



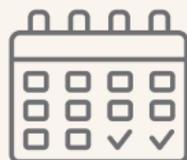
## Ayubowan!

### Health & Safety Etiquette for Tour Operators & Travel Agents

As we open our doors to the world again; let's make sure our paradise island is as safe and secure as it can be for our visitors. It is our responsibility to take good care of them while ensuring that they have a great time in Sri Lanka. We are also responsible to our local communities and to our own families; so we should take good care. To help you and to guide you in this process, we have created a set of protocols that you will need to be aware of and follow.

### Things you need to know when preparing to welcome visitors

No minimum number of days required to stay.



No restrictive quarantine required.

Guests will spend the first 14 days of the visit at a Level 1 'Safe & Secure' hotel or hotels.



During the initial 14 days, your guests will be protected inside a bio-bubble; and it is your responsibility as tour operators & travel agents to help them not break the bubble.

Tour operators & travel agents or accommodation providers are to arrange transport for travellers and also have an advance transport plan for the first 14 days.





After 14 days, the guests are permitted to go out into the general community but should be discouraged from using public transport.



While bookings from multiple flights are allowed at hotels, tour operators & travel agents should coordinate to minimize mixing of groups arriving from different flights.

Encourage and facilitate your visitors to wear their mask at all times in public places, maintain a social distance of 1.5 meters and to sanitize their hands regularly.



Have a plan in place and follow the health guidelines when dealing with a COVID-19 positive traveller. It is your duty to keep the respective health and tourism authorities informed.

As tour operators & travel agents, it is your responsibility to take care of your visitors during their stay, in collaboration with the accommodation provider.



Tour operators, travel agents and their staff need to be aware of the guidelines and have processes in place. (visit [srilanka.travel](http://srilanka.travel) to download the guidelines)

## Visa Process

All visas must be applied online; visit [eta.gov.lk](http://eta.gov.lk).



The Tourism Mobile App 'Visit Sri Lanka' is incorporated into the Online Visa application form and will be available on both the Play Store and Appstore. Travellers will be required to download the mobile app for coordination and facilitation purposes when available.





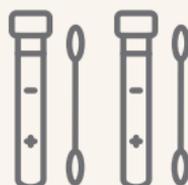
**If applying for the visa on behalf of your travellers, you will need to fulfill the following mandatory requirements with payments made through the tourism channel-**

A pre-confirmed booking at a Level 1 'Safe & Secure' hotel; depending on the duration of your stay; for up to 14 days



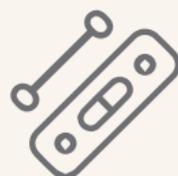
Obtaining a COVID-19 local insurance cover at USD 12 per policy for a cover of USD 50,000; valid for a minimum period of one month.

Pay for PCR tests depending on the duration of their stay (USD 40 per PCR test)



## PCR Testing

Prior to departure, your guests will need to have a negative PCR test result from an accredited laboratory taken 96 hours before boarding the flight. This is a mandatory requirement; however would still need to be re-confirmed with the relevant airline.



The first of the prepaid PCR tests would be carried out prior to check-in at their first pre-booked hotel.

The second PCR test would be conducted 5-7 days after arrival at their pre-booked hotel.



If a PCR test result is positive, the initial isolation will be carried out at the hotel and if necessary, the guest would be transferred to a private hospital or a designated quarantine hotel. The costs would be covered via the guest's COVID-19 insurance, already paid for at time of visa issuance.

Currently no exceptions would be made for vaccinations taken; all safety protocols should still be adhered to regardless.





## On-arrival at the Airport

Make sure your guests submit a completed Health Declaration Form (HDF) to health counters at the airport. (visit [srilanka.travel](http://srilanka.travel) to download the HDF)



Immigration officers will check all mandatory documents of travellers, including the PCR report, travel insurance, travel/stay details, health counter clearance note and relevant personal details.

Please note that Bandaranaike International Airport (BIA) is certified as a safe airport by the ACI airport health accreditation program.



## Accommodation

Your guests are allowed to stay for any number of days, with no minimum requirement. However, the first 14 days of the stay must be at a Level 1 'Safe & Secure' certified hotel/s.



'Safe & Secure' is a certificate issued to hotels in compliance with the COVID-19 Health Protocols and the Tourism Operational Guidelines. This will help ensure the health and safety of your guests. Sri Lanka Tourism Development Authority (SLTDA) will ensure continuous assessments and audits to uphold the standards of Certified 'Safe & Secure' (Level 1) Hotels.



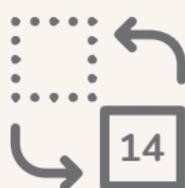


All certified 'Safe & Secure' Level 1 hotels would have a unique QR code displayed so that you may provide feedback on the health protocols observed by simply scanning the QR code using a smart phone.



Guests are permitted to use all facilities within the premises of the hotel.

Change of hotels in the first 14 days is allowed, but only among Level 1 'Safe & Secure' certified hotels.



Guests are not permitted to move outside the hotel for a period of up to 14 days; except for approved tourist sites (visit [srilanka.travel](http://srilanka.travel) for details) protected under a bio-security bubble.

After the initial 14-day stay at a certified 'Safe & Secure' Level 1 hotel, your guest is permitted to go into the community (provided the PCR test results are negative) and to also move into any accommodation of their choice.



## Transport Arrangements

Tour operators & travel agents or accommodation providers to arrange transport for the guests; and independent transport for each group of tourists, avoiding any interaction or mixing of different groups during travel.



Tour operators & travel agents should have a thorough transport plan in advance.



Transportation details should be informed to the Area Medical Officer of Health, COVID Taskforce and DG, Sri Lanka Tourism Development Authority (SLTDA), following each booking and prior to the guests' arrival.



Tour operators & travel agents are to ensure adequate Personal Protective Equipment (PPE); like masks and sanitizer; is provided to all personnel accompanying the tourists.

Unless the personnel were in full PPE attire, all service providers involved in transportation should be quarantined for a period of 14 days; with a PCR conducted and details informed to the COVID Taskforce and DG, SLTDA.



Domestic flights are allowed, subject to a strict adhering of health protocols.

Tour operators & travel agents are bound to adhere to the health guidelines currently enforced by the Ministry of Health and SLTDA.



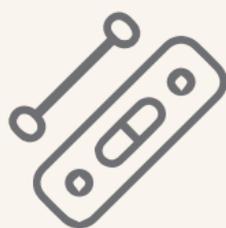
Medical Insurance including the COVID-19 Insurance is to be given to all personnel accompanying guests, during the tour and the subsequent 14 days in quarantine.





## Visiting Tourist Sites

If the 1<sup>st</sup> PCR is negative, your guests are permitted to explore approved tourist sites on a daily basis; under the protection of a bio-safety bubble; with specific timeslots allocated. Permission for the tourist sites have been granted by the SLTDA in consultation with the Ministry of Health, COVID Taskforce and the relevant local health authorities.



The timeslots allocated for tourists would be published clearly on the Sri Lanka Tourism website, to minimise the risk of interaction with the locals.

The itinerary should be shared in advance with the local health authority of the tourist site and the agencies managing the site, through SLTDA.

Any special arrangements including stops for meals, lavatory breaks or any other stops, must be indicated in the itinerary and should be done in consultation with the local health authorities of the specific areas in which the stops are planned.



All personnel accompanying the tourists; including tour guides, safari jeep drivers, bus drivers, other drivers, assistants and translators; unless attending in full PPE, should undergo 14-day quarantine under the supervision of the local health authority, with the inclusion of PCR testing.

## Management of staff and personnel

Staff should be screened for COVID-19 at regular intervals as per the existing Occupational Health Guidelines published by the Ministry of Health.





All staff should be subjected to a proper risk assessment under the guidance of the Area Medical Officer of Health; and appropriate interventions should be instituted if a guest is tested positive for COVID-19.

In the event a COVID-19 positive guest or employee is reported, the travel agents and tour operators are required to adhere to the Health Guidelines currently enforced by the Ministry of Health and SLTDA.



## General Requirements

Tour operators & travel agents should only appoint SLTDA registered and 'Safe & Secure' certified tour guides (National guides, chauffeur guides, area guides, or site guides).



All drivers, assistants or other staff involved in a tour should be registered with SLTDA, and trained/informed on the 'COVID-19' Operational guidelines and health protocols.

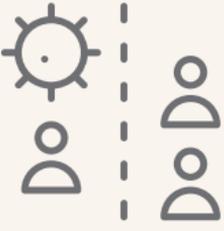
Encourage online or advance bookings for attractions and activities to avoid exposing tourists to overcrowded situations.



Service providers are encouraged to provide the option of electronic/contactless payment methods for the safety of tourists.

Ensure that the health records and self-declarations of all tourists/tour groups are maintained in a systematic and traceable manner; such records are required to be kept for a period of at least 30 days.





If a guest or staff member is suspected to be infected with COVID-19, the individual should immediately be isolated in the designated area and medical assistance (from the MOH / PHI of the area) should be obtained as a matter of urgency.

The infected individual should be assisted to remain relaxed and treated with great understanding and kindness; however any unnecessary interaction with other guests/staff should strictly be avoided.



The SLTDA should be informed immediately regarding any reported COVID-19 positive cases (both guests and staff) using the Hotline 1912.

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Sri Lanka Tourism would kindly like to remind tour operators & travel agents that keeping the guests safe is as much your responsibility as it is ours; so please ensure compliance with the health protocols (visit [srilanka.travel](http://srilanka.travel)), so that your guests can have a safe, secure and enjoyable experience in Sri Lanka while also protecting the staff and local communities.

Please call the Sri Lanka Tourism hotline on 1912 for any additional support.





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**சுற்றுலாத்துறை அமைச்சு**

விமான சேவைகள் மற்றும் ஏற்றுமதி வலயங்கள் அபிவிருத்தி இராஜாங்க அமைச்சு

**MINISTRY OF TOURISM**

STATE MINISTRY OF AVIATION AND DEVELOPMENT OF EXPORT ZONES

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**DIAL 1912**

DIAL 1912 from any phone within Sri Lanka  
to access tourism information

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