

Covid-19 Protocols for Tourism and Hospitality: Tour Guides

The following protocols are based on the requirements from the World Travel and Tourism Council (WTTC) and national protocols published by the Myanmar Ministry of Health and Sports, and the Ministry of Hotels and Tourism.

These protocols apply to tour guides at all levels: national guides, provincial guides, site guides, activity or adventure guides.

No.	Criteria and Compliance Elements
1	Tour Guide Knowledge and Behaviour
	a. Tour guides must be familiar with Covid-19 transmission, symptoms, prevention/infection control, and new/revised protocols (according to latest advice from public health authorities and/or WHO).
	b. Guides must be familiar with the most up-to-date public health guidelines and will adhere to these for the duration of the tour.
	c. Tour guides must not guide tourists if the tour guide feels ill with any of the Covid-19 symptoms.
2	Tour Preparation
	a. Tour guides must identify risks that may lead to Covid-19 transmission and must develop and follow plans for alternative actions to mitigate risks. Risks include issues such as visits to attractions, possible crowding, group size, restrictions on the provision of certain tourist services, etc.
	b. Where appropriate, tour guides must liaise with tour operators and coach companies and private vehicle companies and drivers to ensure vehicles have been thoroughly sanitized.
	c. The tour guide should coordinate with suppliers in order to avoid crowding when groups arrive, for example: <ul style="list-style-type: none"> ○ Sending the list of client documentation in advance. ○ Handing out room keys inside the vehicle. ○ Staggered entrance to the hotel/museum/monument.
	d. Tour guides must ensure they are fully aware of tourism sites' specific Covid-19 requirements and comply with them.
3	Personal Protective Equipment (PPE) and Guiding Equipment
	a. Tour guides must wear a face mask or a mask and a face shield while guiding.
	b. Masks (preferably re-washable not disposable) must be made available to tourists, either for free or for sale.
	c. Tour guides must not share work equipment or devices with other tour guides if possible. If certain equipment or devices are shared (walkies, radio guides, telephones, umbrellas, etc.), the tour guide must establish cleaning and disinfection guidelines and, failing this, use PPE to reduce the risk of contagion.

No.	Criteria and Compliance Elements
4	<p>Handwashing or sanitising</p> <p>a. Hand sanitizing protocols must be followed by tour guides and tourists.</p> <p>b. Tour guides must apply rigorous hygiene practices, including thoroughly washing or sanitizing hands before and during tours.</p> <p>c. Tour guides must carry hand sanitizer with them on tour for own personal use and for tourists who may need it.</p> <p>d. Tour guides must know where public toilets/hand-washing facilities/hand sanitizer points are available at tourism sites and be able to inform tourists accordingly.</p>
5	<p>Health Screening</p> <p>a. Health checks, including body temperature checking with a thermal scanner, must be conducted and a register must be maintained for all tourists in the group being guided.</p>
6	<p>Physical Distancing and minimising Physical Contact</p> <p>a. Tour guides must maintain physical distance between themselves and tourists at all times.</p> <p>b. Tour guides must facilitate physical distance of 6 feet between tourists in queue control, seating areas, attractions and other such areas.</p> <p>c. A maximum number of people to whom the service can be offered safely should be calculated.</p> <p>d. Guides must avoid shaking hands or any other physical contact with clients.</p> <p>e. On tours where the group includes different households, tour guides must encourage and help clients to adopt appropriate social distancing between each other.</p> <p>f. Tour guides must deliver interpretation and activities outdoors as much as possible.</p> <p>g. Facilitate safe activities and experiences with artisans and performers</p>
7	<p>Communication with Tourists</p> <p>a. Health and safety protocols should be shared with tourists ahead of time if possible.</p> <p>b. There must be communication (digital, written or verbal) with guests or tourists to observe Covid-19 protocols at the beginning of the tour and during the tour as needed by the itinerary. These should cover general protocols as well as specific protocols such as interactions with artisans, time spent in attractions and other facilities.</p> <p>c. Tour guides should be prepared to answer questions, resolve challenges, address situations where tourists are not complying and share protocols before and during the tour to reassure travellers.</p>
8	<p>Emergency Protocols</p> <p>a. Tour guides must know the nearest Covid-19 treatment facility in the destinations where they are guiding, and contact numbers for the appropriate authorities must be available and accessible.</p> <p>b. There must be a clear procedure on how to manage a suspected Covid-19 case of a guest or tour member.</p> <p>c. Tour guides must be informed of the medical insurance details of tourists in case of emergency.</p>

