



PAKISTAN TOURISM DEVELOPMENT CORPORATION

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No.M(P&P)/Misc/2020/345

April 14, 2021

Subject: **COVID-19 SOPS NOTIFICATION FOR TOURISM SECTOR IN KHYBER PAKHTUNKHWA**

I am directed to enclose herewith a copy of self-explanatory letter received from Sports, Tourism, Archaeology, Museums & Youth Affairs department, Khyber Pakhtunkhwa dated March 17, 2021 on the subject cited above for your information and further necessary action please.


(MUKHTAR ALI)
Deputy Manager (P&P)

Distribution:

1. **The President**
Pakistan Hotel Association
(PHA), Suit No.01, Ground Floor,
Shafi Court, Merewether Road, Civil
Lines, **Karachi**
2. **The President,**
Pakistan Association of Tour
Operators (PATO),
Apartment No. 201, 2nd Floor, Malik
Heights,
1-MPCHS, E-11, **Islamabad**
3. **The Chairman,**
Travel Agents Association of
Pakistan (TAAP),
1st Floor, Central Hotel Building,
Merewether Road, **Karachi**

Copy to:

1. PS to MD PTDC, Islamabad
2. Manager (P&P), PTDC, Islamabad





GOVERNMENT OF KHYBER PAKHTUNKHWA,
SPORTS, TOURISM, ARCHAEOLOGY, MUSEUMS &
YOUTH AFFAIRS DEPARTMENT.

Dated Peshawar 17th March, 2021

NOTIFICATION:

No. SO(Tourism)/6-10/2020/8861-83 : In pursuance of the consideration by the NCOC and the rising trend of COVID cases the SOPs for the Tourism Sector notified vide even No. dated 30th July, 2020 are hereby reiterated in verbatim as follows:-

1. **Disease Information:**

Follow Government of Pakistan official health advisory platform for COVID-19 website www.covid.pk.

Departmental websites and social media channels of GoKP Health and Relief & Rehabilitation Departments should be followed for travel advisories and other updates.

2. **Hospitality & Accommodation:**

As a general rule all hotels and restaurants should display at the first touch point instructions on basic protective measures against COVID-19 as given in these SOPs for all employees and customers. These guidelines must be mandatory for all stakeholders to follow.

a. **Reservations:**

1. For international guests, it must ensured that they have followed the prevalent policy of Govt. of Pakistan regarding test and quarantine.
2. For domestic guests, management of hotel shall apprise the prospective guest about the requirement of adherence to SOPs.
3. Hotel management shall ensure that information about any general health need of a guest is recorded for any assistance from local health authorities if required.

b. **Guest Transport Provided by Hotels (where applicable):**

1. Ensure that drivers wear masks and gloves.
2. The vehicle should be reasonably disinfected after every arrival / departure.
3. Follow the directions of local transport authorities regarding social distancing inside the vehicle.
4. Guest instructions to be placed at the backseats; the information booklet must cover all the steps being taken by the hotel for safety and sanitization along with operational norms for restaurants, room service, house keeping and laundry procedure.

c. **Entrance:**

1. Temperature checks at entrance should be mandatory and if possible, disinfect walk through gate must be placed at main entrance.
2. Assist any doubtful guest in getting immediate health care from the local health facility.

3. No entry (including children) shall be allowed inside hotel premises without masks.
4. If required, provide a mask to guest if he is not wearing one.
5. Disinfect guest luggage after informing the guests.

d. **Reception:**

1. For all pre-booked guests check-in formalities should preferably be completed online to reduce contact and time at the front desk.
2. Provide safety hygiene and other instructions to the guests as per the SOPs.
3. Ensure markings on the floor at reception to maintain social distancing.
4. Ensure desk staff are wearing masks & gloves.
5. Keep sanitizers for guests to use.
6. Ensure both employee and guests use hand sanitizer after each cash transaction.
7. Do not allow more than two people in a single occupancy room and four people in double occupancy room.
8. Where possible separate check-out counters be established.

e. **Elevators:**

1. Depending on the size of elevator, not more than two people should be allowed to take a ride at the same time.
2. Elevator floor must have markings with directions, so that guests do not face each other and maintain the appropriate social distance.
3. Ensure elevator floor buttons and other area of the elevators are regularly sanitized.

f. **Guest Rooms:**

1. Do not allow more than two people in a single occupancy room and four people in double occupancy room.
2. Signages with information on sanitization norms should be placed for staff as well as guests.
3. Place a check list to be updated daily to indicate that the room and other touch points have been sanitized.
4. Ensure housekeeping staff are wearing gloves and masks.
5. Keep sanitizers on each floor and corridors.
6. Room linen to be changed daily.
7. Rooms must be disinfected after each check out.

g. **Restaurants:**

1. Ensure all employees serving food wear masks and gloves.
2. Reduce number of tables to maintain social distancing norms.
3. Staff should maintain minimal contact/communication during service.
4. If possible, use disposable plates and cutlery.
5. Use disposable napkins which are pre-packed or individually packed serviettes.
6. Keep sanitizers for Guests to use.

h. **Business Centers (where available):**

1. Keep enough space between tables and chairs.
2. Limit the number of Guests based on maximum allowed as per social distancing norms.
3. Disinfect each desk, equipment and work area after the Guest has moved out.
4. Place sanitizer near each desk.

i. **Meetings:**

1. Keep enough space between tables and chairs.
2. Limit the number of guests based on maximum allowed as per social distancing norms.
3. Disinfect each desk, equipment and work area after the guests have moved out.

j. **Other Guidelines:**

1. All road side food stalls / chapaar hotels must ensure that all employees wear masks and provide clean water and soap for hand washing.
2. Ensure that utensils are washed with running water after every use.
3. Road side khokhas to ensure hygiene standards as specified by local administration.

2. **Staff Management:**

a. **Arrival of Staff:**

1. Require all employees to stay at home in case they have any symptoms of flu or are not feeling well.
2. Temperature check for all employee on entering into the premises of the hotel.

b. **Employee Uniform:**

1. Uniform exchange daily should be the norm.
2. Uniforms will need to be sanitized properly.
3. All employees should be given masks and gloves as part of the uniform.
4. Employees to isolate themselves in case they have any symptoms of cold or flu.

c. **Kitchen:**

1. Operational kitchens must be sanitized at regular intervals.
2. All staff should wear disposable masks, gloves and hair nets.
3. Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect.
4. Ensure all tools get sanitized after each use.
5. Maintain proper social distancing while eating.

d. **Employee Training:**

1. Employees must be well-trained by management of hotels / restaurants about all SOPs.

3. Tourist Areas / Attractions:

1. For tourist visiting different areas / attractions the local administration should ensure that they comply with guidelines issued from time to time by the govt.
2. A leaflet of instructions indicating all the measures for their safety should be provided at specified points by the local authorities.
3. Hotels and other accommodations facilities shall be responsible to provide information leaflet to tourists leaving hotels for visit etc.
4. Where applicable, District Administration and local development authorities shall devise separate SOPs for operationalization of chairlifts, lakes etc in consultation with relevant stakeholders.

4. Tour Operators / Tour Guides/ Travel Agents:

1. Check with provincial and local health authorities for health advice or travel advisory imposed at different destinations.
2. Provide a gist of SOPs to every tourist planning a tour.
3. Provide a list of local health facilities at the destination to every tourist planning a tour.
4. Notwithstanding any restrictions imposed by local transport authorities arrange group travel through appropriate transport according to size of group to avoid overcrowding.
5. The driver should disinfect the interior of the vehicle at regular intervals.
6. Prepare a leaflet for tourists to adhere to food safety and hygiene as recommended by authorities from time to time.

5. Museums / Heritage Sites:

1. Specific timings for visitors to be notified and displayed at prompt places.
2. Ensure all possible means to maintain social distancing.
3. Provide a booklet of health advice or travel advisory imposed at different destinations by provincial and local health authorities.
4. Introduce online ticketing to reduce direct contact.
5. Temperature checks at entrance of each heritage site / museum should be mandatory and if possible, disinfect walk through gate must be placed at main entrance.
6. Provide mask and gloves to the visitors at the site entrance.
7. Ensure markings on the floor at each heritage site/museum to maintain social distancing.

6. Implementation Modalities:

1. The concerned District Administrations in coordination with District Police, Directorate of Tourist Services and the local representatives of various Associations of Tourism sector shall ensure the implementation of above SOPs.

2. Area / location specific Implementation Committee comprising of members from District Administration, District Police, Directorate of Tourist Services, municipal staff of concerned Tehsil Municipal Administration / local area authority and concerned Associations of Tourism sector shall be notified by the concerned Deputy Commissioner to ensure implementation of these SOPs.
3. Tourism Department shall devise necessary communication strategy through use of print, electronic and social media for wider publicity of these SOPs.

**Secretary to Government of
Khyber Pakhtunkhwa Sports, Tourism,
Archaeology, Museums & Youth Affairs Department**

Endst: No. & Date even:

Copy forwarded to:

1. Secretary to Prime Minister of Pakistan, Prime Minister's Office Islamabad.
2. Principal Secretary to Governor, Khyber Pakhtunkhwa.
3. Principal Secretary to Chief Minister, Khyber Pakhtunkhwa.
4. Managing Director, Pakistan Tourism Development Corporation (PTDC).
5. Director to Special Assistant to Prime Minister (SAPM) on OP & HRD/Chairman, NTCB/PTDC.
6. PSO to Special Assistant to Prime Minister (SAPM) on OP & HRD/Chairman, NTCB/PTDC.
7. All Administrative Secretaries in Khyber Pakhtunkhwa.
8. All Commissioners in Khyber Pakhtunkhwa.
9. Registrar, Peshawar High Court Peshawar.
10. All Heads of Attached Departments in Khyber Pakhtunkhwa.
11. All Deputy Commissioners in Khyber Pakhtunkhwa.
12. PSO to Chief Secretary, Khyber Pakhtunkhwa.
13. Director General, Khyber Pakhtunkhwa Culture & Tourism Authority.
14. Managing Director, TCKP.
15. Director General (Sports), Khyber Pakhtunkhwa.
16. Director (Culture), Khyber Pakhtunkhwa.
17. Director (Youth Affairs), Khyber Pakhtunkhwa.
18. Director, Directorate of Tourist Services Khyber Pakhtunkhwa.
19. PS to Secretary Sports & Tourism Department.
20. PA to Additional Secretaries-I & II, Sports & Tourism Department.
21. PA to Chief Planning Officer, Sports & Tourism Department.
22. PA to Deputy Secretaries-I, II & III Sports & Tourism Department.
23. All Section Officers in Sports & Tourism Department.

Section Officer (Tourism)