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**TOURVEST DESTINATION MANAGEMENT  
PRODUCT HYGIENE PROTOCOLS  
POST COVID-19: GROUP TRAVEL**

## PURPOSE

We are committed to creating safe experiences for our travellers' peace of mind and safe travel experiences on behalf of our customers. Our products are proudly offered with a safety focus. Safety and preventative measures are top of mind at TDM. You can trust us.

The purpose of this document is to provide our customers with the guidelines that TDM have put in place for its travellers travelling in a group. This is a standard and is intended to provide a benchmark for best practice in the control and management of bacterial and viral outbreaks that may interrupt or affect the normal operational conditions.

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## PREPARATION FOR COVID-19 GENERAL BUSINESS STANDARDS

The business has formulated and published a COVID-19 Workplace Protocol based on the WHO Guidelines and national regulatory (TBCSA's) Protocols for Tourism Industry Operations, which addresses all operational aspects of the business and treatment of an incident or outbreak. The protocols are applicable to all group guided touring, whether single or multi-day.

All measures shall remain flexible and dynamic to suit the diversity in service provision and environments in which tourism operates.

The Incident, crises and emergency (ICE) committee are responsible for the maintenance and implementation of the TDM Hygiene Protocols. This is a working document as there are many moving parts. This document is reviewed based on new inputs, government updates and other suggestions. All amendments are communicated to all senior management by the ICE committee, who in turn are responsible to distribute the updated protocols to their respective team members.

## COVID-19 GROUP TRAVEL PROTOCOL

**All travel protocols and requirements will remain in place until such time that regulation changes are prescribed by Government.**

### **Travellers health requirements pre-departure:**

1. All travellers are required to be fully vaccinated.
2. Travellers are considered fully vaccinated two weeks after they receive their second dose of a messenger RNA (mRNA) vaccine, such as Pfizer-BioNTech or Moderna, or two weeks after a single dose of the Janssen/Johnson & Johnson vaccine. Currently, there is no time limit after vaccination on a travellers' fully vaccinated status.
3. Additional travel requirements may be applicable and enforced based on protocols legislated by Government agencies and airlines.

### **Drivers, Tourist Guides and Tour Directors requirements:**

1. Drivers, tourist guides and tour directors are categorised as close contact personnel.
2. Close contact personnel are fully vaccinated. Guides are considered fully vaccinated two weeks after they receive their second dose of a messenger RNA (mRNA) vaccine, such as Pfizer-BioNTech or Moderna, or two weeks after a single dose of the Janssen/Johnson & Johnson vaccine. Currently, there is no time limit after vaccination on guides' fully vaccinated status.
3. Close contact personnel are only to interact with guests while wearing their personal protective equipment (PPE).
4. Wherever possible a minimum 1 meter distance must be maintained between guests and drivers/tourist guides/tour directors.
5. Drivers/tourist guides/tour directors will sanitise their hands between every guest interaction.
6. Drivers/tourist guides/tour directors discourage and avoid unprotected handshakes between them and the guests.
7. All hotel check-in facilities will be configured to ensure 1,5 meter spacing between travellers.

### **Face mask requirements:**

- Drivers, tourist guides, tour directors and travellers are required to wear face masks at all times.
- The wearing of face masks does not negate the required practice of social distancing of a minimum of 1.5m between travellers.
- It is the responsibility of the driver, tourist guide and or tour leader to ensure that all travellers adhere to face mask regulations.
- Only where permissible by law, may face masks be removed.
- Additional face masks are made available on all TDM vehicles.

### **Boarding of vehicles:**

1. Door handles to be sprayed and door opened by driver or tourist guide.
2. One person placed per row; one on each side of the vehicle.
3. Vehicle capacity restrictions adhered to as per Government Gazette.

### **Access in and out of the vehicle**

- Guests sanitise their hands prior to boarding vehicle
- Guests board vehicle one at a time
- Guests can only sit on marked seats
- Rotation of seats not allowed throughout multi day trips

### **Welcome brief:**

1. Communicate personal hygiene regulations during travel; inform travellers that guidelines are available in the vehicle.
2. Daily processes in terms of temperature checks and logs throughout the trip.
3. Luggage requirements throughout the trip.
4. Health symptoms that require immediate attention such as severe coughing and very high fever.

### **Daily precautions taken by driver and tourist guide:**

1. Vehicle handles are sanitised prior to boarding.
2. Guests boarding vehicle to sanitise hands using pump-action dispensers provided.
3. Guests will enter one at a time to avoid congestion.
4. Guests to refrain from touching head rests and seats whilst walking through aisle.
5. Seats to be filled from the back making their way forward.

### **Social distancing requirements:**

1. One person per row on each side of the vehicle.
2. Private groups have freedom of seating.
3. Non-private groups need to adhere to seating protocols inclusive of families and couples.
4. No seat rotation allowed throughout the trip.
5. Guests to create their own safe area for the duration of the trip.
6. Guests to wear masks inside and outside vehicle at all times.

### **Tourist guides:**

1. Driver and tourist guides to familiarise themselves with the sites post-COVID-19 regulations.
2. Keep vehicles parked in the sun where possible.
3. Maintain a good social distance from travellers.
4. Do risk assessments of each site on the itinerary.
5. Sanitise all door handles, in the event that travellers need to walk through a closed door.
6. Encourage travellers to wear face masks at all tourist sites.
7. Look for the easiest access points and less crowded points for parking.

## **Vehicle hygiene**

1. Keep vehicle clean throughout the trip.
2. At each point of disembarking from the vehicle, travellers to bring their own litter and drop into the bag that driver and tourist guide are holding.
3. Driver/tourist guide to safely dispose of waste items in enclosed bins at point of arrival.
4. Water bottles need to be sanitised every time travellers board the vehicle.
5. Every evening clear out vehicle of unused objects.
6. Sanitise all general areas of touch throughout the vehicle.
7. Tourist guide to use the aerosol spray for overnight disinfectant during overnight trips.

## **Waste removal**

- Bin with lids inside vehicles
- Travellers dispose of their own waste directly into the bin
- Driver/tourist guide to ensure travellers utilise same prior to disembarking the vehicle; items in this bin are not be touched by anyone

## **Handling of luggage**

- Travellers carry their own luggage
- Porters available on request and dressed in their required personal protective equipment (PPE)
- Luggage handles sprayed prior to and after handling

## **Public areas**

1. Road stops are kept to a minimum.
2. Make use of facilities that have less people and ensure to follow the facilities rules and regulations.
3. Travellers to sanitise in the presence of the tourist guide.
4. Travellers to keep face-masks on at all times in public areas.

## **Meals**

1. Maintain social distancing; ensure allocated table has enough space to accommodate travellers with enough in between spacing.
2. Eating in the vehicle is kept to a minimum. Travellers to assume responsibility to dispose of all food wrappings. Tourist guide to have dustbin at hand as guests disembark from vehicle, ensuring all waste can be disposed.
3. Travellers to handle their own eating areas. Touch only what is required such as passing the condiments.
4. Seating at tables to be kept at required distancing.

## **Traveller activities during a site stop:**

- Follow site protocol
- Social distancing maintained
- Stay away from over crowding

## **General responsibilities of Driver Guide / Tour Director:**

- Understanding protocols of each site
- Commentary in a public area and maintaining audience attention whilst exercising social distancing
- Opening and closing of doors at public sites

## Responding to possible symptoms

1. Most common symptoms to look out for:
  - High fever
  - Dry cough
  - Fatigue
  - Coughing up slime (producing sputum in the lungs)
  - Shortness of breathe
  - Sore throat
  - Headache
  - Muscle or joint ache or pain
  - Body chills
2. In the event that serve symptoms are noted or a traveller requests a COVID-19 test:
  - Symptomatic guests will be isolated from the group
  - Traveller will be personally taken to the nearest testing station
  - Test costs will be for the traveller's own account
  - Traveller who return positive tests will need to remain in mandatory quarantine at their own cost
  - The tour will proceed as scheduled with the rest of the group
  - TDM shall reserve the right to isolate all individuals of the Group where necessary and where close contact has been unavoidable
  - TDM does not have any control over the protocols followed by suppliers and there is a minimum standard to isolate symptomatic cases, but there may be more stringent protocols applied

## FREQUENTLY ASKED QUESTIONS

### 1. What happens if a traveller shows symptoms?

- a. Traveller needs to be removed from group immediately.
- b. Follow local guidelines as prescribed by local authorities, such as testing, isolation, etc.
- c. Travel group continues with scheduled itinerary.

### 2. What do you do when a fellow traveller notices that a member of the group is missing due to being symptomatic and wants to know specifics to the incident?

- a. Due to health privacy regulations and the POPI Act, drivers, tourist guides and tour directors may not disclose any information or details relating to the incident with other travellers.

### 3. What do you do when a traveller shows symptoms whilst traveling?

- a. Traveller to be immediately removed from the group and see a doctor at their own expense.
- b. Group continues with scheduled itinerary.

### 4. What happens if a traveller is tested positive?

- a. Driver Guide / Tour Director to immediately contact Tour Consultant who will immediately communicate with ICE committee.
- b. Traveller is required to isolate and follow doctor's medical care.
- c. All associated costs is for the traveller's own account.
- d. Communications Manager will notify respective customers.

5. **What happens if a driver, tourist guide or tour director feel uncomfortable or show possible symptoms of being ill?**
  - a. Immediately be removed from the group and advise tour consultant.
  - b. Driver, tourist guide or tour director will be replaced.
  
6. **What happens if travellers demand to be tested due to realising that a fellow traveller was ill?**
  - a. Should a traveller wish to be tested, the tourist guide or tour director, should arrange with the assistance of the tour consultant a COVID-19 test for the traveller. Separate transportation arrangements should be made and at the travellers own expense.
  - b. The traveller in question will return to the main group on receipt of a negative test result and all extra travel costs settled by the traveller.
  
7. **Does TDM pay for any COVID-19 fees for the traveller?**
  - a. The traveller is responsible for all their own COVID-19 related costs, including tests.
  - b. Travel insurance in some instances cover COVID-19 medical and quarantine expenses up to a specified limit. Generally, travel insurance does not cover COVID-19 tests.
  
8. **What if post-travel you receive a news that a guest contracted COVID-19 while on tour?**
  - a. Tour consultant to immediately communicate with ICE committee.
  - b. Communication manager will advise respective customers.
  
9. **How do we handle media enquiries?**
  - a. All media enquiries are referred to the Communication Manager who will handle the media in consultation with Executive Management team.



**tourvest**  
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