

# TOURISM SANITIZATION GUIDANCE TOUR OPERATORS

This document has been created to provide tourism partners who operate tours in the Cayman Islands with guidance on safety and health-related measures, in response to the COVID-19 pandemic. It should be noted that the regulations pertaining to the COVID-19 suppression levels and public health policy and guidelines are also applicable, as necessary.

Following collaboration with Government partners such as the Ministry of Health, Department of Environmental Health, private sector stakeholders, and principles of international health entities such as the UK Health Security Agency (UKHSA) (formerly Public Health England), these standards of practice have been developed to establish industry guidelines for sanitization.

Each operator is responsible for ensuring that current regulations and legislation of the Cayman Islands Public Health Law regarding the prevention, control and suppression of Covid-19 is adhered to. Please verify the most current laws and regulations with official Government sources. This document is in addition to the public health policy and guidelines, is created to support the “Readiness Plan” for **Phase 4** implementation and should be reviewed and revised upon the implementation of new phases in the future.

## **Recommended Guidelines for all Tour Operators in the Cayman Islands**

1. An official COVID-19 sanitization, health, and safety policy should be created by tour operators. Information on how to draft your own policy can be found here: <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>.
2. All staff members should be trained with regard to this official policy and any new protocols that will be put in place by the establishment.

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3. All tour operators will adhere to official guidelines with regards to personal protective equipment (PPE) as outlined by the Cayman Islands Government (CIG).
4. Any new protocols that are established by the CIG will be adhered to, as necessary.
5. Testing of employees as required by the CIG.
6. Additional information can be found at [www.gov.ky](http://www.gov.ky) or email [sanitization@caymanislands.ky](mailto:sanitization@caymanislands.ky).

For more information on the National Policies: [NATIONAL POLICES LFT](#)

This document includes recommended guidelines for the following areas of tour operations:

- Tour Operator Operational Guidance (To be adjusted as seen fit by the Management).
  - o Pre-arrival
  - o Arrival
  - o Tour Management
  - o Restrooms
  - o Café/Food Areas
  - o Payment

Best Practice Measure	What are the risks to your customers and staff?	Where are the risks?	Actions to help control risks?	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control Check
<b>PRE-ARRIVAL</b>							
1	Lack of information	Displayed on operator website and Visit Cayman Islands	Information from HSA and Public Health Regulations.	Policy placed within the lobby and at the front desk	Accommodation	Updated as needed	

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2	Cancellation Policy	Displayed on operator website	Provide clear information on cancellation policy in place during COVID-19.			Check daily as required	
3	Car Park	Open bins	All bins around this area should be clear of rubbish.	Bins should have disposable bin liners and lids		Empty regularly	
4	Staff Health	Monitoring of staff health	Ongoing monitoring of staff members' health.	Based on information from HSA and Public Health Regulations	Management	Ongoing	
5	Staff members	Mandatory use of face masks or covering	All staff to wear face masks or covering when providing indoor service and/or are near any other person.  Consider having in stock clear masks for staff to communicate with guests that have hearing impairments.	Patrons are required to wear a face mask or covering when indoors.		Ongoing	
6	Staff Members	Staff scheduling	Creation of a schedule for smaller shifts for staff members. Flexible working arrangements including remote working for back-	Schedule released to all staff.		At all times.	

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			office staff is encouraged				
7	Staff Members	Hygiene Practices	Staff members to sanitise their hands regularly			Ongoing	
8	Booking of tours	Reception/Entrance	Pre-booked tours encouraged via website/email/phone to maintain social physical.				Immediately
<b>ARRIVAL</b>							
9	Accurate information	Bookings	Provide staff with clear and consistent messages to guests enquiring about booking their tour via phone and email and containment measures that have been put in place.			Checked daily as required	
10	Entrance	Door handles	Signage and hand sanitiser to be available both inside and outside of main entrance.	All guests to use hand sanitiser before entering the attraction/commencing the tour.		Ongoing	
11	Shaking Hands/Greeting	Reception/Entrance	Encourage staff to greet guests without contact – do not shake hands with guests.	Sign to be placed at reception explaining this to guests.		At all times	
12	Washing hands	Reception/Entrance	Clear communication reminding guests to frequently sanitise	Staff to wash hands frequently.		At all times	Some operations do not have physical

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			their hands. Where possible, make visible.				premises, so signage is not possible
13	Close contact with visitors	Reception/Entrance	Clear communication reminding visitors to refrain from close contact.	Signage to be displayed, where applicable/possible		As applicable	Some operations do not have physical premises, so signage is not possible
14	Untrained Staff	Reception/Entrance	Ensure that training is provided to all staff on signs and COVID-19 infection measures.			Ongoing	
15	Countertops and reception areas	Reception/Entrance	All hard surfaces to be disinfected regularly.	Regularly as outlined by HSA/Ministry of Health		Disinfect after each customer	
16	Booking of tours	Reception/Entrance	Pre-booked tours encouraged via website/email/phone to maintain physical distancing.				Immediately
17	Waiting Areas	Entrance/Waiting areas	Ensure that there is adequate space for guests to wait in line with physical distancing requirements.	Place signage throughout attraction with reminders on physical distancing.		At all times	
<b>TOUR MANAGMENT</b>							

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18	Tours	Tour Management	All tours should be booked at capacity not exceeding current applicable guidelines in effect (e.g., public transport where tours are delivered by bus)	Clearly communicate policy through website/social media/email confirmations.		As applicable	There is no money to be made at 50% capacity for tour buses. Additionally, tour operator offerings vary too much to make this a blanket requirement. e.g., rock climbing which will employ a guide: climber ratio with effort being made to minimize contact between people from different households.
19	Staff Training	Tour Guides	Ensure that all tour guides are briefed on policies and how to enforce.	Provide training for tour guides on attraction Sanitization policy.			Immediately
20	Entry Tickets	Reception	All hard surfaces to be disinfected regularly.	All staff handling entry tickets should wear gloves.		Gloves changed after each tour	

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21	Payment	Reception	Encourage digital payment through website/social media communication	Disinfect payment machines regularly where digital payment is not possible		Disinfect after each use	
22	Waiting Areas	Entrance/Waiting areas	Ensure that there is adequate space for guests to wait while adhering to physical distancing requirements	Place signage throughout attraction with reminders on physical distancing		At all times	
23	Visitor Management	Tour Guides	Ensure that there is only the dedicated number of persons per tours in line with attraction operational guidelines			At all times	
24	Visitor PPE	Reception	Ensure that all guests have masks before beginning the tour/entering indoor attractions; for outdoor activities, masks are not required except when in close proximity to others	Provide guests with masks upon arrival. Consider having in stock clear masks for staff to communicate with guest who have a hearing impairment.		As needed	
25	Proper hand hygiene	Tour Guides	Hand sanitiser should be placed throughout the tour and offered to guests frequently			At all times	
26	Activity Equipment (Kayaks,	Handling of equipment	Disinfect all equipment with sanitising wipes			Disinfect after each use	Staff can sanitise

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	Bikes, Helmets, etc.)		before and after the tour				
27	Customer guidance	On website/social media and in person at activity center	Provide guidelines for customers on what to expect during their tour	Information should be emailed after each booking and an overview provided before each tour		At all times	
<b>PUBLIC RESTROOMS</b>							
28	Public restrooms	Disinfect all surfaces in restroom	Provide hand sanitiser outside bathroom entrance or prior to entering the bathroom. Additional signage in restroom on hand washing.	Deep cleaning should be done daily		Cleaned frequently	
29	Doors	Public toilets	Disinfect door handles and areas to push door	Hand sanitiser available outside the door.		Disinfect hourly	
30	General Contamination	Public toilets and baby changing facilities	Signage on proper hand washing.	Ensure hot water and liquid soap is available to guests.		Signage on display	
31	General Contamination	Hand dryers	Where possible, limit hand dryers (which require touching) and offer paper towels	Provide hand sanitiser inside bathroom		At all times	
<b>CAFÉ/FOOD AREAS</b>							
32	Cross Contamination	Dining Areas	All customers should follow hand hygiene policy and use of sanitiser prior to entering the cafe.	Signage outside café. Information shared with guests via email ahead of time.		At all times	

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33	Physical greeting	Dining Areas	Verbal greetings only. No hand shaking.	Signage displayed to discourage physical contact		At all times	
34	Table layout	Dining Areas	Follow current regulations in effect regarding spacing between tables. Outside dining encouraged.	Signage to be displayed		At all times	
35	Menus	Dining Areas	Avoid using hard copy menus – present menu offerings via blackboards or verbal communication			At all times	
36	Order taking	Dining Areas	Physical distancing to be enforced for order taking	Pens to and pads provided to each member of staff.  Disinfect pens frequently		Disinfect often	
37	Hygiene Practices	Dining Areas	Proper hygiene practices as outlined by DEH and the Ministry of Health	Review requirements from DEH and guidelines of Ministry of Health		DEH and Ministry of Health documents up to date.	
38	Handling of equipment (glassware, cutlery, crockery and condiments)	Dining Areas	Minimal handling of utensils and condiments	Proper disinfecting and use of disposable sachets for condiments		At all times	
39	Buffets	Dining Areas	No buffets should be allowed in the café	No open displays		At all times	

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40	Kitchen	Kitchen	Practices should be aligned with the DEH inspection	Food safety and handling guidelines as outlined by the DEH food handling course and inspection		At all times	
<b>PAYMENT</b>							
41	Payment	Payment methods	Encourage contactless payment (such as tap-to-pay debit or credit card purchases) and, where possible, pre-payment for tours			Ongoing	
42	Payment	Cash or Card Handling	In the event of cash or non-contactless card payments without wearing gloves, staff should sanitise hands or wash hands after handling.	Gloves should be removed after each transaction and safely discarded.		Ongoing	
43	Hand Sanitiser	Checkout counter	Hand sanitiser placed at checkout counter.	Staff should use hand sanitiser regularly including before and after each customer.			

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