

Ministry of Hotels and Tourism



Tourism National Guidelines

For

COVID-19 Safe Services

(Beta Version - VI)

Date: 2020 , October ()

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Chapter (1)

Transportation Sector

Operational Guidelines for Air Travellers

1. Airport Arrival

All air travellers must follow the guidelines issued by the Ministry of Health and Sports.

a) Routine Health Check

- 1) Undertake the Disinfecting Procedures for all travellers' belonging.
- 2) Check the Health Certificate Form from the country of origin.
- 3) Undergo temperature screening through thermal scanners for all arriving passengers and airline crew members.
- 4) Traveller/airport staff should maintain a minimum distance of 1 meter or 3 feet in between at all times.
- 5) Traveller/airport staff should wear face masks and use disinfectant hand wash is mandatory.
- 6) Undergo the mandatory PCR testing at the sample collection facility dedicated by the Medical Authority.
- 7) Traveller/airport staff should follow and allow the decision on further precautionary measures undertaken by the Medical Authority if necessary.
- 8) Traveller/airport staff should follow the updated information on COVID-19 preventive measures, procedures and emergency response released from Ministry of Health and Sports.

b) Health/Immigration counter

- 1) Ensure 1 meter or 3 feet safe distance is maintained at the waiting point and at all times of communication.
- 2) All travellers to wear face mask and hand glove all the time.

c) Luggage Collection

1. Ensure 1 meter or 3 feet safe distance is maintained at the collection point and at all times of communication.
2. Use disinfected Trolleys
3. Wash hand every time after collecting/handling luggage

d) Common facilities and Restrooms

- 1) Ensure 1 meter or 3 feet safe distance is maintained at all times in the common areas.
- 2) Maintain and handle the frequently touched areas with attention (areas like chairs, doorknobs, water taps)

2. Airport Transfer

- a. Travellers are only allowed to use a vehicle pre-arranged by the respective travel and tour company.
- b. Travellers are allowed to use rental Service and Taxi registered under respective authorities.
- c. To use arranged/registered Shuttle Bus
- d. Travellers are only allowed to use pre-approved private vehicles

3. City Sighting

- a. Travellers are only allowed to use a vehicle pre-arranged by the respective travel and tour company.
- b. Travellers are only allowed to use pre-approved private vehicles
- c. Travellers are allowed to use rental Service and Taxi registered under respective authorities.
- d. Allow using Public Transport
- e. Allow using circular Train

4. Travelling within the country

- a. To use Domestic Airlines
- b. To use a vehicle pre-arranged by the respective travel and tour company.
- c. To use pre-approved private vehicles.
- d. To use High Way Public Transport

5. Guidelines instructed and released from Ministry of Transport and Telecommunication

Ministry of Transport and Telecommunication has issued the following guidelines;

a) International Airlines

- 1) To conduct the regular whole craft disinfectant procedures during the stopover at Yangon International Airport.

- 2) Any operating flight to Myanmar has to check the respective Health Form has filled before/during landing period.
- 3) If any of the passengers are suspected during or before landing, the cabin crews should immediately follow the guidelines issued by the Ministry of Health and Sports.
- 4) All flights come from infected destinations/regions must follow the guidelines issued by the Ministry of Health and Sports.

b) Domestic Airlines

- 1) To conduct the regular whole craft disinfectant procedures during the stopover at Yangon International Airport
- 2) If any of the passengers find suspected during or before landing, the cabin crews should immediately follow the guidelines issued by the Ministry of Health and Sports.

c) Airports

- 1) All airports must be disinfected and cleaned under the guidelines of the Ministry of Health and Sports.
- 2) All the common facilities areas, restrooms and public areas of the airport must maintain clean and disinfectant according to the guidelines issued by the Ministry of Health and Sports.
- 3) If anyone has found suspected or positive, must follow the disinfectant/sanitize according to the precautionary measures issued by the Ministry of Health and Sports.

6. Ministry of Health and Sports' Guidelines for Vehicles

Ministry of Health and Sports has issued the following guidelines for vehicle user;

a) Travellers/Tourists

- 1) Avoid the regular peak hours traffic – From 8 to 10 am and 4 to 6 pm
- 2) Maintain a minimum of 6 feet distance while waiting at the bus stop at all time.
- 3) Keep Hand Sanitizer with at least 60% alcohol at all time
- 4) Ensure to take all your waste such as used tissues, masks, gloves and water bottle before leaving the vehicles

- 5) Ensure that all passengers are seated in the recommended safe distance at all times during the trip.
- 6) If the seating is in a face-to-face setting, maintained the safe distance at all time

b) Bus Crewmember

- 1) Keep the vehicles to maintain fresh air at all the time while driving
- 2) Supervise the passengers to maintain the recommended safe distancing between seated passengers (zig-zag seating)
- 3) All passengers should sanitize hands before boarding a vehicle, and the wearing of face masks is compulsory at all time.
- 4) Health promotional messages should be communicated inside the vehicle using audio and video during the trip.

c) Taxi Drivers

- 1) Keep the vehicles to maintain fresh air at all the time while driving
- 2) Manage to separate the front and back seats using plastic or glass shield between the driver and passengers to maintain the recommended safe distancing
- 3) Passengers are only allowed to be at the back seat
- 4) Using online booking and payment systems to reduce and avoid direct contact with the passengers.

d) Vehicles Owner

- 1) Ensure to support the adequate stocks of face masks and 60% alcohol hand sanitizers for the bus crew.
- 2) Ensure to maintain the Physical Distancing, carry or allow only half of the vehicle capacity all the time.
- 3) Mark the seats in order of Zig-Zag seating.
- 4) Ensure not to board the passengers without masks.
- 5) Ensure to maintain the 60% alcohol hand sanitizers at the entrance of the vehicles at all time
- 6) Manage to separate seats using plastic or glass shield between the driver and passengers to maintain the recommended safe distancing.

- 7) Manage to broadcast Health promotional messages should be communicated inside the vehicle using audio and video during the trip.

e) Highway terminals/ Rest Camp

- 1) Ensure the availability of basins, wash areas, water, liquid soap or alcohol hand sanitizers in the common areas for bus crew and passengers.
- 2) Make sure the safe distance of 6 feet apart is maintain in the waiting areas
- 3) All the passengers must check the temperature by using the non-contact thermal scanner before boarding. Must arrange for routine medical procedures if anyone finds with 38 degrees centigrade and above and also put/hang Health Message Promotional poster at sight.
- 4) Not to allow the passenger without a mask or must arrange/support to have one if the passenger does not have a mask.
- 5) All the passenger's details such as personal identity card/passport, contact details and bus seat numbers must be recorded and provided at any time if necessary, to the respective departments.

Chapter (2)

Accommodation Sector

(Hotel, Motel and Guesthouse)

1. Important measures to be taken at Car Parking and Reception Counter

- a) All the vehicles must register and must be disinfected.
- b) All the guest's luggage must be disinfected upon entry to the Reception counter from the Car Parking.
- c) The washbasin, water, liquid soap, hand sanitizers and thermal Scanner Machine must maintain at the portico or entrance of the hotel or Car Parking
- d) Check and record the temperature of the guests at the entrance. The staff himself must also wear the face mask during this procedure.
- e) Only the guest with normal temperature is allowed to check-in to the reception counter
- f) Ensure to spot the cross-marked 6 feet distance queuing in front of the reception counter.
- g) All the staffs in the reception should wear face masks and place the chairs in safe social distancing space at the lobby.
- h) All the chairs, tables, washrooms and floors must sanitize all the time.
- i) The layout of the beds in the guest room must be at least 3 feet from one another and arrange as per precautionary guidelines released from MoHS.

2. Important measures to be taken at in-house restaurants

- a) Ensure the layout of tables in 6 feet, chairs in 3 feet respectively and put glass shield partition on the table when serving.
- b) All the guests are advised to wash their hand for 20 seconds using liquid soap and water or 60% alcohol hand gel before and after visiting the restaurant, and all disinfectant must be provided at all time.
- c) Disinfect the restaurant area including table-top, chair and service station frequently with Ethyl Alcohol before and after the day of operation.

- d) The layout of the tables must set 10 square meters apart from one another and arrange four guests per table and set the chair in back to the back position or if the guests are in face-to-face positions, make sure table-top are separate with glass partitions.
- e) Ensure to check daily that the appropriate amount of disinfectant is used for cleansing and washing the kitchen utensils.
- f) Encourage in-house guest to serve in-room service if needed, and avoid buffet layout setting and reduce direct contact with the guest as much as possible.

3. Important measures to be taken at Housekeeping Department and Guest Room

- a) All used textile, bedsheets, clothes and linen must carefully put in a covered pack and wash under the temperature above 70-degree centigrade and use a recommended portion of liquid disinfectant soap.
- b) Regularly check the air-cons filter, temperature, moist and density of the guest rooms daily.
- c) All the housekeeping staffs must wear face shields, face masks and gloves while handling soiled linen and cleaning the guest rooms.
- d) Regularly sanitize or spray items and surfaces frequently touched by users in reception, hallways ways, doorknobs, water tabs, fridge handle, faucets, etc. with recommended disinfectant (contain 70% alcohol)

4. Important measures to be taken within the hotel premises/facilities

- a) Ensure to allow the physical distancing numbers while using Lobby lift. Private/common areas such as Swimming pools, Spa should clean and spray with da disinfectant in between the use of each guest. If the guest found with COVID-19 symptoms, must isolate immediately and file a report to the designated Medical Department.
- b) Ensure to put waste in the bins, and put dry and wet waste separately

5. Important measures to be taken for the hotel staff

- a) Ensure all staffs to take Recommendation of non-travel history within 28 days from the Ward Administration office, and Health Declaration Form from respective township before undergoing the duty report.

- b) Ensure all the staffs to wear the face masks, wash hands for 20 seconds and check the temperature before entering the premises and if a staff member found with a temperature, should not keep/assign duty and kept in his original point of designation.
- c) All the duty must assign either at least in two shifts or more.
- d) Ensure Hand Sanitizers, non-reusable tissues, face masks, gloves are on the ferry.
- e) Anyone suspects with a symptom should immediately refer for medical attention and report to the respective Health Centre.
- f) If the family member of non-resident staff is not well, must immediately report to the supervisor, instruct and provide awareness on Health Promotional Procedures.

Chapter (3)

Operational Guidelines for the Food Sector

1. Important measures to be taken for the Restaurant Owners and Managers

- a) Ensure to allow the customer with body temperature under 38-degree centigrade or 100.4-degree fahrenheit.
- b) Ensure to sell face masks and face shield at a reasonable price at the shop entrance.
- c) Ensure to arrange water, liquid soap and sanitizer at the entrance and allow the customer only after washing the hands.
- d) All the seating must be in a well-ventilated area. If the room is an air-con room, ensure the windows are kept open.
- e) Ensure layout plan for the individual by making partitions either in glass, plywood or gypsum board. If the customers come in a family of 5, keep a 3 feet physical distancing gap.
- f) Arrange and provide sufficient non-reusable tissue on all the table.
- g) Ensure to provide services by assign staffs for the customer in Self-service or Buffet setting catering restaurant.
- h) Use disinfectant utensils or one-time use utensils
- i) Hang or keep the menu either in visible sight or under the glass cover of the table-top.
- j) COVID 19 health promotional posters must hang at visible public areas.
- k) Ensure to arrange 60% alcohol hand sanitizer at all time and maintain water and liquid soap in the washroom.
- l) Encourage to reduce cash-handling and use the glass partitions to avoid direct contact with the customers.
- m) Encourage the use of cashless or contactless payments. (CB, KBZ pay)
- n) Hang the emergency contact numbers at visible sight to report to the medical department if found suspected patient.

2. Important measures to be taken for catering staffs

- a) Ensure to provide training on how to use the thermal thermometer properly and assign the trained staffs to check and record the body temperature of the customer to identify the guests/anyone with symptoms of the customers and on-site staffs.

- b) Check the temperature of all staffs daily and regularly, and do not allow anyone who found suspected with symptoms.
- c) Only the fit and healthy staffs are allowed to work at the duty station. If anyone has symptoms such as illness, coughing, sneezing, respiratory difficulties, recommend to take leave and immediately referred to the medical attention if necessary.
- d) All the responsible person and staff must stay and work in a 6 feet physical distancing either with the customers or each other.
- e) If the restaurant staffs are provided with the dormitory, ensure the space in a 6 feet physical distancing
- f) Ensure to assign a responsible staff for cash-handling, invoices and payments
- g) Ensure to maintain face mask, face shield, aprons and gloves at all time and change the apron frequently.
- h) Food Preparatory staff should wash hand frequently with soap for 20 seconds.
- i) Encourage all to cover mouth and nose every time they sneeze or cough either using elbow or tissues and throw the used tissues and clean the hand after.
- j) If anyone feels any suspected symptoms such as illness, coughing, sneezing, respiratory difficulties during operation, encourage to take leave and immediately referred necessary medical attention

3. Important measures to be taken for kitchen staffs

- a) Ensure Chefs and stewarding staffs to change with the disinfectant uniformed attire, gloves and face shield before entering their designed duty-station.
- b) Ensure all kitchen staffs to wash hand frequently for at least 20 seconds using water and soap
- c) Clean and sanitize all the work surface or tabletop and equipment before food preparation.
- d) Ensure to wash glass, pots and pans, other kitchen utensils and vegetables and fruits with temperature water.

- e) Allow selling/serve well-cooked meat, fish, egg, variety of seafood and vegetables to customer
- f) All the cooked food must prepare in the disinfectant chinaware.
- g) Ensure all the used materials and equipment must be sanitized and cleaned properly, and staffs must sanitize themselves at the end of the day's operation.

4. Important measures to be taken for guests

- a) Should not go to the restaurant if anyone feels any suspected symptoms such as illness, coughing, sneezing, respiratory difficulties
- b) Older adult, anyone who is weak or/and any of the disease such as cancer, high blood pressure, cancer and diabetes should not go to the restaurant.
- c) Should enter the restaurant with face masks and face shields
- d) Wash hand before entering the restaurant
- e) Should not stay long hour at the restaurant
- f) Should wash hand with Sanitizing Hand Gel (contain 60% alcohol) after touching the tabletop and furniture and before having meals.
- g) Should wash hand using water and soap after using the restroom
- h) Should change and wash all the clothes immediately after returning from the restaurant.

5. Supplementary measures for hygiene and safety

- a) Sanitize or clean the surface (doorknobs, handrails, cash counter, tables, chairs and other accessories) touched by people with 70% disinfectant sanitizers or soap frequently
- b) Must wear gloves and handle used tissues and waste using appropriate cleaning equipment.
- c) All the waste must put in a pack bag and seal appropriately and throw at the designated location.
- d) Should wash hand using water and soap after handling the waste.
- e) Ensure to assign a separate responsible staff to handle the disposal. (a responsible staff should not be the waiting staff).
- f) The restroom must keep clean frequently.

- g) Should supervise firmly relating the health measures and behaviours to all staffs
- h) Should clean and sanitize the wall, floors and furniture at the end of day's operation or interval if necessary.
- i) All the waste disposals (non-reusable tissues/towels) must dump in appropriate designated municipal dumpsite guidelines for waste disposal)

Chapter (4)

Social Distancing guidelines at Tourist Destination (Pagoda and Museum)

1. Guidelines to follow in the tourist destination such as Pagoda and Museum

The Ministry of Health and Sports has instructed the following guidelines in the tourist destination such as Pagoda and Museum to prevent the spread of COVID-19.

- a) Should not hold and perform the Religious ceremonies and festivals with crowds; if the occasion take place should perform with the least number of crowds
- b) Should not attend the religious gathering if have any sign of sickness, nasal congestion, coughing and if have symptoms upon arriving to the religious premises should wear the mask.
- c) Ensure the entrance of all visitors under the shade to undertake the temperature check either with Infrared Thermal Scanner or Non-contact Thermometer and check to prevent those found with the temperature above 38 ° C (above 100.4° Fahrenheit) from entering the premises
- d) Ensure to avoid the overcrowding while arranging accommodation
- e) Health awareness advertisement posters and pamphlets must display a visible place at the entrance of the religious premises for all visitors (can get the posters and pamphlets at the Webpage of MoHS)
- f) Ensure to place water and soap, 70%-alcohol hand sanitizers/gel for cleansing hands, keep the surgical masks in advance for distributions if necessary
- g) Contact the nearest Health Department if a suspected patient is found and undertake the help from Health and Red Cross's staff

2. Social Distancing Guidelines to follow by the visitors

Visitors must undertake the following social distancing guidelines during Tourism operation restart.

- a) Visitors must undertake the temperature check, wash hand and wear a mask before entering the premises (those who have a fever, coughing, sneezing must stay on the vehicle)

- b) Should follow the procedures arranged by the management by viewing/visiting the gallery/premises from a distance of 6 feet from each other
- c) All pagodas and museums must allow the pre-check-in and Online Registration
- d) Inform at least half an hour ahead of the visit either by phone, from social media and online if visitors who want to come in a group of 10 people or above either domestic or inbound.
- e) Only Visitors are allowed to enter the premises who have confirmation of complete Health Personal Information before entering
- f) Must keep all the personal belonging (sanitized with disinfectant spray if necessary) in the lockers;
- g) During the visit, visitors must wear Disposable Gloves and socks, exchange the disinfectant shoes provided by the management or spray the shoes with disinfectant
- h) The use of an audio device temporarily suspended as the disease can transmit from one person to another through the device.
- i) Not allow to touch the Touch Screen and Hand on Exhibits in museums by hand and wear gloves in case if you want to handle it.
- j) Visitors must sit in a designated area with 6 feet apart
- k) All restaurants and souvenir shops opened in museums must maintain with the 6-foot social distancing guidelines
- l) Visitors are advisable to use Digital Money and make the purchase online as the contactless system will undertake/replace in the future
- m) To allow visitors to enter the museum in sequence using proper designated entrance and exist. (One Way In & Out)
- n) Use the elevator following specified numbers.
- o) Tourist Guide are not to make a presentation in the form of crowd gathering
- p) Also, the guidelines above, visitors must follow the previous guidelines notified by the management.

Chapter (5)**Destination Attractions, Projects and Management****1. Guidelines for Personal Hygiene**

- a) Encouraging all Travellers and staffs to use masks/face coverings and arranging public awareness programs.
- b) Clean the surfaces frequently and reduce public contact areas
- c) Protect the employees from various forms of Health Prevention
- d) To publish the management of Social Distancing for the public or families and Prescribe Public Place the Code of Conducts for the Travellers
- e) Arranging suitable space following social distancing and reducing population density; Monitoring the entrances; planning the areas to adhere the Physical distancing
- f) Inform the ethical responsibilities to be followed by the Travellers
- g) Physical distancing guides(spaces)'s sign or mark must post visibly on the roads;
- h) Promote the cashless payments and advance registration online
- i) Implement the new technology such as Augmented Reality or Virtual Reality to share the real-time experiences of the Travellers before, during and after the visit

2. Travel planning and management

- a) Notify the processes and instruction from the Ministry of Health and Sports by cooperation in between the respective regions and states governments and private tourism stakeholders
- b) Ensure to carry out the implementation of support to the staffs from the industry for Travel related Trainings
- c) Promote the use of technology to reduce the physical contact for the safety within a tourist destination
- d) Ensure to support to get the reliable and accurate information on Health procedures for private tourism industry and Travellers (Send the emergency contact including phone numbers and address from respective department from the Ministry of Health and Sports and Local code of conducts issued from National and regional level by SMS)

- e) Create and arrange Domestic Tourism market campaign in cooperation with tourism stakeholder (Incentive schemes, holiday programs, accessible transportation and payments facility, etc.)
- f) To promote New Tourism Products and experiences in Nature-based tourism, gastronomy tourism, Wine tourism and Sports Tourism for individual or small group travellers.

Chapter (6)

Travel Agencies, Tour Guides and Tour Operators

1. Travel Agencies and Tour Operators

a. Pre-identification and Travel Plan

- 1) The travel agencies have a responsibility to make a travel plan available before the visitors' arrival.
- 2) The travel agencies should check previous travel history of the visit before bookings can be made.
- 3) The visitor should be informed if the travel plan does not comply with the requirements and guidelines set by the Minister of Health and Sport.
- 4) Hotels, accommodations and restaurants in travel plans have to check carefully according to the guidelines of the Ministry of Health and Sport.

b. Taking responsibility for travelling management

- 1) During the trip, travel agencies and travel planners must check the guests and traveller's temperature and signs/symptoms of respiratory disease such as sneezing, coughing (or) shortness of breath.
- 2) If it is possible, all the gathered information of visitors need to be recorded in the declaration form.
- 3) If the visitor's body temperature is above 38 C (or) has symptoms of respiratory disease, an immediate medical treatment should be instructed, and the travel agencies and travel planners must inform to the Ministry of Health and Sport.

c. Handling the Covid-19 suspected patient is reported

The following working process plan must develop in order to manage and identify a suspect COVID-19 from the visitors, employees and suppliers.

- 1) Information and facts of the quarantine centres and quarantine areas for those people who have a fever (or) the suspected patients.
- 2) Setting the specific ways for sending the patients to the quarantine areas.
- 3) Making arrangement for sending the patients to the designated hospitals.

2. Tour Guides/ Interpreters

a. Taking responsibility to manage the places in travel plan and the places the visitors are interested in.

- i. Using safety equipment – all the staffs and visitors must wear surgical masks and gloves.
- ii. Regularly check-up the visitors for the symptoms of respiratory disease such as fever, sneezing, coughing (or) shortness of breath.
- iii. Visitors' health information should be recorded in a declaration form.
- iv. If the visitor's body temperature is above 38 C (or) has symptoms of respiratory disease, and immediate medical treatment should be instructed. The travel agencies and travel planners must inform to the Ministry of Health and Sport.
- v. Ensure that the visitors are following the guidelines in the places in the travel plan and the places the visitors are interested in.

b. Implementing an appropriate and safe social distancing measures for the visitors

The tour guides and interpreter to describe the required preventative measures for safe social distancing:

- i. Queue Management – Limit the number of visitors at a pick-up point/ meeting point or (or) at the places out of travel plan and offer a quick service not to be delaying in queueing. (For example: To manage not to be crowded in a reception counter, information and ticketing counter and public restroom and to use floor marker for setting queuing areas to make sure at least 1-meter distancing in queuing.
- ii. Seating Management – To make sure the visitors' seats are spaced at least a metre apart. Individual or Family seating is allowed but must have kept a safe distance with other visitors.
- iii. Communication – Ensure for physical distancing.

Chapter (7)

Guiding Principles for Prevention for Hotel and Tourism Training Centres

1. Handwashing

- a) To provide the automatic handwashing facilities (which must not be required to use hands) and hand sanitizers sufficiently at the exit and entry doors.
- b) To wash the hands with soap for 20 seconds (or) to use alcohol-based hand sanitizers with greater than 60% alcohol after visiting the restroom and having a contact with the excretion from the human body and unclean materials (such as gloves, clothes, facial masks, used tissue and rubbish) and before touching the eyes, nose and mouth.

2. Preventative Measures for Coughing and Sneezing

- a) To encourage to obey all preventative measures for coughing and sneezing.
- b) To provide trash bin with lid for throwing away used tissue for those who are coughing and sneezing.
- c) To use the surgical mask and to use face shields when necessary following the guidelines set by the Ministry of Health and Sports.
- d) Arrange to seek medical care at the nearest place as possible and must instruct them to wear surgical masks if someone feels unwell in the classroom.
- e) Wearing a face mask improperly put you at greater risk so that one must use the mask properly and dispose of appropriately.

3. The distance between one and another

- a) Keep the desk in the distance at 6 feet apart for social distancing and try to avoid face to face sitting as much as possible.
- b) If it is possible, the classroom timetables should be scheduled separately to avoid the crowd at the entrances and exits, the lifts and the stairways.
- c) Arrange the seating to avoid the crowd at the canteen.

4. Regular Cleaning and Disinfection

- a) The most common touching areas in classrooms and school building (doors/ windows handles, switches, restrooms and flesh buttons, computer keyboards and teaching aids) must be cleaned and disinfected frequently. The floor must be disinfected once in a day. To do disinfection, Chlorine-based Sanitizers (0.1% Sodium Hypochlorite Solution (or) 0.1% Calcium Hypochlorite Solution and 70% Ethyl Alcohol can be used following the instructions published by Ministry of Health and Sports' website (<https://www.mohs.gov.mm/>) (or) Facebook page (www.facebook.com/MinistryOfHealthAndSportMyanmar).
- b) Must provide foot-operated waste bins for daily use.
- c) Arrange sufficient dustbins and regular garbage collection to avoid the crowded restrooms with long waiting time, and ensure to set up a sewerage and sanitation system.
- d) Ensure to have a proper ventilation environment in place inside classrooms by the opening of windows, depending on the weather condition,
- e) There is no scientifically proof of Spraying pesticides inside and outside of buildings and spraying of individuals with disinfectants (using a small room and vacuum chamber) is not recommended and the practice could physically harmful to eyes, respiratory tract and skin.

5. Risk Awareness Campaign

The posters, videos and news in electronic form must use to do COVID-19 risk awareness campaign, in which using only an official announcement and information from Ministry of Health and Sports and World Health Organization to tackle rumours and fake news.

6. Managing the Covid-19 suspected trainees

- (a) If a trainee has any sign of the following factors, let him/her stay at home in isolation and inform to the department for proper treatment.
 - i. Fever (38 C/ 100.4 F and above temperature), coughing, difficulty breathing or shortness of breath and fatigue.

- ii. Contact with Covid-19 positive confirmed patient in the previous 14 days.
 - iii. Staying together at home with Covid-19 suspected patients and with those who are in quarantine.
- (b) Must inform the nearest hospital or clinic at once and put his/him in isolation if any trainee feels unwell with suspected symptoms during the class time. Ministry of Health and Sports will continue to take any necessary action and giving health care.

Chapter(8)

Guidelines for holding Meeting, Entertainments and for Souvenir Shops

Important measures to be taken for the business owners

1. Check employees' and service providers' temperature and if anyone has a temperature higher than 38 degree Centigrade or 100.4 degree Fahrenheit, prohibit them from entering into the building and is suspected of being infected with COVID-19, immediately refer for medical attention and report to the respective Health Centre.
2. Record employees' travel records.
3. Ensure to arrange water, liquid soap and sanitizer at the entrance.
4. Ensure to limit the number of guests and designate a queuing area that keeps people at least 6 feet apart.
5. Ensure to implement and manage the circulation and air ventilation systems in the building.
6. Ensure to hold activities that avoid direct contact in order to reduce the risk of spreading the virus.
7. Record the guests' information for tracking them.

Important measures to be taken for the service providers

1. Staff must take care of their bodily hygiene and wear face mask and face shield while working.
2. Frequently wash hands with water and soap, or with sanitizer.
3. Ensure to check staff's temperature every 3 hours. If anyone feels any suspected symptoms such as illness, coughing, sneezing, respiratory difficulties during operation, immediately refer for medical attention and report to the respective Health Centre.
4. Ensure to provide service only to guests, with the temperature of below 38 degree Centigrade or 100.4 degree Fahrenheit, who wear cloth mask or hygienic mask.

5. Regularly sanitize or spray items and surfaces frequently touched by users in reception, hallways ways, door handles, light switches, restrooms, water tabs, etc. with recommended disinfectant(contain 70% alcohol).
6. Clean and disinfect the hall after the activities end.

Improtant measures to be taken for the guests

1. Cooperate with body temperature testing procedures and wear a cloth mask or hygiene mask.
2. Keep at least 3 feets apart from other people.
3. Wash hands with soap and water or sanitizer before entering into the building.

Important measures to be taken for souvenir shops

1. Ensure the customers to wear hygiene mask and check body temperature. If anyone has a temperature higher than 38 degree Centigrade or 100.4 degree Fahrenheit, prohibit them from entering into the shops and is suspected of being infected with COVID-19, immediatly refer for medical attention and report to the respective Heath Centre.
2. Ensure to arrange water, liquid soap and sanitizer at the entrance.
3. Regularly sanitize or spray items and surfaces frequently touched by customers.
4. Ensure to designate a queuing area that keeps customers at least 3 feets apart.
5. Ensure to implement and manage the circulation and air ventilation systems in the shop.
6. Ensure to provide proper waste management for trash, waste, used tissue paper, and used hygiene masks.
7. Ensure not to receive money by direct contact and should wear gloves or use a tray for receiving money and clean it frequently.
8. Ensure to provide awareness of COVID-19 to customers and not to spend more than 1 hour in the shop.

Chapter (9)**Directive of the National Central Committee for****COVID-19 Prevention and Control**

Directive of the National Central Committee for COVID-19 Prevention and Control's instruction No.1334/264 / COVID-19 / Committee (2020) dated 14-7-2020 instruct the performing guidelines for the religious ceremonies as follow;

- a) To send the detailed plan for the ceremony three weeks in advance to the Ministry of Religion and Culture.
- b) The Ministry of Religion and Culture must obtain permission from the National Central Committee for Prevention and Control of COVID-19.
- c) The Ministry of Health and Sports must re-submit (whether the ceremony should allow/not and if the ceremony assumes to allow, the participants should not be more than 30 participants and must follow the guide dance set by the Ministry of Health and Sports) the request of Recommendation from National Central Committee for Prevention and Control of COVID-19.

Chapter (10)

Departure at the Airport

Ministry of Hotels and Tourism provide the guidelines to ensure for the safety departure procedures aligned to Myanmar Tourism Sustainable Development and well-being of all the departing travellers.

- a) All travellers, crew members are allowed to depart from the three International airports and International borders following the guidelines instructed by the Ministry of Health and Sports.
- b) Ensure the departing procedures to be followed by the travellers must align to COVID-19 preventive measures, rules, regulation released/notified by the Government at all time during the departure process.
- c) All Travellers must ensure to follow the rules and regulation released by the regional aviation authority at respective international exist upon departure.

References

1. During the COVID-19 outbreak of the Ministry of Health and Sports, public transport, Rules for small vehicles and bus stops (Version 1.0)
2. Ministry of Health and Sports to Reopen Restaurants (Version 1.0)
3. COVID-19 protection issued by the Ministry of Health and Sports on 3-6-2020 In terms of Control, the hotel is not a divorce centre; Motel Guidelines to be followed in hostels (Version 1.0)
4. Coronavirus Diseases 2019 (COVID-19) control treatment to prevent national central committee, dated 14-7-2020 No.1334/264 / COVID-19 / Committee(2020)
5. UNWTO Global Guidelines To Restart Tourism Published on 28-5-2020 (Source: <http://www.unwto.org/news/unwto-launches-global-guidelines-to-restart-tourism>)
6. International flights of the Ministry of Transport and Communications; Guidelines for domestic flights and airports
7. Letter No. dated 5-6-2020 of the Ministry of Religion and Culture. Recommendations according to 2 / 4-28 / Culture (3244)
8. On 19-4-2020, workers, Coronavirus Diseases 2019 (COVID-19) issued by the Ministry of Immigration and Population Workshop Work centres comply with notice published on the right
9. (20-4-2020) published the Health and Sports Complex on hotel/lodging (Hotel / Guest House) Quarantine Centre and modifying factors (Version 2.0) to be carried out
10. Mandalay Corona Virus Diseases send to 2019 (COVID-19) and protection regarding the control points to be in the hotel
11. (15-5-2020) published Shan Regional Tourism Committee Complex on COVID-19 on the Prevention and Control in the hotel/hotels comply with points
12. Sanitation and Safety Standard published by Amazing Thailand Safety and Health Administration (SHA)