



LET'S EXPLORE

ZAMBIA TOURISM AGENCY

# TOURISM SECTOR COVID19 SAFETY PROTOCOLS



Culture



Adventure



Wildlife



Heritage



Business



# Product offerings

Zambia's diverse tourism product offerings



## Culture

Home to over 16 million people with seven major ethnic groups, the country has over 73 language dialects. The country's ethnic diversity results in over 50 traditional ceremonies occurring annually in different parts of the country. To experience one of these ceremonies is to be privileged witness to the tradition, rhythm and beat of Africa. The ceremonies provide a valuable insight into Zambia's culture which has been passed on from one generation to another.



## Heritage

Zambia possess the largest fresh water resources in the whole of Southern Africa. From these rivers hail more than twenty-one awe-inspiring waterfalls that make Zambia a hub of waterfalls and a must for adventure enthusiasts. The most remarkable of these waterfalls is the Victoria Falls which lies in southern Zambia; it is also a UNESCO world heritage site and one of the Seven Natural Wonders of the World.



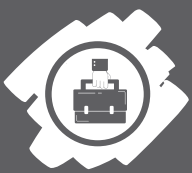
## Wildlife

Zambia boasts of 20 national parks and over 36 Game Management Areas. The country is renowned for walking safaris and is a prime destination for nature/wildlife safaris globally. The parks have vast areas of unspoilt and virtually "undiscovered" protected wilderness areas making Zambia a perfect wildlife destination.



## Adventure

Zambia brims with a thousand adventure opportunities waiting to be explored. From bunji jumping, micro lighting, abseiling, gorge swing and high wiring, white water rafting to jet boating, river boarding and tandem kayaking. For adrenalin junkies, the devil's pool a swim by the edge of the Victoria Falls offers an exhilarating and memorable experience.



## Business

Zambia is a notable destination for business tourism in the region. It offers a tremendous environment for mega conferences, events and incentive travel. With its vast and diverse tourism products that are within reach, Zambia offers memorable business travel which can be combined with leisure tourism. The country is well interlinked by both road and air to most tourist sites.





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# FOREWORD

**Hon. Ronald Kaoma CHITOTELA**  
Minister of Tourism and Arts

The Tourism economy has been severely hit by the corona virus (COVID 19) pandemic and measures have been introduced to contain its spread. There still is no vaccine as yet to combat the COVID-19 pandemic although global efforts are underway. Currently countries of the world have provided guidelines on how to live with COVID-19 under the “new normal” due to the fact that COVID 19 might live with us for a long time.

Globally, nations have experienced low economic activities resulting in reduced revenue, thereby, impacting negatively on the financing of national programmes. The present shutdown has no model, but we are comforted in knowing that tourism is resilient and resolve to rebound from periods of such a predicament.

Zambia’s tourism sector has been thrown into a crisis too due to the pandemic, putting thousands of businesses and jobs at risk. As tourism begins to open up gradually, the sector has developed protocols on health and safety to mitigate the effects of the COVID 19 on business and people’s incomes. Stakeholders in the tourism sector have therefore, through adoption of these protocols, taken responsibility of ensuring that destination Zambia is safe for tourism business. The objectives of these safety protocols include;

- ☀ Limiting and minimizing the spread of COVID 19;
- ☀ Serve as safety guidelines for tourism businesses to protect both the staff and clients;
- ☀ Harmonise the COVID19 response measures for the tourism sector in Zambia;
- ☀ Instill confidence among potential clients that tourism is safe and they can resume activities in Zambia; and
- ☀ Audit and establish Zambia ‘s new carrying capacity in the provision of various tourism services.

The development of these guidelines is informed by what other partners are doing in the region; and the sector-specific guidelines provided by the World Health Organisation, United Nations World Tourism Organisation, and World Travel and Tourism Council. Sooner than later as COVID 19 is subdued, Zambia shall open its doors to the World inviting them to come and explore the flora and fauna the country is endowed with.

**Zambia Awaits You. Stay Safe!**





## 1. BACKGROUND

The Corona Virus (COVID19) outbreak was first reported in China in December 2019. Since the outbreak, the disease spread globally and was initially declared by the World Health Organisation (WHO), ‘a Public Health Emergency of International Concern’ in January 2020; and as ‘a Pandemic’ in March 2020, a public health crisis that would affect every sector. Globally, the aviation and tourism sectors were the hardest hit and so major airlines and hotels shut operations.

On 8th May 2020, The Republican President of Zambia, His Excellency Edgar Chagwa Lungu announced that in responding to COVID-19, Government was striking a delicate balance between saving lives and restoring the economy. The President further said that the COVID-19 pandemic and its evolution had compelled governments, the world-over, to implement drastic measures to fight the disease, and Zambia was no exception.

Globally, nations have experienced low economic activity resulting in reduced revenue, thereby, impacting negatively on the financing of national programmes. If the status quo remains, rest assured that the economy will plunge into the worst crisis our country has ever experienced, President Lungu said in his address. The President was mindful of the need to steadily progress into living in the “new normal” for the sake of our health and that of our economy and went on to restore some of the business sectors.



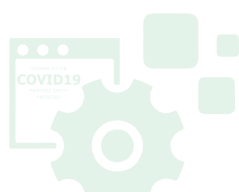
# 2

## Objectives



### 2. OBJECTIVES OF DEVELOPING SAFETY PROTOCOLS FOR TOURISM BUSINESSES

- ☀️ Limit the spread of COVID 19;
- ☀️ Serve as safety guidelines for tourism businesses to protect both the staff and customers;
- ☀️ Harmonise the COVID19 response measures for the tourism sector in Zambia;
- ☀️ Instill confidence among potential customers that tourism is safe and they can resume activities in Zambia; and
- ☀️ Audit and establish Zambia 's new carrying capacity in the provision of various tourism services.





# 3

## standard GuideLines



These guidelines have been developed through information benchmarked on what others in the region are doing; and the sector-specific guidelines provided by the World Health Organisation (WHO), United Nations World Tourism Organisation (UNWTO), World Travel and Tourism Council (WTTC); and local health authorities.

### 3.1 GENERAL SAFETY PROTOCOLS

(APPLIES TO ALL BUSINESSES IN THE TOURISM SECTOR)

- 3.1.1 Provide hand sanitisers, spray disinfectants, and disposable paper towels at business facility entry areas.
- 3.1.2 Customer facing counters/desks or high touch areas - staff to wear face shields; clear protection barriers or others similar must be installed.
- 3.1.3 Temperature checks – daily and at 3-hourly intervals for all customer-facing staff. Any one displaying temperatures above 38 °C should be taken to a predetermined isolation area for secondary temperature screening which should be carried out by medical personnel (anyone with a mild cough or low-grade fever (37.3 C or more) needs to stay in isolation).
- 3.1.4 PPEs – all Staff. PPEs in this document refers to gloves, face masks, face shields including any other COVID protection items. Customers must be advised in advance to come with their own. However, the establishment must stock spare ones to supply customers under exceptional circumstances. Customers' individual reusable masks must be washed by the themselves.





# standard GuideLines

- 3.1.5 Physical Distancing, 1m.
- 3.1.6 Safety signage.
- 3.1.7 Appointment of COVID19 Team Leader or Management Committee.
- 3.1.8 Train the personnel in safety and security protocols; and safe service delivery.
- 3.1.9 Test Staff for COVID 19 initially and regularly thereafter.
- 3.1.10 Separation of waste disposal – all COVID-19 related waste must be separated from other waste and disposed safely.
- 3.1.11 Continuous monitoring of well-being of team members.
- 3.1.12 Staff showing symptoms must not report for work.
- 3.1.13 Encourage use of contactless services including payments.
- 3.1.14 Each establishment must put in place well defined cleaning and disinfection procedures for members of staff to follow.
- 3.1.15 Keep a register for customer details to assist with investigations should a COVID19 case be traced back to the establishment (Full names, residential address, date of birth, email address and phone number).
- 3.1.16 Maintain database of official COVID19 contact centres.
- 3.1.17 Should there be a COVID-19 suspected member of staff or guest, relevant steps must be taken to inform and evacuate the victim to the official COVID management centre. Identification and management of contacts should follow (face to face, physical or other applicable traces).
- 3.1.18 COVID-19 health and safety advisory posters must be displayed in all public areas.





# 4

## Accommodation

### PRE- ARRIVAL

- i. Encourage bookings prior to arrival, to avoid crowding at any given time.
- ii. Encourage processing client Travel Declaration forms digitally.
- iii. Thorough cleaning and disinfection of rooms. Allow a 24-hour period for the room to breath before occupation.

### ON ARRIVAL

- i. Avail screening stations, preferably away from the Reception Desk.
- ii. Encourage disinfecting shoes, luggage and any other relevant materials.
- iii. Encourage contactless check-in and provide guests with necessary hygiene adherence information.

### DURING STAY

- i. Ensuring availability of germicidal disinfectant/wipes for surface cleaning especially for staff manning high touch points such as reception, guest relations, porter desks etc.
- ii. Staff and clients to be in PPEs at all times – refer to clause 4 under standard guidelines for definition of PPEs.
- iii. Avail perspex or any other protection shields for areas where staff have frequent close proximity to guests (reception, cashier etc.)
- iv. Designate specific rooms for possible sick or quarantine guests which must be away from all public areas in the establishment.
- v. Have in place on-call arrangements with Medical facility/personnel.

### LOUNGES/WAITING AREAS/COMMON SPACES

- i. Furniture should be spaced out at least 1 metre apart.
- ii. Multiple seaters should be restricted.
- iii. Deco items should be restricted.

### LIFTS AND ESCALATORS

- i. Where lifts are available, ensure that they are disinfected at regular intervals.
- ii. In the case of escalators, ensure that rails are disinfected hourly.
- iii. Provide signage for queueing and distancing.

### OTHER AREAS

- i. Maintain safe systems for contractors and suppliers of goods and services.





# 5

## Restaurants

### 5 RESTAURANTS

- i. Regulate the number of customers at any given time to avoid overcrowding (demand management mechanisms).
- ii. Place signs at entry points with COVID 19 management messages including floor markings.
- iii. Distancing of dining tables by 1 meter such that the back of one chair shall be more than 1m apart and that guests face each other from a distance of at least 1m.
- iv. Encourage discontinuation of buffet meals to lessen contamination between customers. However, should a buffet be used, it must be manned and served by kitchen staff.
- v. Implement simple ala-carte menu.
- vi. Thorough table disinfection after each user.
- vii. Avoid table cloths, if used ensure thorough washing and disinfection before the next user.
- viii. Disposable and reusable napkins can be used. Where reusable ones are preferred, ensure thorough washing and disinfection before use.
- ix. Apply thorough disinfection of cutlery/utensils or use disposable ones.
- x. Use disposable gloves and hand-washing between glove changes.
- xi. Use of printed menus will be allowed if laminated and a copy availed to each customer. The menus must be disinfected thoroughly before use. However, establishments are encouraged to adopt digital menus or other contactless menus.





# 6

## Transport (Car Hire/Transfers)

### 6 TRANSPORT (CAR HIRE /TRANSFER)

- i. Guides/Drivers to undergo screening before each assignment.
- ii. Wearing of masks all the time during the trip by both staff and customers.
- iii. Avoid window blinds or curtains.
- iv. Disinfect all vehicles before and after each trip.
- v. Maintain World Health Organisation/Local Transport recommended as guided by the Ministry of Transport and Communication.
- vi. Private hire, strict adherence to distancing 1 metre apart – only 1 person in the rear of small cars (sedans/ saloon) with the exception of family members travelling together or friends who are already in close physical contact (also known as ‘Safety Pods’), 2 people in the rear for large cars (off roaders/pick ups/mini vans/ SUVs) while buses should reduce capacity in conformity with physical distancing.



# 7

## MICE



### MEETINGS AND CONFERENCES

- i. Observe 1 metre spaced seating for all events.
- ii. Avoid cocktail events. Should you go ahead with such events, ensure to observe physical distancing guidelines.
- iii. Ensure queue management for buffet meals. Kitchen staff should man the buffet and serve all attendees to limit contamination.
- iv. Rearrange seating in foyers and restrict multiple seaters.
- v. Separate entry and exit points. Where only one door is used for both entry and exit, it must be manned so that distancing is constantly enforced.
- vi. Sanitise high traffic surfaces in meeting venues every meeting break.
- vii. Discard shared bowls for sweets/mint or water.
- viii. Meeting accessories should be on request (pens, paper), dispose used ones if left behind by the user.
- ix. Use digital channels for signage and other COVID related information dissemination.
- x. Prior to arrival, advise delegates/customers to bring their own masks, failure to do so the facility must provide the same.
- xi. Delegates coming from an epicenter or who, two weeks prior to arrival was at an epicenter, must not be encouraged to travel for the event.
- xii. Provide a room for isolation in the event of a COVID-19 incident.

### EXHIBITIONS

- i. Reinforce personnel and personal safety.
- ii. Enable physical distancing as per Ministry of Health Guidelines – introduce barriers and floor markings, distancing and manage layout designs.
- iii. Increase health and safety measures through screening, cleaning, ventilation and disinfection.
- iv. Implement crowd control - limit number of people allowed into an exhibition space in tandem with distancing guidelines and space dimension.
- v. Avail hand sanitizing stations throughout the exhibition floor space.
- vi. Avoid cocktail events. Should you go ahead with such events, ensure to observe physical distancing guidelines.
- vii. Rearrange seating in foyers and restrict multiple seaters.
- viii. Separate entry and exit points. Where only one door is used for both entry and exit, it must be manned so that distancing is constantly enforced.
- ix. Use digital channels for signage and other COVID related information dissemination.
- x. Prior to arrival, advise delegates/customers to bring their own mask.
- xi. Delegates coming from an epicenter or who, two weeks prior to arrival was at an epicenter, must not be encouraged to travel for the event.
- xii. Set up medical service points.
- xiii. Provide a room for temporary isolation in the event of a COVID-19 incident.





# 8

## Rafting Canoeing

### 8.1 RAFTING / CANOEING

- i. Apply general safety protocols outlined under 3.1.
- ii. Keep trip participant numbers as low as per minimum raft technical weight recommendations. The recommended maximum is 6, however for 'safety pods' the raft can take up to 7 people. If the safety pod has more members, then the groups must be split.
- iii. Provide sanitisers at the signing point for indemnity forms.
- iv. Safety talks or instructions should be conducted in open space areas while maintaining physical distancing.
- v. Guides should sit at the back of the raft and maintain physical distancing.
- vi. Disinfect each raft thoroughly before and after each trip.





# 9

## Helicopter Flights

### 9.1 HELICOPTER FLIGHTS ABOVE THE FALLS

- i. Helicopter / Microlight flights above the falls
- ii. Apply general safety protocols outlined in 3.1.
- iii. Helicopter seating capacity as per manufacturers specification will be maintained as is norm in international aviation and as implemented by commercial airlines internationally.
- iv. Provide sanitisers at the signing point for indemnity forms.
- v. Disinfect headsets before each flight.
- vi. Disinfect each helicopter before each flight.
- vii. Customers to wear disposable hair net under helmets





# 10

## Game Drives Walking safaris

### 7.3 GAME DRIVES

- i. Guides and drivers must be fully trained on best practice procedures for limiting or containing any risk of infection.
- ii. Drivers to wear masks.
- iii. Provide sanitisers at the signing point for indemnity forms.
- iv. Disinfect each vehicle before trips.
- v. Disinfect binoculars before use; and must not be shared.
- vi. Ensure customers observe 1 metre spaced seating, tape-off seats to be skipped for spacing purposes.
- vii. Food and drink containers for the game drive must be fully disinfected before each trip, pre-portioned or individually packed food will be ideal (individual snack packs).
- viii. Encourage digitizing and optimising wildlife books/information for download to smart gadgets by customers for their personal use.

### 7.4 WALKING SAFARIS

- i. Binoculars should be disinfected before use and must not be shared.
- ii. Maintain 1 meter spacing during the walk.
- iii. Provide sanitisers at the signing point for indemnity forms.
- iv. Sanitise and disinfect on return to the lodge.
- v. Provide a back up vehicle in case of an incident during the activity



# 11

## River Cruises Fishing Excursions



### 7.5 RIVER CRUISES

- i. Apply general safety protocols outlined under 3.1.
- ii. Customers to hand sanitise or wash hands before boarding.
- iii. Ensure spacing of at least 1 meter.
- iv. Distancing of dining tables by 1 metre.
- v. Thorough disinfection of table cutlery/utensils before and after use.
- vi. All meals to be plated and served on tray during the cruise.
- vii. Eliminate table mats.
- ix. Disinfect onboard sanitation facilities at least every 30 minutes.
- x. Have in place handsfree sanitiser dispensers on board.
- xii. Maintain World Health Organisation/Local Transport recommended as guided by the Ministry of Transport and Communication.
- xiii. Disinfect the boat thoroughly before and after each trip.

### 7.6 FISHING EXCURSIONS

- i. Client temperatures must be taken upon check in.
- ii. Provide sanitisers at the signing point for indemnity forms.
- iii. Regulate number of clients to observe the recommended 1 metre distancing by the Ministry of Health.
- iv. All clients and guides to wear face mask during the excursion.
- v. Snacks to be plated per client – with exception to safety pods.
- vii. The boats must be disinfected before and after each fishing excursion.
- viii. All fishing equipment and tackle must be disinfected before and after each trip.



# 12

## Quad Biking Horse Riding



### 12.1 QUAD BIKING AND HORSE RIDING

- i. Hand wash and sanitize before signing the indemnity (Disinfect the pen before and after the next client).
- ii. Disinfect the quad bike before and after each trip.
- iii. Disinfect the Helmets before and after the Trip.
- iv. Disinfect saddle and bridle before and after each trip
- v. Use disposable hair nets under helmets for clients during trips.
- vi. One client per quad bike.
- vii. Observe social distancing during safety briefing.
- viii. Wash and sanitize hands before and after the trip.

### 12.2 HORSE RIDING

- i. Hand wash and sanitize before signing the indemnity (Disinfect the pen before and after the next client).
- ii. Disinfect the quad bike before and between trips.
- iii. Disinfect the Helmets before and after the Trip.
- iv. Use disposable hair nets under helmets for clients during trips.
- v. Observe social distancing during safety briefing.
- vi. Wash and sanitize hands before and after the trip.
- iv. Discourage sharing of binoculars.



# 13

## Swimming pool Spas/Gymn



### 13.1 SWIMMING POOL / SPAS

- i. Swimming pools to open as long as properly chlorinated.
- ii. Maximum swimming loads to be based on one swimmer per 3m .
- iii. Social distancing must be maintained at all times.
- iv. Extra care/signposting to be shown to maintain social distancing when getting in/out of the pool.
- v. Supervision of swimmers where applicable, must follow distancing guidelines.
- vi. Equipment used must be cleaned after/between use.
- vii. Provide hand sanitiser and/or soap at poolside.
- viii. Prior to re-commissioning a swimming pool facility, ensure thorough disinfection.
- ix. Any shared items must be on single use basis.

### 13.2 GYMN

- i. Control access Gyms and fitness centres, must only be open when at least one staff member is present. If patrons have uncontrolled access, then it may not be possible to ensure physical distancing rules are followed or that disinfection of equipment is being performed after each use.
- ii. 24-hour unrestricted access without staff present on site should be suspended (if a gym or fitness centre offers this service).
- iii. Limit occupancy - the number of patrons allowed into the facility at any one time should be limited to: a) Ensuring there's sufficient space to allow patrons to remain 1 metre from one another, b) Preventing large gatherings, and c) Allowing staff sufficient time to clean and disinfect equipment and other surfaces frequently.
- iv. Introduce time slot as a demand management measure to avoid excess numbers. Ensure there is sufficient time between time slots to allow for cleaning and disinfection of the equipment.
- v. Place signs at entrances to notify patrons that they should not enter if they have symptoms of COVID-19.
- vi. Post signs throughout the facility to make patrons aware of the physical distancing requirements, enhanced sanitation procedures (including reminders for members to wipe equipment before and after each use), and any other instructions and limitations, as applicable.
- vii. Provide hand sanitizer stations or handwashing stations for patrons and encourage their use.
- viii. Where locker rooms are used, a disinfectant spray or wipes should be available for patrons to disinfect locker contact surfaces before and after use.
- ix. Encourage patrons to come with their water bottles and provide a water refill station that can be properly sanitised.





# 14

## Tourist Sites

### 14.0 TOURIST SITES

- i. Reduce touch areas and sanitise high touch surfaces frequently.
- ii. Manage the density of people onsite.
- iii. Monitor venue entrance and capacity all times and ensure physical distancing within the site.
- iv. Induct guests on protocols and their responsibilities.
- v. Place signs or markings throughout the site outlining distancing or spaces.
- vi. Encourage use of technology to improve visitors' experience during and after the visit.
- vii. Toilet facilities must be cleaned every 30 minutes during peak times and hourly during low traffic.





# 15

## Tour Guiding

### 15.0 TOUR GUIDING

- i. Encourage use of technological devices for tours inside buildings.
- ii. Encourage smaller group tours or individuals.
- iii. Avoid distribution of printed materials, share details digitally.
- iv. Discourage sharing of binoculars.





# 16

## Filming

### 16 FILMING

- i. Clean and disinfect/sterilize equipment such as cameras, tripods, make-up tools, and other equipment.
- ii. Provide disinfection wipes.
- iii. Film crew members travelling together should be allowed to quarantine together.
- iv. Limit number of people sharing equipment or tools during the trip. If this has not been done before, assign each worker a unique set of tools for their use only.
- v. Consider providing extensions for microphones when interviewing people to allow for physical distancing.
- vi. Consider removing food services. If food items must be provided, consider individually wrapped food items.





# 17

## Casinos

### 17 CASINOS

- i. Disinfect all casino equipment; and chairs if available before and after use.
- ii. Space the casino equipment and chairs 1 metre apart.
- iii. Apply queue management protocols to avoid crowding.
- iv. Provide sanitisers for each casino station.
- v. Avoid excess staff during each shift.





18

## Arts

### 18 ARTS

- i. Implement proportionate health check procedures as appropriate according to risk assessment (e.g. Placement of adequate hand wash/sanitizing facilities).
- ii. Manage the density of people, observe at least 1-metre spacing with clear markings for events and arts/craft markets.
- iii. Limit the number of people per event, at maximum utilise 60% of carrying capacity per total space utilised.
- iv. Utilise online management systems to minimize contact.
- v. Ensure adequate enforcement teams on site.





# 19 Monitoring

## 19 MONITORING

The adherence to the COVID Safety Protocols of operation will be monitored by various and relevant arms of Government to ensure maximum safety among staff and customers is constantly achieved.

As the guidelines are anchored on WHO, UNWTO and WTC recommendations; and local health authorities, therefore will be subject to change as and when they are made by these principal organisations.



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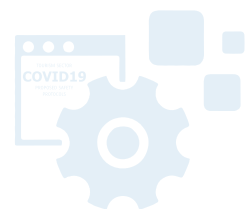


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## Conclusion

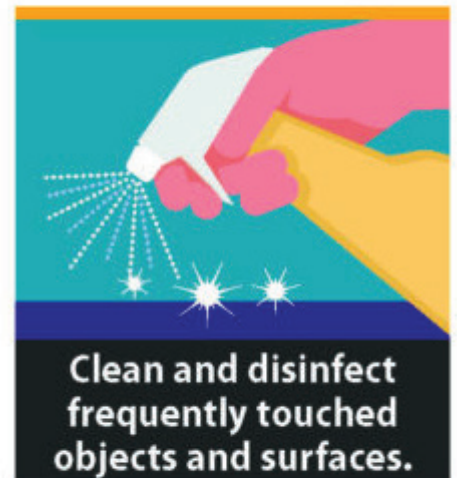
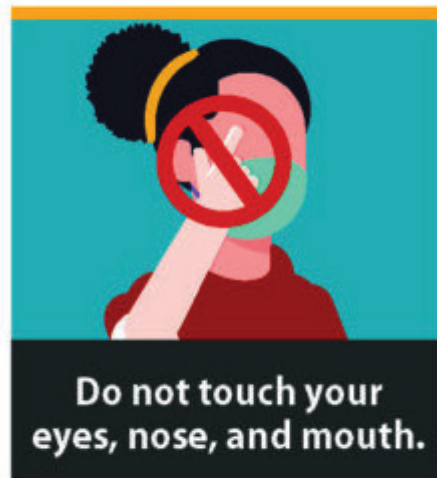
### 20 CASINOS

The fight against COVID19 is everyone's and MUST be fought aggressively at individual and collective levels. As we embrace the 'New Normal' in pursuit to revert to full business operations, it is imperative that total safety against the pandemic is practised at all times.





# help **PREVENT** the spread of **COVID 19**







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