



TravelDesign
by CDC



COVID-19 OPERATIONAL GUIDELINES






VERSION 5
22 FEBRUARY 2021

You are in Safe Hands



INTRODUCTION







A few important details and points on the bellow.

-  Sri Lanka to reopen on the 22nd of January 2021
-  The points below are a summary of a few of the COVID Operational Guidelines by Sri Lanka Tourism as well as our own operational procedures we have put in place to ensure a Safe, Enjoyable & Memorable Holiday.
-  We at Connaissance De Ceylan & Travel Design by CDC will adhere to all necessary Guidelines & Procedures given by Sri Lanka Tourism and other government authorities.
-  Procedures are based on the following guidelines found at www.Srilanka.travel/helloagain
-  The below will be subject to change depending on Guidelines & Procedure changes.



SUMMARY

Summary of the health guidelines.

-  Sri Lanka is open from the 22nd of January. They will need apply for a Visa, provide hotel booking confirmations & purchase a COVID-19 Insurance cover.
-  No Minimum stay or restrictive quarantine.
-  Guest will need to take a PCR 96 hours before boarding, 1 on arrival, 1 between 5-7 days after arrival & 1 between 10-14 days.
-  On the condition of a negative first PCR, Guest can visit pre-approved sites and change between authorised hotels for the first 14 days.
-  After the first 14 days, guests will be free to move to other hotels and tourist sites.
-  The below will be subject to change depending on Guidelines & Procedure changes.



TRAVEL REQUIREMENTS - PCR TESTS



The government mandated health checks required before & during your stay in Sri Lanka



TESTING REQUIREMENTS

Pre-Departure - A Negative PCR report issued by an accredited laboratory within 96 hours prior to the departure or as per requirement of the airline.

Test 1 (Mandatory) - Will be taken on arrival at the hotel, before checking in

Test 2 (On Duration) - If clients stay more than 5 days, test 2 will be taken between 5-7 days after arrival at the hotel.

Test 3 (On Duration) - If clients stay more than 14 days, test 3 will be taken between 10-14 days after arrival at the hotel.

Children below the age of 12 will be exempted from PCR Tests (Unless their contacts are positive).



PRICE AND PAYMENT

PCR tests will need to be paid to the DMC or hotel (In this case to Connaissance) at the price of LKR 7,500 (Approx. 40 USD Per Test). Guests will only need to pay for the test depending on travel period, for example for an 8-day tour they will need to pay for 2 tests.



TEST BEFORE LEAVING SRI LANKA

There is no official requirement by the Sri Lankan Authorities to get a test before leaving. However, most airlines will have their own requirements.



TRAVEL REQUIREMENTS -INSURANCE

General Travel Requirements for Travel to Sri Lanka



COVID-19 INSURANCE COVER

At the price of USD 12 per person, the insurance will provide a maximum cover of USD 50,000 for **1 Month** (Please check the link for more details). This will cover costs of private hospitalization, ambulance and other expenses in the case a client is positive.

The payment for the Insurance will need to be made to DMC or hotel **(In this case to Connaissance)** .

If clients are staying for longer than 1 month, they will need to get an extension of the insurance. Please contact us for more details.

For all the details of the Insurance - [https://sltda.gov.lk/storage/common_media/COVID-19%20Insured%20\(1\)2114407123.pdf](https://sltda.gov.lk/storage/common_media/COVID-19%20Insured%20(1)2114407123.pdf)



TRAVEL REQUIREMENTS -VISA

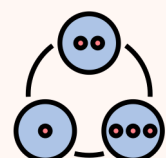


General Travel Requirements for Travel to Sri Lanka



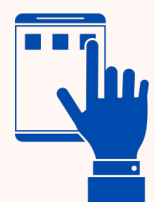
VISA

A visa needs to be obtained online (<http://www.eta.gov.lk>) before traveling to Sri Lanka at a cost of \$35 USD. Visa on arrival will not be allowed.



PROCEDURE TO OBTAIN VISA -

1. Apply and pay for Visa online (<http://www.eta.gov.lk>) and provide booking confirmation code of Level 1 hotel bookings, this will be provided by Connaissance. Once done the Visa will be in **“Pending”** status.
2. Pay Connaissance for **PCR Tests depending on duration of stay** and Sri Lanka Covid-19 Insurance, provide us guest details and the ETA number from the visa application.
3. Once done, the authorities will enter the details into the system and the Visa will be confirmed.



APP

Delayed! the app mentioned before is delayed until further notice. Payments will be done through the DMCs.

An app maybe developed in the future where clients will need to- Provide confirmation of hotel bookings and also pay for PCR and Insurance.



TRAVEL REQUIREMENTS - GENERAL

General Travel Requirements for Travel to Sri Lanka



WE WILL REQUIRE THE FOLLOWING INFORMATION OF ALL GUESTS. A FORM WILL BE SENT PRIOR TO DEPARTURE BY OUR TEAM.



TRAVEL HISTORY AND PASSENGER DETAILS

Travel History of the guests 21 days prior to their arrival and passenger details.



CONTACT - AGENT

A 24 hour emergency contact of agent.



CONTACT - GUESTS

Contact details of guests, such as Int. Number, WhatsApp, etc...



PROCEDURE IF COVID -19 POSITIVE

What happens in the off-chance that a guest is Covid-19 Positive,



NON-SYMPTOMATIC COVID POSITIVE GUESTS

- The guests will be isolated within the current hotel. They will not have contact with outsiders.
- If Isolation not possible in the hotel, they will be moved to an isolation hotel.
- If recommended by the designated medical officer, guests will be moved to a private hospital approved by the Ministry of Health.



SYMPTOMATIC COVID POSITIVE GUESTS

- Guests will be moved to a private hospital approved by the Ministry of Health.



MANDATORY COVID-19 INSURANCE COVER

The insurance will provide a maximum cover of USD 50,000. This will cover costs of private hospitalisation, ambulance and other expenses in the case a client is positive.



ARRIVAL PROCEDURE

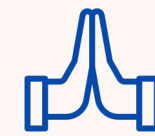


Overview of the procedures upon arrival in addition to regular procedures



1. IMMIGRATION

Guest will need to go through the airport formalities clear immigration, fill out a health declaration and other formalities.



2. AIRPORT WELCOME

Welcome by a dedicated & trained representative wearing full PPE. Assistance & Escorting to vehicle and preliminary presentation of Welcome pack



3. TRANSFER TO HOTEL IN BIO-SECURE BUBBLE

Guests will be transferred to the hotel in a Bio-Secure Bubble by our Chauffeur and/or Guide who will be wearing full PPE. This means there will be no stops unless at authorised stops or in case of an emergency.



HOLIDAY PROCEDURES

Overview of the procedures and restrictions during your holiday.



1. CHECK IN (DAY 1)

PCR Test 1 will be arranged at the hotel prior to check in. Guests will be escorted to their room with no contact to other guests



2. BEFORE TEST 1 RESULTS (DAY 1)

Until the results of Test 1, Guests will need to minimize contacts with other guests. Results will take a maximum 36 hours as per the providers.



3. AFTER NEGATIVE TEST 1 (DAY 2-14)

If Test 1 is negative, Guests will be allowed to use hotel facilities (Beach if applicable), go on approved excursions and change hotels to other approved Level 1* hotels.

**Details provided below*



4. AFTER DAY 14

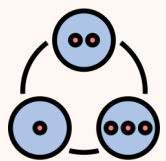
Guests will be able to visit Level 2 hotels, other excursion and will be free to move like a member of the community.



APPROVED HOTELS - LEVEL 1

These are hotels that have followed the following 2 steps

- Been recognised as "Safe & Secure" through an audit by Sri Lanka Tourism Development Authority conducted by KPMG. Level Hotels can be found at www.Srilanka.travel/helloagain
- Hotels then need to opt in to be a Level 1 hotel.



PROCEDURES FOR LEVEL 1 HOTELS

Few of the procedures for level 1 hotels will be as follows,

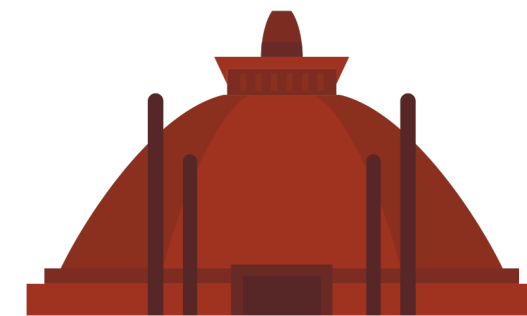
- Use of common areas (Pool, Spa, etc...) permitted subject to adherence of Health Guidelines and social distancing.
- Secured Entry Points to avoid mixing with local communities.
- Maximum Capacity of 75%, remaining 25% for isolation of positive cases.
- General Health Procedures

Some core procedures are - 1. Temperature Checks Before Entry, 2. Requires Health Checks and Health Declaration upon Check in, 3. Staff wearing PPE, 4. Sanitisation of Common Areas & guest rooms, 5. Hand Sanitiser Available for use, 6. Heightened Food Safety with accordance with Govt. Standards, etc...



TOURIST SITES AND EXPERIENCES

Procedures for visiting tourist sites & experiences for the first 14 days



CONDITIONS FOR VISIT

- Guests will be able to visit approved sites after they receive a **Negative** result from PCR Test 1. This means that they could visit sites from Day 3.
- They will need to visit the sites in a Bio-Secure Bubble which means they will not be able to interact with the local community.



APPROVED SITES

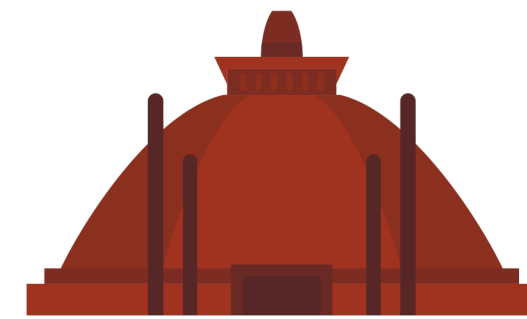
The list is still being finalised, but it is likely that some of the sites will include the following-
Yala, Minneriya, Kaudulla, Wilpathu & Udawalwe National Parks, Pinnawala Elephant Orphanage, Elephant Transit Home (Udawalawe), Mirissa Whale Watching, Sinharaja Rainforest, Sigiriya, Dambulla, Anuradhapura, Polonnaruwa, Peradeniya Botanical Gardens, Kandy Temple, Spice Gardens, Approved Tea Factories, Jewellery Shops & Souvenir Shops.

Updated List can be found at - www.Srilanka.travel/helloagain



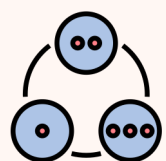
TOURIST SITES AND EXPERIENCES

Procedures for visiting tourist sites & experiences for the first 14 days



PRE - BOOKING AND TIME SLOTS

- According to guidelines visits may have to be pre-booked according to set time slots.
- Tour Coordinator will prebook the visits. Timings will be notified, and itinerary adjusted accordingly.
- If there are no pre-booked time-slots, we will advise best time to visit to avoid crowds.



PROCEDURES

Site procedures may vary from site to site. This will be informed ahead of time to Agent, Chauffeur and guests.



PROTENTIAL DEVELOPMENTS

Operational team will monitor and inform chauffeur of any developments at sites.



UNPLANNED ACTIVITIES

Activities not included in itinerary will be discouraged unless a request is made and approved by Agent and Head Office.

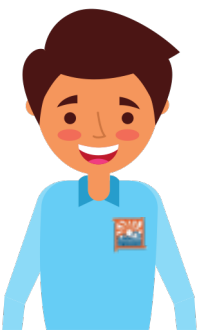


REFRESHMENTS

Water and snacks should be from the Hotel or an approved seller.



CHAUFFEURS AND GUIDES



Procedures put in place to ensure safety of our talented Chauffeurs & Guides and Guests



PPE

Chauffeurs, Guides, Site Guides, etc... maybe wearing Full PPE for guest's safety and to ensure the safety of the community.



TESTING

PCR - Chauffeurs & Guides will carry a PCR test conducted in the last 30 days or the Govt. mandated procedure.

DAILY - Temperature of the Chauffeurs and Guides will be monitored daily and logged.



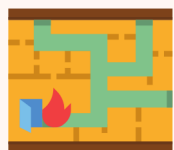
TRAINING

Regular trainings on guidelines and practices will be conducted.



TRAVEL HISTORY

Travel history of chauffeur and guides to be maintained.



INCASE OF "EMERGENCY" PROTOCOL

In Case of "Emergency" Protocol will be given with clear indications on what needs to be done. With nearest COVID-19 test & quarantine centers.



CLEANING

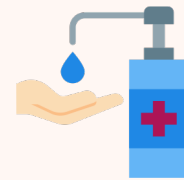
PRE-TOUR - Deep Clean of vehicles before each tour in accordance with Govt. Standards

DAILY - Daily clean with recommended cleaning products



FOOTWEAR

Footwear will be sanitized before entry into the vehicle.



HAND SANITISER

Ample hand sanitiser for Chauffeurs & Guest Use



WASTE

Garbage from personal use will be discouraged in Vehicles. Any garbage will be collected and disposed by the Chauffeur using the recommend procedure.



CAPACITY

Number of guests in a vehicle will be limited as per govt regulations.



Procedures for day to day on tour in Sri Lanka with our guests



COMMUNICATION

24-hour hotline to the dedicated COVID Operational team.



POTENTIAL DEVELOPMENTS

Our operational team to check with local authorities on potential outbreaks and other issues and to communicate.



DAILY BRIEFING

Daily briefing on planned itinerary done by head office with Chauffeur or Guide.



DAILY CHECKS

Chauffeur to take temperature of clients at start and at the end of each day



GUEST COMMUNICATION

Tour Coordinator to contact guests every 2 days.

**On guests and agents' discretion*



DAILY FEEDBACK

Daily feedback to be sent to agent by tour coordinator

**Frequency on agents discretion*



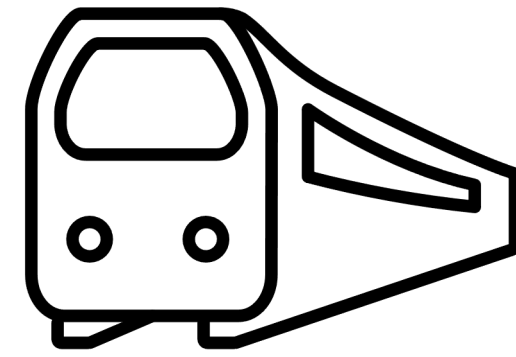
DATA LOG

Comprehensive log kept by chauffeurs on in and out times at each location with a brief description of those in contact with the guests.



PUBLIC TRANSPORT

Procedures for day to day on tour in Sri Lanka with our guests



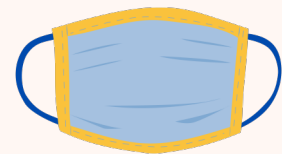
PUBLIC TRANSPORT NOT ALLOWED

Tuk Tuks, Trains & Buses will be not allowed for tourists until further notice.



WELCOME PACK

A welcome pack given to guests free of charge

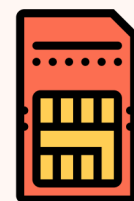


MASKS



PERSONAL HAND SANITISER

**Refilled daily*



LOCAL SIM CARD



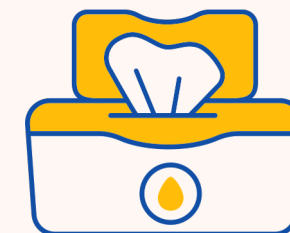
LOCAL AYURVEDIC IMMUNITY

BOOSTER HERBAL TEA



MULTILINGUAL WELCOME DOCUMENT

Including all the local guidelines, emergency numbers and procedures to be followed.



DISPOSABLE ALCOHOL WIPES



Q **IS THERE A MINIMUM OR MAXIMUM STAY?**

A There is NO minimum stay, guest do not need to stay 14 days. Guests can stay for as long as their VISA of 3 months with option to renew. However, we recommend staying at least 7 days.

Q **WHAT IS THE TOTAL COST OF PCR IN SRI LANKA, VISA AND INSURANCE?**

A Visa \$35 USD + Insurance \$12 USD + PCR approx. \$40 (7500 LKR) x = \$167 USD PP. The total insurance and 3 PCRs of \$132 USD will need to be paid to Connaissance while the Visa fee of \$35 USD will be paid online.

Q **WHAT ARE THE APPROVED HOTELS? WHAT TYPE OF HOTELS WILL BE APPROVED?**

A This will depend on the hotels and whether they opt in to be level 1. We will circulate a list. Hotels can vary from small boutique hotels to large Resort Types. They can be found at www.Srilanka.travel/helloagain

CONTACT INFORMATION

For any further information, do not hesitate to get in touch with us.

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AYUBOWAN!

LIVE A LONG LIFE!



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