces, equipment, floors and walls should be thoroughly cleaned and disinfected.

4.3.11.3 The exhaust canopies, including the grease filters, and sanitizer should be cleaned. 4.3.11.4 The exhaust fan(s) should be cleaned and serviced to ensure functionality of the exhaust system.

4.3.11.5 Servicing of the fresh air supply fans should be done to ensure that the supply air is maintained at the designed levels.

4.3.11.6 All equipment checking should be done to ensure they are in good and proper working order; special attention should be given to cold storage equipment and food warmers where the correct temperatures must be maintained. The interiors of the food storage equipment including doors and door gaskets should be sanitized.

4.3.11.7 The dish washer and the glass washer functionalities should be checked and ensure the rinse temperatures are correctly maintained.

After Operations

4.3.11.8 Ensure that all work surfaces are sanitized at the end of the day and before commencement of the next work shift.

4.3.11.9 Ensure that all uncooked food is kept covered at all times and under recommended procedures.

4.3.11.10 Ensure that all prepared food is stored at correct temperatures and kept covered at all times.

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during storage and transportation to the final user point.

4.3.11.14 All staff working in the kitchen area should be in clean uniformed attire including dedicated and sanitized footwear.

Clean and sanitize work surfaces regularly and after each operation.

Ensure that washed cutlery, crockery and glassware are stored in covered shelves. Ensure that there is no cross contamination of washed cutlery, crockery and glassware

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that the staff is in uniformed attire with facemasks (and gloves if needed) and are fully conversant with the required hygiene standards and conditions.

All staff should wear facemasks and gloves when handling food.

Only kitchen staff should be permitted in the kitchen area.

The Chef on duty should conduct a briefing at the beginning of each shift and ensure

4.3.11.18 Kitchen stewarding staff should use proper uniform and appropriate accessories such as waterproof aprons and footwear when performing different tasks such as pot washing.

4.3.11.19 All staff should strictly confine themselves to the designated working areas and avoid moving around and mixing with others.

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of the daily operations.

4.3.11.23 All pots, pans and other utensils should be cleaned and sanitized at the end of the day’s operation or whenever needed.

4.3.11.24 At the end of each day’s operation, the chopping boards and knives should be sanitized by immersing in a dedicated sanitizing bath, while all other equipment, working surfaces, kitchen floors and walls should be cleaned and sanitized.

4.3.11.25 All mops and brushes used for cleaning purposes should be washed, sanitized and left to dry at regular intervals.

Kitchen waste disposal

4.3.11.26 Ensure that adequate color coded, foot operated trash bins in good operating condition are available to correctly dispose the different waste materials.

4.3.11.27 All emptied trash bins should be thoroughly washed, cleaned and sanitized and the clean bins should be left to dry and be ready for reuse.

4.3.11.28 The staff handling waste should wear suitable protective gloves and boots and other PPEs as required and use proper utensils to minimize physical handling.

4.3.11.29 The staff handling waste should remove the protective gear used, clean and sanitize them for re-use and place in the allocated areas at the end of each day’s operation.

4.3.11.30 The waste handling staff should ensure that they wear clean footwear and have sanitized themselves when returning to the kitchen area.

4.3.12 Menu Planning (to minimize unnecessary food handling)

4.3.12.1 All items on the planned menus should be simple and easy to prepare.

4.3.12.2 The use of ‘Set Menus’ and ‘Ala Carte’ minute’ production of food is strongly recommended, in order to minimize the handling/holding of balance food.

4.3.12.3 For “In room dining” services, strict and recommended hygiene practices should be followed for food pick up, delivery and clearance.

4.3.12.4 The use of food requiring minimal handling is recommended for the production of appetizers/desserts and the prepared appetizers / desserts should be well covered and stored at the correct temperatures.

4.3.12.5 Hot food production is recommended to be carried out on request, practicing ‘Pan to plate’ concept to minimize food holding.

4.3.12.6 It is recommended to provide all food pass through counters with sneeze guards and food heaters.

4.3.12.7 During bulk production of food, ensure the prepared food is well covered and stored in hot food holding equipment at minimum+65oC.

4.3.13 Buffet Set up /Service

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in buffet tables.

4.3.13.4 Appoint dedicated staff to serve each item in the buffet and strictly avoid guests handling any spoons/tongs. Ensure to keep lids closed whenever possible and opening of those lids should also be done by staff only.

All food displays (buffet counters) should be provided with sneeze guards.

All food in the buffet spread should be stored at the correct temperatures.

It is recommended to regularly replenish food in order to avoid holding larger volumes

(Refer 4.3.19 “Banquet operations” for further details/clarifications)

4.3.11 Hot and Cold food production and storage

4.3.11.1 All cold storage equipment (Freezers and Chillers) should be kept clean at all times and the correct temperatures(minimum-18oCforfreezersand+5oCforchillers) should be maintained where the temperatures are monitored and recorded at regular intervals.

4.3.11.2 All items should be stored in sanitized covered containers with the production and expiry date clearly marked. The containers should be cleaned, sanitized and dried after each use. 4.3.11.3 Strictly practice the basic HACCP guidelines in the preparation and storage of food items. Refer below link for clarifications, https://www.fda.gov/food/hazard-analysis-critical-control-point-haccp/haccp-principles-application- guidelines

4.3.11.4 The preparation of deserts in portion size and the use of cut fruits to minimize handling as well as use of simple appetizers to avoid complicated preparations is recommended.

4.3.11.5 Where action counters are used, ensure that the staff in attendance are in fresh & clean uniforms, wear face masks and disposable gloves at all times; the disposable gloves should be replaced at regular intervals to ensure good hygiene practices of usage.

4.3.11.6 Proper serving utensils should be used when serving guests, even while wearing disposable gloves and handling ready to consume foods should be avoided at all times.

4.3.12 Staff Cafeteria

4.3.12.1 Arrangements should be made to maintain the 1.5-meter safe social distancing at all times and staggered times maybe considered for the staff in order to manage crowd with the allowed number of seats.

4.3.12.2 All dining tables should be arranged to ensure maintenance of 1.5meter physical distance between staff and 2-meter distance between tables.

4.3.12.3 All tables and other surfaces should be sanitized at the start of the day and after every meal.

4.3.12.4 It is recommended to install sneeze guards if meals are served as buffet.

4.3.12.5 Entire cafeteria floor, walls, glass panels and doors should be sanitized at the end of each day’s activities.

4.3.12.6 All cutlery, crockery and glass ware should be washed in an automatic dish washer, glass washer or wash at a designated location using hot water.

4.3.12.7 Hand sanitizers should be installed on either side of the main entrance door of the cafeteria to be used by the staff.

4.3.13 Swimming Pool

Considering the sensitive nature of the operations carried out in these facilities, operating of swimming pools are not allowed at present by the ministry of health authorities. But following are the general practices which should be followed in the event a declaration is made by the health authorities to resume the use of swimming pools under ‘Safe to use’ conditions.

4.3.13.1 All surfaces inside the pool should be brushed and cleaned.

Super chlorinate the pool and leave for a day; Vacuum and filter the pool and check the pH

and adjust if necessary.

4.3.13.2 Ensure the residual chlorine level and the recommended pH level is always maintained. For more information Refer pages 52-53 in the below link

http://www.waterboard.lk/web/images/contents/greater\_kandy/Caring\_for\_water/English\_ Final\_Caring\_for\_Water\_A5\_Copy\_Edited\_on\_24th\_of\_April\_2015.pdf

4.3.13.3 Lifeguards and the pool staff should strictly follow safe physical distancing and

other health measures and obtain special training from Local Health Authorities as directed by the management on how to act on emergencies during COVID-19.

4.3.13.4 Disinfect the handrails of the pool steps/ladders and the knobs of the external pool showers.

4.3.13.5 Clean and disinfect the entire pool deck area and thoroughly clean/disinfect the pool deck furniture and the pool mattresses on regular basis and after every use.

4.3.13.6 Establish a procedure to allocate time slots for guests if required to avoid overcrowding and record the details of pool users with names and times (In and out,if possible) and retain such records for at least 21days.

4.3.13.7 Ensure that clean disinfected pool towels are stored in a closed container or in a paper wrapping and issued to guests with minimum handling.

4.3.13.8 Ensure the pool users take proper shower before entering the swimming pool.

4.3.13.9 Check and ensure the proper operation of pool filters with a ‘turn overtime’ of not more than 6hours; pool filters should be back washed as necessary to ensure proper filtration.

4.3.13.10 The pool attendant must wear a mask and disposable gloves when serving guests at all times.

4.3.13.11 Thoroughly clean the pool changing rooms and the wash rooms; ensure that all surfaces including the floor, walls, vanity counters, lockers, benches, knobs& handles of a fittings and all door handles are disinfected using recommended disinfectants.

4.3.13.12 Ensure that the appropriate procedures laid out for food services under the restaurant segment of this guideline are implemented when resuming food and beverage services at the pool.

4.3.14 SPA, Gym and Ayurveda Treatment Centers

Considering the sensitive nature of the operations carried, operating of the Spa, Gym and Ayurveda Treatment Centers are not permitted at present by the local health authorities. These operations can resume only after the health authorities relax the restrictions and allow such activities. When approval to commence Spa/Gym/Ayurveda treatment centers are granted, such operations should be conducted strictly following the procedures given under section 5.4 of this guideline.

In addition, for Gym operations, special attention should be given in adhering to the following procedures;

 Maintain flexible opening and closing times and accept bookings based on prior appointments only.

 Limit the number of patrons at a given time inside the gym to avoid overcrowding and unhealthy human interactions.

 Ensure all staff/patrons wash their hands with soap and disinfect the footwear before entering the gym.

 Check and observe the patrons and ensure they are free from high fever and COVID-19 symptoms, before permitting them into the gym.

 Provide adequate hand sanitizer points within the gym to ensure frequent use by the patrons.

 Follow general health and hygiene measures including wearing of facemasks and maintaining of safe 1.5-meter physical distancing at all times by both staff and patrons.

 Ensure proper ventilation and air circulation inside the gym by natural or artificial methods.

 Clean and disinfect all machines/equipment/containers after each use and regularly.

 Strictly advice/educate patrons not to share any equipment or personal belongings with others when inside the gym.

 For common bathroom/toilet cleaning and disinfecting procedures refer section 5.4 of this guideline.

 At the end of the days’ operations clean and disinfect floor areas, frequently touched walls, surfaces and all gym equipment.

4.3.15 Bars

4.3.15.1 All patrons entering the bar should wash their hands with soap and sanitize their footwear at the entrance; they should wear facemasks at all times.

4.3.15.2 The bar staff should wear facemasks and gloves (should change gloves regularly)

and sanitize the footwear before entering the bar; the staff should also practice good hand hygiene procedures regularly.

4.3.15.3 The staff/patrons should practice the 1.5-meter safe physical distancing at all times. 4.3.15.4 The staff should ensure the availability of an automatic glasswasher in the bar to wash

all glasses and if a glass washer is not available, glasses should be washed in a centrally located glass washer at the recommended water temperatures. No glasses should be washed in the bar.

4.3.15.5 Glassware and crockery brought in after washing and disinfecting should be stored in the bar in an enclosed container (Ensure they are not stored on open shelves or counter tops)

4.3.15.6 Ensure the Ice cube machine is connected to a sterilized water supply and before commencing operations, the staff should thoroughly clean the ice cube container and disinfect. 4.3.15.7 If an Ice cube machine is not available, only ice made from a sterilized water supply should be used and stored in a covered container; the container should be cleaned and disinfected daily.

4.3.15.8 Ensure the beverage chilling equipment are in good operational condition to maintain

the correct temperatures and before starting operations, all units should be thoroughly cleaned, both inside and outside, and disinfected.

4.3.15.9 Clean and disinfect all work surfaces, tabletops and arms/solid surfaces of chairs before the bar is opened and preferably after the use by guests.

4.3.15.10 Any food brought from outside to the bar should be brought covered and kept covered until served to the guests.

4.3.15.11 Seating inside the bar must be arranged to maintain the safe physical distancing of 1.5 meter between guests. However, guests from one tour group or guests belonging to one family may sit together.

4.3.15.12 Encourage all in-house guests to make prior bar reservations and limit the number of patrons inside the bar to avoid overcrowding.

4.3.15.13 Maintain complete details of all guests patronizing the bar in each session along with the seating arrangements and these records should be kept for a minimumperiodof21days; this is to facilitate the tracing of exact people who were in contact, if any COVID-19 cases are found/reported later from the bar guests.

4.3.15.14 If the bar is air-conditioned, the bar staff should ensure that the design fresh air supply is maintained. If it is an open bar, make sure to ensure adequate fresh air supply and circulation within the bar area.

4.3.15.15 If food is served in the bar, the required cutlery should be provided to the guests in a sealed disposable paper container.

4.3.15.16 Beverage list sand bill folders must be sanitized before use and sanitized again after the use by guests.

4.3.15.17 Drinks should not be served to the guests across the counter but served only at the seats to ensure guests do not congregate at the bar counter.

4.3.15.18 Bills should be presented to the guests in a sanitized bill folder and cash transactions must be discouraged. The pens used by the guest to sign bills should be sanitized immediately after each use.

4.3.15.19 At the end of the bar operations, all work surfaces, tabletops and arms of chairs, door handles and bar counters should be cleaned and sanitized.

4.3.15.20 If the Bar is to be closed and locked, the key should be handed over in a sealed pack after sanitizing.

4.3.16 Banquet operations

4.3.16.1 Ensure all guests are screened at an established screening point in the premises or

at a dedicated location in the banquet venue (hall) entrance to carryout temperature checks, visible respiratory symptoms (cough, sneeze etc.) and record the same; keep such records at least for 21 days and anyone with temperature above 37.8oC or with visible respiratory symptoms should be denied the entry.

4.3.16.2 All guests should wash their hands with soap for 20-30 seconds and sanitize their footwear before entering the venue hall.

4.3.16.3 Ensure all guests are wearing face masks and maintain the safe physical distancing at all times.

4.3.16.4 Clean and disinfect the entire venue hall and all equipment/furniture inside before the start of the function.

4.3.16.5 The guests list with contact details to be obtained by the organizer/host 24 hours before the event and preferably the tables should be numbered, and the guests should be allocated a specific table and a chair.

4.3.16.6 The traditional Sri Lankan greeting “Ayubowan” should be used to welcome the guests at all times.

4.3.16.7 Ensure following key messages are communicated to guests using sign age and IEC (Information/Education/Communication) materials.

 Promoting of hand washing/sanitizing

 Respiratory hygiene

 Basic Hygiene practices

 Contact information of key staff personnel

 Emergency Telephone numbers

4.3.16.8 All staff in the venue should wear facemasks and other PPEs as needed and if wearing gloves for serving guests, then gloves should be changed at regular intervals, according to the nature of the operation involved.

4.3.16.9 All staff should use hand sanitization regularly during the service and such facility should be available closer to the venue “service” entrance.

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gloves (these gloves should be changed every 30 minutes) and standing behind the buffet counters should serve the guests and the guests should not be allowed to serve by themselves or handle spoons / tongs/chafing dishes.

4.3.16.16 The staff should ensure that buffet-lids are closed whenever possible and opening/closing of the same should be done only by the staff.

4.3.16.17 Sufficient hand sanitizers should be available within the hall at reachable locations. 4.3.16.18 If tablecloths are used, it should be disinfected after each use and laid with minimum handling using disposable gloves.

4.3.16.19 Seating in the venue should be arranged keeping the 1.5-meter distance between chairs as per the recommended safe distancing; however, the maximum number of guests allowed inside a venue should be equivalent to 1/3 of the full capacity of banquet hall or 100 pax, whichever is lower. 4.3.16.20 Crockery should be kept warm at the buffet service counter and glassware should be kept warm in close vicinity to guests or to be served by the service staff on strict hygienic conditions. 4.3.16.21 Cutlery should be cleaned, disinfected and kept warm (Ex: under a heating light) at

the buffet service counter and to be served ideally wrapped in a paper serviette by a dedicated staff member wearing proper attire with facemask and gloves; he/she should change the gloves at regular intervals like every 30 minutes.

Alternatively, cutlery maybe served, hygienically wrapped in a serviette (after carrying out proper cleaning and disinfecting procedures) by the service staff, when requested by the guests or during the meal time.(Sterilize, dry and seal pack to avoid contact, if possible)

4.3.16.22 Reusable Napkins are not allowed and ensure the use of paper serviettes to avoid frequent interactions.

4.3.16.23 Water dispensers with hot/cold water to be placed inside the venue at reachable levels. 4.3.16.24 Trolley/table services to be practiced for alcohol serving (if permitted) and until further notice, operating of a bar inside the venue is not allowed.

4.3.16.25 A dedicated hostess should be deployed to open/close the door at the venue entry

point and the door handle should be regularly sanitized (where applicable).

4.3.16.26 Clearance should be as prompt as possible and soiled linen should be handled with face masks and gloves.

4.3.16.27 All surfaces of tables, chairs, floors should be cleaned and disinfected, and the venue should be closed and locked to prevent any unauthorized entry and the keys handed over.

4.3.16.28 Doors and windows should be kept open whenever possible to ensure proper air circulation.

4.3.16.29 Dancing and dancing floors are not recommended at this moment; but, if it is allowed by health authorities, still, strict safe physical distancing measures should be maintained at all times on the dance floor.

4.3.17 Toilets in the venue hall and public areas

4.3.17.1 After the use of toilet, wash the hands properly with soap and then sanitize with alcohol solution (60%- 70% alcohol) for disinfecting purposes before re-entering the hall.

4.3.17.2 Implement a regular cleaning schedule (based on usage patterns) to ensure high

level of hygiene standards which has to be maintained for the toilets; regularly sanitize the items and surfaces frequently/normally touched by the users, which includes door handles, toilet seat & cover, flushing handle or knob of WC, flushing knob of urinals (if used), wash basin tap handle (knob or lever), vanity surfaces & activating switch of hand dryer (if used).

4.3.17.3 Where practically possible keep the main entrance door of the toilet opened, unless the door can be pushed open in both directions; If not keep a dedicated cleaning staff member positioned at the toilet entrance to handle the door and also to control overcrowding situations. 4.3.17.4 Provide a hand sanitizing dispenser just outside the toilet door and if possible, make it sensor operated.

4.3.17.5 Provide paper towels and hand dryers for the purpose of drying hands and if possible, it is recommended to install sensor taps and dispensers to avoid contamination.

4.3.17.6 Only foot operated waste bins with lids should be placed inside the toilets and such waste bins should be cleaned only by dedicated staff trained for waste handling; they should wear recommended PPE’s at all times while at work.

4.3.17.7 Carry out disinfection of all surfaces, including the floor and wall finishes with standard disinfectant every 4 hours when toilets are in use.

4.3.18 Laundry

Before the reopening

4.3.18.1 Clean all laundry equipment with specific attention to the interior surfaces of washers and dryers.

4.3.18.2 Remove all washed and unwashed linen from the laundry and wash/disinfect all surfaces of the laundry.

4.3.18.3 Clean all laundry baskets and trolleys as well as tables and shelving, if available, and disinfect them.

4.3.18.4 Provide suitable cloth bags or covered trolleys to bring soiled linen from different places of the accommodation facility/hotel.

4.3.18.5 Provide suitable covered trolleys to deliver clean linen to the linen room (this is needed only if the linen room is physically separated from the laundry).

Once the accommodation facility is in operation

4.3.18.6 All staff handling soiled linen should wear facemasks and gloves and regularly practice hand sanitization. Wearing disposable gloves is recommended.

4.3.18.7 The soiled linen from the guest rooms should be brought into the laundry in covered cloth bags or covered trolleys.

4.3.18.8 The linen received from should be sorted with minimum handling and staff should use hand sanitization immediately after handling soiled linen.

4.3.18.9 Always the clean linen should be handled by wearing new disposable gloves or after sanitizing the hands; ensure that clean linen is grouped item wise, before it is sent to the linen room (to minimize the handling).

4.3.18.10 Ensure that the flow pattern in the laundry is carefully planned and maintained to minimize the risk of cross contamination of clean processed linen.

NOTE: If laundry is outsourced a protocol must be established to ensure that clean processed laundry is not cross contaminated during transport and storage upon receipt.

4.3.19 Linen storage / Linen Room

4.3.19.1 Clean linen, particularly linen to be used in guest rooms, and guest contact areas should be stored covered.

4.3.19.2 The guest room linen should be consolidated and issued in a covered pack and the cover can be disposable or recyclable after disinfecting.

4.3.19.3 Cloth napkins, if used, should be issued to each restaurant in a covered pack and the cover can be disposable or recyclable after disinfecting.

4.3.20 Goods Receiving Area

4.3.20.1 Recommended to inform the suppliers on the expected packaging standards of delivery. (what/how of the ‘package’)

4.3.20.2 Ensure the floor surface of the goods receiving area is impervious and easily washable; any cracks or damaged areas should be attended to and sealed.

4.3.20.3 The goods receiving area should be washed, cleaned and disinfected after every single delivery.

4.3.20.4 A stainless steel sink with hot and cold water via a mixer tap and a stainless-steel table to place the products after washing and cleaning should be available.

4.3.20.5 Provide an appropriate facility for disinfecting fruits and vegetables received (using recommended food sanitizers) before they are taken into the stores.

4.3.20.6 Ensure that dry goods, fish and meat are brought in covered containers.

4.3.20.7 All staff should practice hand washing and sanitizing after handling every delivery and/or after receiving different types of items.

4.3.20.8 Ensure that cleanable containers are used to transport goods from the receiving area to the stores and the container should be cleaned and disinfected after each use.

4.3.21 Staff

4.3.21.1 All staff (executive and non-executive) should wear facemasks when reporting for duty and should enter the premises through one common-entrance.

4.3.21.2 Ensure to have an up-to-date list of the contact information of all staff, including emergency contact telephone numbers.

4.3.21.3 Check and record temperature and respiratory symptoms of all staff at the point of entry for duty; anyone with high fever than recommended or with visible respiratory symptoms should be sent

back.

4.3.21.4 A staff member found with running temperature or respiratory symptoms during the shift should be kept in isolation and immediately referred for medical attention; a special room to be designated for accommodating such staff members.

4.3.21.5 Resident staff should get their temperature and respiratory symptoms checked on a daily basis.

4.3.21.6 Day staff reporting for duty should not carry any additional clothing with them. Resident staff should carry minimum amount of clothing with them when coming in to the facility; any baggage brought in by staff should be disinfected at the gate before being permitted for taking in. 4.3.21.7 The RRT should regularly check and ensure that no staff members are coming from areas subjected to medical lock-downs or self-isolations.

4.3.21.8 Staff members, after entering the premises should go directly to the staff accommodation or the staff locker room as the case maybe.

4.3.21.9 Establish a procedure to safely deposit the clothes worn by the staff coming from outside to avoid contamination of the fresh uniforms to be worn by the staff; ensure that the hands are washed with soap after handling the clothes worn, before touching the fresh uniforms.

4.3.21.10 Fresh uniforms and disinfected shoes (or clothing, if not reporting for duty immediately) must be worn after taking a shower.

4.3.21.11 Laundry facilities to wash clothing worn by resident staff when coming in to premises should be provided.

4.3.21.12 Bed linen and pillowcases provided for the resident staff should be laundered as necessary.

4.3.21.13 All footwear belonging to the resident staff should be kept outside the accommodation area in a washable rack provided.

4.3.21.14 Ensure that the staff washrooms, both resident and non-resident,are cleaned and sanitized minimum of 3 times a day.

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The staff lockers (both resident and non-resident) should be regularly sanitized/

All uniforms, dusters and wiping cloth should be replaced daily with fresh ones.

The staff uniforms should be washes department wise as far as practically possible and all dusters and wiping cloths used should be replaced at least 3 times in each shift.

4.3.21.18 Ensure adequate hand washing facilities or sanitization facilities are available at convenient locations for staff to use while performing their duties.

4.3.21.19 The sharing of mobile phones, pens, pencils, food/beverage items, cigarettes, personal grooming items etc. Among staff should be totally avoided.

4.3.21.20 Ensure that safe physical distancing is maintained among staff in the meal rooms and staggered mealtimes can be considered if necessary.

4.3.21.21 The 1.5-meter safe physical distancing should be maintained by the staff at all times in the staff accommodation, in staff changing rooms and in all other common areas.

4.3.21.22 Ensure that games such as carom, chess etc. which does not permit the safe physical distancing are not allowed in the staff recreation rooms, as safe physical distancing must be practiced at all times.

4.3.22 Drivers, Suppliers, Contractors and Casual workers

The premises security personnel should be authorized and empowered to implement the procedures below;

4.3.22.1 Check and record temperature and respiratory symptoms of all Drivers, Suppliers,

Contractors and Casual workers at the point of entry to the accommodation premises; anyone found with running temperature or respiratory symptoms should not be permitted to enter the premises. 4.3.22.2 Maintain proper records of personal details (name, address, NIC number and vehicle number) and the time of arrival/departure for all at the security entrance point and in case of drivers of the guests, the details of the guest or the name of the group should be recorded.

4.3.22.3 Any person found to be having high fever or suspected respiratory symptoms of a possible infection should not be permitted to enter the accommodation premises.

4.3.22.4 Any goods brought in by suppliers, if not fully sealed, should not be accepted unless total decontamination is practically possible.

4.3.22.5 Check and verify that any local person entering the premises, has not travelled overseas and returned within the last 14 days; otherwise, such persons should be refused entry and immediately reported to the management team/RRT for further action.

4.3.22.6 Check and verify that any local person entering the premises, is not coming from an area subjected to a medical lock-down or self-isolation/home quarantine; otherwise, such persons should be refused entry and immediately reported to the management team/RRT for direction and further action.

4.3.22.7 Where accommodation or restrooms are provided for the drivers, ensure that physical distancing is maintained at all times in the drivers’ accommodation, drivers’ rest rooms and the common meal rooms.

4.3.23 Support Services

It is extremely important and vital to check the below key services and ensure that they are in good operational condition;

 Electricity

 Communication channels (Ex: telephone)

 Water Supply (Central, Hot & Cold)

 Effluent treatment plant

 Air Conditioning system (Central, Single, Multi split & VRV)

 Air side equipment

This need is because any malfunction in the above areas could compromise the measures taken to ensure the health and safety of the guests, staff and all related stakeholders in making the accommodation sector operations safe and secure.

4.3.24 Precautionary measures, Handling COVID-19 incidents and other information

4.3.24.1 The conditions imposed by the Government Authorities, especially the Health Ministry officials from time to time should be strictly adhered to.

4.3.24.2 The officer appointed as the Rapid Response Leader along with the RRT should take the responsibility of monitoring, recording and reporting any shortcomings in the implementation to the Management Team to ensure that the procedures listed out are correctly implemented.

4.3.24.3 It is recommended that the establishment procure sufficient number of non-contact portable medical grade body temperature measuring devices and the relevant staff should be trained in the proper use of such equipment.

4.3.24.4 Adequate stocks of face-masks, disposable gloves, impermeable aprons,disinfecting alcohol(60%-70%) solution, bleach based products for surface disinfection and any other necessary materials should be maintained in the facility.

4.3.24.5 If a guest or a staffmemberissuspectedtobeinfectedwiththeCOVID-19, the person should