

Covid-19 Protocols for Tourism and Hospitality: Tourist Attractions Self-Assessment Checklist

The following checklist can be used when conducting a self-assessment to check that the protocols for Tourist Attractions have been met.

The protocols in the white lines are mandatory and must be followed. All of these protocols must be achieved in order to be awarded the Health and Safety Certificate.	The protocols in the green spaces are additional, recommended protocols that the attraction may follow to enhance their Covid-19 safety if it is possible in their operations; or , the protocol does not apply to the specific type of attraction.
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No.	Criteria and Compliance Elements	Yes/ No	Evidence
1	Covid-19 Prevention Plan (as required by WTTC)		
	a. Does the attraction have a Covid-19 Prevention Plan and special cleaning plan in place?		Word/PDF Prevention plan
	b. Does the attraction have a specific person or team to implement and monitor the 'new normal' Covid-19 protocols?		Name of person/list of names
	c. Has the attraction reviewed and revised its Standard Operating Procedures to address Covid-19 risks?		
	d. Does the attraction have hygiene and safety protocols which suppliers and partners should follow?		Samples or agreements
	e. Does the attraction have an alternative to cash transactions?		
2	Staff Training and Monitoring		
	a. Does the attraction have Covid-19 protocols and guidelines for staff?		Copy of staff protocols
	b. Does the attraction have a record of staff medical history including chronic diseases, to identify high risk staff members in order to schedule them for lowest risk work?		Copy of a blank template?
	c. Has the attraction trained its staff on Covid-19 issues and protocols?		Training record
	d. Does the attraction have a means for management to measure the health of team members while encouraging them to follow hygiene and safety protocols?		Daily reports
	e. Does the attraction have a procedure for staff who feel ill?		Copy of procedure

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	f. Does the attraction have information on the nearest Covid-19 treatment facility available to staff?		A copy of the information (if it is a poster that is displayed in staff area then attach this etc.)
	g. Does the attraction have training for staff to handle Covid-19-related incidents?		Training register
3	Personal Protective Equipment (PPE)		
	a. Does the attraction have masks (preferably re-washable not disposable) available to staff, guests, passengers, clients or tourists, either for free or for sale?		
	b. Does the attraction have protocol for all people in the attraction to wear masks correctly?		Copy of Information
	c. Does the attraction have gloves available if needed?		
	d. Does the attraction have additional PPE according to specific work conditions?		
	e. Does the attraction require that face masks be worn on rides?		Copy or photo of communication
	f. Does the attraction require operators to disinfect their hands after railings are checked and gates are locked and secured?		Copy of staff communication
4	Handwashing or sanitizing provided at entrances and within the building		
	a. Does the attraction have hand washing or sanitizing stations throughout the property or facility?		Pictures
	b. Does the attraction have notices or signs which are easy to see indicating where to wash hands/where to locate sanitizing stations?		Copies of the notices/signs
	c. Does the attraction have hand sanitizing protocols for staff, guests and visitors?		Copy of the protocol
5	Health Screening		
	a. Does the attraction have health checks on arrival and a register for all persons entering the premises or using the tourism service?		Copy of a blank template
	b. Does the attraction have body temperature measuring devices for health screening?		
	c. Does the attraction have a Standard Operating Procedure to check the body temperature of anybody who comes onto the premises?		Copy of SOP
	d. Does the attraction have a Standard Operating Procedure for handling and recording anyone detected as having a body temperature of above 38° C or show any respiratory symptoms?		Copy of SOP

No.	Criteria and Compliance Elements	Yes/ No	Evidence
6	Physical Distancing and minimising Physical Contact		
	a. Does the attraction apply controls for keeping 6-foot physical distancing in queues, seating areas, restrooms, office and administration areas, staff facilities, and other such areas?		Photos
	b. Has the attraction calculated the number of people allowed in closed areas and a procedure to control this?		Copy of number and procedure
	c. Does the attraction have distancing indicators in the form of stickers, tape, signs or notices where necessary?		Pictures or photos
	d. Does the attraction have notices appealing not to shake hands or have physical contact?		Pictures or copies
	e. Does the attraction have clear screens (plexiglass) at service points e.g. reception, pay points, ticketing points?		Photos
	f. Does the attraction have way/s to reduce the occupancy of the venue?		
	g. Does the attraction have realistic calculations for capacities in attractions? Are capacities being adjusted accordingly to allow for physical distancing?		Copy of calculations and photos of implementation
	h. Does the attraction ensure physical distancing through spacing and audience seating in artisan experiences, performances and exhibitions?		Photos
	i. Does the attraction have a tracking mechanism for maximum capacity?		Copy of SOP
	j. Has the attraction maximized the number of entry and exit points to the venue?		
	k. Does the attraction have an increased frequency of performances and an end-of-show announcement that encourages visitors to take their time exiting the show venues or stagger exits if possible?		Copy of show times and end of show announcement speech
	l. Has the attraction evaluated the risks from activities which need close body contact and ceased or continued operations accordingly?		
	m. Does the attraction encourage visitors to reduce the number of personal items they bring into the venue? Does the attraction provide lockers for personal items?		Example of the communication
	n. Does the attraction have protocols regarding the removal and handling of shoes in certain attractions or activities?		A copy of the protocols
7	Cleaning and Disinfecting Procedures and Schedules		

No.	Criteria and Compliance Elements	Yes/ No	Evidence
	a. Does the attraction have cleaning and disinfecting products such as soap and water and alcohol-based disinfectant (>60% alcohol), along with relevant cleaning equipment?		Photos
	b. Does the attraction have a cleaning and sanitizing schedule for high touch areas and objects that takes into account how often the area or object is touched or used?		Copy of the schedule
	c. Has the attraction developed a cleaning schedule available on the property that reflects an increased frequency of cleaning facilities or vehicles?		Copy of the schedule
	d. Does the attraction have Standard Operating Procedures for cleaning of facilities, furnishings and equipment available and implemented by staff?		Copy of SOP
	e. Does the attraction have Specialised Personal Protective Equipment (PPE) for specialised cleaning or disinfecting procedures?		Photos
	f. Does the attraction have foot operated or no-touch covered bins at strategic and accessible places in public and staff areas, and is all rubbish sealed into bags and disposed of safely?		Photos
	g. Does the attraction have their display and information boards cordoned off to prevent touching, and a notice asking visitors not to touch the board/display?		Photos
	h. Does a casino sanitize tokens between uses?		Copy of SOP
8	Operating hours are set in accordance with policies established by local government.		
	a. Does the attraction adjust operating hours according to changing government regulations and communicate these to staff and guests?		Copy of the communication
	b. Has the attraction extended its operating hours to reduce number of visitors at any given time?		
	c. Has the attraction put up notices of changed operational hours e.g. signs, notices, stickers or posters?		Copy of the notices
9	Communication with staff and guests		
	a. Does the attraction have communication with guests or clients to observe Covid-19 protocols, preferably before, on arrival, and during their use of the tourism service?		Copy of the communication
	b. Does the attraction have signs displayed to minimise physical contact?		Copy/photo of the sign
	c. Does the attraction have notices such as signs or stickers on the etiquette of spitting, coughing, and sneezing?		Photos or copies
	d. Does the attraction have other notices displayed where relevant e.g. for disposing of personal waste (e.g. tissues), elevator capacity, not to touch or handle sale items, etc.?		Photos or copies
	e. Does the attraction require visitors accompanied by children to supervise them at all times?		

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10	Emergency Protocols		
	a. Does the attraction have contact numbers for the appropriate authorities, medical centres and emergency services? Are these available and accessible?		List of contact numbers
	b. Does the attraction have a clear Standard Operating Procedure on how to manage a suspected Covid-19 case of a guest or staff member?		Copy of SOP
11	Recreational areas for children		
	a. Does the attraction require child minders to watch for any signs of respiratory disease and inform the child's parents and management?		
	b. Has the attraction closed children's play areas? Or has the attraction developed a schedule for cleaning and sanitizing the facilities based on the number of children and the frequency of use?		Copy of schedule
	c. Has the attraction calculated and reduced the number of children allowed into the recreational area at one time?		Size and number