



पर्यटन संचालनालय, (DoT) महाराष्ट्र शासन

मुख्यालय ४, अपीजे हाऊस : था मजला.०२० ४००-मुंबई, चर्चगेट, दिनशाँ वाच्छा रोड, ३,
दूरध्वनी क्र. ९१-२२-२२०४ ४०४०, फॅक्स क्र. ९१-२२-२२८५२१८२, २२०२४५२१,
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Diot/Development/Covid Compliance/1/CR No. 340/2020
Date: 28 Dec 2020

To,

All the District Collectors and Municipal Commissioners
Government of Maharashtra
Maharashtra

Subject: COVID Compliance SOPs for Tourists and Tourist Destinations

Reference:

1. Order for Easing of Restrictions and Phase-wise opening of Lockdown (Mission Begin Again), Government of Maharashtra, No. DMU/2020/CR. 92 / DisM-1, Dated 21 Dec 2020
2. SOPs and Guidelines issued by Ministry of Health and Family Welfare, Government of India from time to time

Dear Sirs and Ma'ams,

Government of Maharashtra has recently announced opening of the tourist places. With the fresh guidelines been issued for unlock Mission Begin Again as on 21 December 2020, the State Government has allowed -

(xix) Entertainment / Amusement Parks including Indoor entertainment activities, Tourist places and similar places, will be allowed to function open provided the same are outside the containment zone. The SOP for the same will be issued by the Tourism Department. The Tourism Department will take into consideration the SOP issued by the Government of India.

In view of safe and secure operations of the tourism sector post COVID-19 Pandemic situation, the Department of Tourism, Government of Maharashtra hereby issues Standard Operating Procedures for Tourists and Tourism Destinations across Maharashtra other than containment zones.

Section A: COVID-19 Protocols for Tourism in Maharashtra: SOP for Tourists

Section B: COVID-19 Protocols for Tourism in Maharashtra: SOP for Tourist Destinations

All local administrations, respective departments, tourists and stakeholders in the tourism industry of Maharashtra need to mandatorily follow the respective protocols as attached along with this document. The protocols have been compiled based on inputs from a variety of sources to ensure that they are comprehensive and effective. The best practices and guidance issued by authorities such as Ministry of Health and Family Welfare, Industry associations etc. helped form the baseline for these protocols.


28.12

Dr. Dhananjay Sawalkar
Director (Tourism)
Government of Maharashtra

Section A

Protocols for Tourists

Directorate of Tourism,
Government of Maharashtra

COVID-19 Protocols for Tourism in Maharashtra

A. Protocols for Tourists

While tourist destinations and businesses shall take necessary steps to implement the measures outlined in their respective protocols, it is also important for tourists to take adequate precautions to ensure their own health and safety. The following guidelines cover general dos and don'ts to be followed by all tourists to ensure their safety as well as the safety of their tourism service providers. The tourists are encouraged to go through general measures for hygiene and safety that shall be undertaken by accommodation units, tourist destinations and the various tourist service providers so as to make an informed decision regarding the safety and hygiene guidelines protocols.

1. Basic Dos and Don'ts for Tourists

The following basic guidelines should be adhered to by all tourists while engaging in any tourism activity to ensure their safety as well as the safety of their service providers.

1.1. Safety and Hygiene

1. Tourists should strictly observe social distancing norms with a physical distance of 2 meters (6 feet) per person. Family groups can stay together as long as they ensure that are at least 2 meters (6 feet) away from any other individuals or family groups.
2. Tourists should ensure that they wear a protective face mask while within the premises of any tourism destination.
3. Tourists should frequently wash hands or use hand sanitizers. While facility management shall provide for soaps / sanitizer at common places, tourists should be prepared and carry their own sanitizer and wet wipes.
4. Tourists should sanitize their hands after any contact with public surfaces including ticketing counters or check-in counters. Sanitizing stations shall be set up for their convenience at regular intervals.

1.2. Ticketing and Entry

1. Tourists should avail online / digital ticketing facilities where available and book their tickets well in advance. This will ensure that service providers have information to make adequate arrangements.
2. All tourists shall have their temperature checked at the entry points using non-contact devices and shall be screened for symptoms such as cold, cough etc. Service providers shall ensure that privacy is maintained during screening.
3. Only asymptomatic tourists shall be allowed.
4. Tourists having an abnormal temperature and / or flu like symptoms shall not be allowed to enter the facility. The management shall note down their contact details for such visitors and shall notify relevant health or administration authorities as per government protocols.

5. Any tourist displaying potential COVID-19 symptoms and the people accompanying the said tourist shall be moved to a containment area or isolation room for further action.
6. All tourists shall have to provide basic personal information when visiting the destination. This shall include name, contact details and government-issued identification. Tourists shall be required to give their consent for sharing details with administrative or health authorities, if required for contact tracing related activity.

1.3. Guidelines for Tourists at Accommodation Units

1. Tourists should reach out to the COVID Coordinator identified by the accommodation unit for any issues or concerns with regards to hygiene and safety.
2. Only asymptomatic tourists should venture out. Those having even mild symptoms are advised to remain in isolation in public interest.
3. Tourists may be required to fill out a self-declaration form in the format provided in Annexure. This shall be mandatory for accommodation units.
4. Tourists who have checked-in at the accommodation unit should not allow guests into their rooms.
5. Staff of accommodation units shall not enter the guest's room unless necessary. The guests should ensure they follow social distancing guidelines with any staff that may have to enter their rooms.

1.4. General Preparedness guidelines for tourists

1. Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except required for essential and health purposes. Management to advise accordingly and the same should be communicated to visitors through promotional material and social media platforms.
2. Guests who are at higher risk, i.e., those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
3. Tourists shall minimize contact with other staff and visitors. As far as possible, a zero-contact policy should be followed at all tourism facilities.
4. Tourists should check the timings of the facility before they visit and plan their visit accordingly.
5. Allotted time slots should be followed by all tourists for the convenience of service providers and other tourists.
6. Tourists should avoid handling cash as much as possible. All payments should be done through digital modes.
7. Tourists should follow proper procedures for disposal or taking away of utensils, crockery, linen, etc. after availing of F&B services.

8. All tourists shall be briefed on the dos and don'ts to be mandatorily followed during their time at the tourism facility.
9. While traveling all tourist should wear a face mask and carry their own sanitizer and wet wipes for personal use.
10. Tourists should be advised not to visit areas falling within containment zone.
11. Spitting is strictly prohibited.

1.5. Government Guidelines

12. Use of Aarogya Setu
 - a) Aarogya Setu enables early identification of potential risk of infection, and thus acts as a shield for individuals and the community.
 - b) With a view to ensuring safety, all tourists (except Foreign Nationals) to ensure that Aarogya Setu is installed by all having compatible mobile phones.

3 Permissions from Govt / Local Authorities

- 3.1.1 Any other protocols / guidelines / SOPs issued under the Epidemic Diseases Act 1897 or the Disaster Management Act 2005 by local government authorities such as Collector, Municipal Corporation, shall be applicable and must be duly followed.

Section B

Protocols for Tourist Destinations

Directorate of Tourism,
Government of Maharashtra

COVID-19 Protocols for Tourism in Maharashtra

B. Protocols for Tourist Destinations

1. General Preparedness of Tourist Destinations

In order to prevent and minimize cases, assure and protect the tourists visiting the destination from infection, it shall be the responsibility of the management/ administration of the ticketed tourist destinations to prepare the destinations for the tourists.

In the case of non-ticketed destinations, the authority/agency having ownership of the respective destination shall bear the responsibility for the implementation of these guidelines. In instances of no clear ownership, the local authority (Municipal body, Collector etc.) shall be the deemed responsible for the same.

These protocol guidelines are applicable to all designated and non-designated destinations that attract tourists. They include, but are not limited to – Outdoor destinations, indoor destinations, monuments, heritage destinations, spiritual places having tourist footfalls, site-seeing points, parks, waterfronts etc.

1.1. COVID-19 Team

1.1.1. Team Formation

- i. A COVID-19 Team comprising representatives from Police Department, Local Body, District Magistrate and all other relevant departments involved in the operations of each tourist destination shall be formed by the management/administration.

1.1.2. Roles and Responsibilities

- i. The roles and responsibilities of each member of the COVID-19 Team shall be defined.
- ii. This team will ensure that the guidelines issued by the government shall be followed while implementing various activities while preparing the destinations. These activities include Crowd Management, Training of Staff, Compliance to Hygiene & Sanitation/ Disinfection guidelines, Social Distancing norms, Coordination with local Health Department and identification of key member for each activity.
- iii. The team may appoint a coordinator from the departments appointed in the team.
- iv. The team shall communicate guidelines for health and hygiene procedures and precautions to all its staff before opening up the tourist destination.
- v. The coordinator shall provide the required training to the employees to ensure compliance to all the relevant and applicable measures. This approach shall ensure the flow of correct and pre-defined information to all the departments.
- vi. The team will ensure that all the hotels at the tourist destination have deployed adequate manpower to ensure social distancing norms.
- vii. It shall be ensured the employees who are at higher risk i.e. older employees, pregnant

employees and employees with comorbidity be advised to take extra precautions and are not exposed to any front-line work requiring direct contact with the public.

1.2. Strategies for Crowd Management at Tourist Destination

During the pandemic, social distancing has been the most effective measure to prevent its spread. Hence, it is important to ensure the safety of the visitors and staff by implementing suitable actions to facilitate physical distancing while the destinations open up for the tourists.

- i. The administration may decide to create unidirectional in and out strategy or trail for the visitors, wherever applicable.
- ii. The COVID 19 team including the members of the local body, police administration and all the relevant departments shall decide the traffic and number of tourists to be allowed at the destination for appropriate physical distancing. The team shall try to maintain social distancing of minimum 2 metres (6 feet) of physical distancing per person. Family groups can stay together in one 2 metres (6 feet) space as long as the group is at least 2 metres (6 feet) away from any other individuals or family groups. Based on the capacity decided by the team, the tickets, both manual and online may be issued for defined timeslots.
- iii. The local administration shall communicate the above guidelines to the tourists through promotional materials and various platforms viz Newspaper, official website, social media and signages at the destinations.
- iv. If the COVID 19 team finds it deem fit, it may decide to keep the tourist destination operational for only limited time-period in a day. It might also regulate arrival times by staggering it to minimize queue lines or crowds at the destinations.
- v. Management may regulate the group visits, guided tours, public programs, and special or private events, wherever applicable.
- vi. Facility for online ticketing should be provided and tourists should be encouraged to purchase tickets prior to their arrival to avoid crowding. The details of the online ticketing facility may be circulated in the Website, media and Social Media for public benefit and must also be displayed at the Tourist destinations. For the physical booking of tickets, contact points should be reduced and social distancing norms should be maintained.
- vii. It is advised that the COVID 19 team intimates the Directorate of Tourism, Government of Maharashtra on query.tourism-mh@gov.in of any information pertaining to tourists such as - the timings, days of operation, closure notices etc.

2. Safety and Hygiene Protocol

2.1. Availability of COVID-19 related amenities

- i. Before reopening, COVID-19 Team shall ensure adequate supplies to support healthy hygiene behaviours for staff and visitors are available at the destination.
- ii. Sufficient quantity of below mentioned amenities must be available at the destination apart from regular amenities at the destination

Must Have	Good to have
Hand Sanitizers	Gowns/Aprons
Face Masks	Personal protective equipment (PPE)
Garbage Bags	Pulse Oximeter
Chemicals for Deep cleaning	
Thermal Gun/ Scanner	
Hand gloves	
Biohazard disposable waste bag	

2.2. General Guidelines for Staff and Destination

The following general guidelines must be observed by the tourist destinations:

- i. All staff under destination management must wear face masks and single use gloves while performing their duties at the property.
- ii. A clear signage indicating one designated contact number of a COVID-19 Team member must be prominently displayed at the entry points and other major tourist spots at all destinations by the respective destination managements. This is to enable tourists/visitors to flag-off any COVID non-compliance complaints for redressal.
- iii. A physical distance of at least 2 meters (6 feet) should always be mandatorily maintained by all.
- iv. Clear Signages on “safe physical distance of at least 2 meters (6 feet)” to be displayed at frequent places at the tourist destination to reinforce social distancing among the staff and tourists.
- v. 2 meters (6 feet) physical distance markings at all waiting areas like entrance, ticketing should be done for tourists to stand during the queue.
- vi. The security person must be trained well to keep check at the entrances and should be available wherever applicable to supervise social distancing.
- vii. CCTV cameras at the tourist destination must be fully functional and capture the entire premise.
- viii. All touch points at the destination like ticket counter slabs, doorknobs, safety latches and taps etc. must be cleaned regularly as per the guidelines in clause 2.4.
- ix. All staff shall be strictly screened using thermal gun/scanner and anybody having fever (equal to or more than 38.0 C/ 100.4 F) and other flu symptoms shall not be allowed and sent to seek medical advice.

- x. Common area like cafeteria, gift/ souvenirs shops, washroom cleaning checklist should be displayed and updated regularly during the day
- xi. For air-conditioning/ventilation, the guidelines of relevant authority as issued shall be followed and intake of fresh air and cross ventilation as much as possible should be ensured.
- xii. Rearrangement of common sitting/ gathering areas at the Tourist Destination, table and seating arrangement should be done following social distancing norms.
- xiii. Proper crowd management at the Tourist Destinations as well as in outside premises like parking lots should be duly following social distancing norms. Large gatherings/congregations continue to remain prohibited.
- xiv. Bio-metric machine and similar equipment for recording staff's attendance to be discontinued and alternate methods such as QR Code method may be devised for staff to mark attendance

2.3. Protocol for Tourist at Entrance

- i. All tourists may be screened at the entry point for symptoms of COVID-19 such as temperature (using thermal guns), cough, cold, etc.
- ii. Only asymptomatic tourists shall be allowed.
- iii. Those with temperature more than 38.0 °C (100.4 °F) and/or flu like symptoms shall not be permitted to enter the premises of the tourist destination. The management should record their contact details and be empathetic towards such visitors while advising to return.
- iv. All visitors to provide basic personal information when visiting the destination, including name, phone number, Govt. ID type and ID number. Consent for sharing of their details with the administrative / health authorities should be taken from visitors, as and where required for contact tracing related activity.
- v. Management to arrange for containment room or isolation area for visitors or employees with potential COVID-19 symptoms. The visitor with the symptom and people accompanying him/her should all be moved to the containment area.
- vi. Visitors showing any of the symptoms of COVID-19 will be recommended to visit a doctor and the administrative / health authorities shall be notified of such visitors for further protocol.
- vii. Tourist to be allowed entry only if using face cover/masks. Tourists are always required to wear face mask at the destination.
- viii. Tourist must be requested to maintain a queue with 2 metres (6 feet) distance between them while waiting at any counter. Standing space signs will be placed on the floor to maintain social distancing.
- ix. All tourists visiting the destination shall be briefed on the safety measures taken at the destination.
- x. All the tourists shall be briefed on the Dos and Don'ts to be mandatorily followed by the tourists during their time at the destination.

- xi. Hand Sanitizers must be kept at counters for tourist to use.
- xii. Payment via digital mode for ticket purchase to be encouraged as much as possible and precautions shall be taken in case of handling cash.
- xiii. All visitors (except in case of foreign nationals) are advised to use Aarogya Setu app for survey.

2.4. Common Area Cleaning

- i. Place individual hand sanitizers in all common areas.
- ii. All common areas to be cleaned daily.
- iii. Seating/lounging areas to be readjusted to accommodate physical distancing guidelines to allow 2 metres (6 feet) of space between individuals or family units. Areas should be cleaned and sanitized frequently.
- iv. In case of deep or normal cleaning, staff must wear face masks and gloves during the cleaning process.
- v. Staff must sanitize their hands or wash their hands with soap before and after the cleaning process.
- vi. Signages to be displayed making the guest aware of the cleaning protocols.
- vii. If any COVID 19 positive tourist has been informed to have visited the tourist destination, the entire destination should be closed for deep cleaning and fumigation of the entire premise. The same shall be reported to the district administrative / health authorities.
- viii. For cleaning the following process outlined should be used

S. No	Item	Item/Equipment	Frequency	Method/procedure
1.	General Cleaning	R2 /Detergent & Warm Water, Disinfectant	Twice a day	<ul style="list-style-type: none"> • Scrub floors with hot water & detergent using minimal water • Clean with plain water • Allow to dry & mop with disinfectant (1% Sodium Hypochlorite)
2.	Lockers, Tables, Cupboard, Wardrobes	Damp Duster with disinfectant	Daily	<ul style="list-style-type: none"> • Wipe with cloth dipped in 1% Sodium Hypochlorite solution
3.	Railings	Detergent/Sanitizer-hot water, Disinfectant	Twice a day	<ul style="list-style-type: none"> • Wipe with cloth dipped in 1% Sodium Hypochlorite solution

S. No	Item	Item/Equipment	Frequency	Method/procedure
4.	Mirrors & Glass	Warm water/Detergent water/Cleaning solution damp cloth wiper	Daily	<ul style="list-style-type: none"> Using warm water & a small quantity of detergent & Using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror & glass to a clean dry finish
5.	Furniture & Fittings	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> Wipe with cloth dipped in 1% Sodium Hypochlorite solution for furniture & fittings, including chairs, stools, beds, tables etc.
6.	Light Switches/ Over bed lights	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> Light switches to be cleaned of dust, spots & finger marks, clean with damp clothes Over bed lighting to be damp, cleaned with damp cloth
7.	Toilet Pot/ Commode	R1/Soap powder, Long handle angular brush	Whenever required	<ul style="list-style-type: none"> Inside Of toilet pot/commode Scrub with the R1/soap powder & angular brush Clean with R1/soap powder & scrubber
8.	Toilet Floor / Sink	R1/Soap powder, scrubbing brush	Whenever required	<ul style="list-style-type: none"> Scrub with soap powder & the scrubbing brush Wash with water
9.	Taps & Fittings / Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever required	<ul style="list-style-type: none"> Wipe over taps & fittings with a damp cloth & detergent Care should be taken to clean the underside of taps & fittings

2.5. Food and Beverages (F&B) outlet at the Tourist Destination

- i. Hand sanitizers/ pedal sanitizer should be placed at the entrance and other areas such as washrooms at the F&B outlet. Tourists are directed to sanitize the hands before proceeding for seating area.
- ii. Safety and Hygiene protocols issued by FSSAI - Food Hygiene and Safety Guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic, shall be implemented in all F&B outlets operating within the premise of the Tourist Destination.

- iii. Dining slots facility to be allowed to operate for fixed timing during the day to ensure only limited tourists and avoid overcrowding.
- iv. Contactless Menu may be used.
- v. In case of a dine-in facility, modification of the restaurant layout to be made keeping minimum 1 meter distance between tables.
- vi. It is advised to use disposable cutlery for all purposes and used disposable cutlery must be kept in garbage bags.
- vii. Tourists may be requested to make the payment via digital mode / payment apps as much as possible.
- viii. Sanitization of the furniture at dine-in facility should be done after each tourist leaves the dine-in table.

2.6. Case of an Affected Staff

- i. All staff to be monitored daily for temperature and symptoms
- ii. Proper records of any symptom such as cough/cold/fever should be maintained
- iii. If a member of the staff reports respiratory symptoms, the staff member must immediately stop work and seek medical assistance. The staff should stay isolated while the COVID 19 Team shall notify the administrative / health authorities for further protocol.
- iv. Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention.
- v. Staff who report from home that they have been diagnosed with COVID-19 should be informed to the administrative / health authorities and follow the instructions received from the doctor, including the recommendation of self-isolation at home until the symptoms have completely disappeared.
- vi. If any COVID 19 positive workers identified, the entire destination should be closed for deep cleaning and fumigation of the entire premise and

all the staff members to be tested for COVID-19 and monitored for symptoms

2.7. Dos and Don'ts for the Tourist

- i. Wearing a face mask in the premises of the tourist destination is mandatory.
- ii. Tourists are recommended to carry their own sanitizer and wet wipes for personal use.
- iii. Tourists must adhere to the social distancing measures. Tourist to always keep a safe physical distance of at least 2 metres (6 feet) while they are at the destination
- iv. The tourists must wash hands frequently with the soaps/sanitizers provided at the common places in the destination
- v. F&B Kitchen area entry must be prohibited for tourists.
- vi. Tourists should be advised not to visit areas falling within containment zone.

2.8. Dos and Don'ts for Staff

- i. All staff should mandatorily wear face masks all the time
- ii. Staff are always advised to maintain minimum 2 metres (6 feet) physical distance with the tourists and other staff members
- iii. Destination staff should sanitize/wash their hands regularly.
- iv. Staff should adhere to zero contact policy the destination
- v. Clean and disinfect public areas, F&B areas every 2 hours.

2.9. Awareness at Tourist Destination

- i. Dissemination of information material like short documents, informative posters or signages to reiterate the key messages to the tourists, including the promotion of handwashing (at least 40-60 seconds, all parts of the hand), respiratory hygiene, and coughing etiquette should be done.
- ii. Clear Social Distancing Markers/ Signages on “safe physical distance of at least 2 metres (6 feet)” at every potential visitor congregation location to be displayed to reinforce social distancing behaviour among the staff and tourists.
- iii. Clear messages on “safe hand washing techniques “to be displayed at frequent places at the tourist destination to reinforce personal hygiene behaviour among the staff and tourists.
- iv. Information on the measures taken at the destination to be displayed on all promotional materials, including the on the official website, of the destination and social media platforms to establish expectations and instill confidence among the visitors.
- v. Dos and Don'ts posters displayed at various location of the tourist destination to maintain social distance and self-hygiene etc.

2.10. Staff Training Protocols

- i. Training programs shall be conducted to reinforce appropriate social distancing, cleaning, disinfection, and hygiene procedures and adopted measures that could protect the tourists and the staff at the destination.
- ii. All the staff including the security guard should be properly briefed about the processes and a drill regarding the same must be put in place.
- iii. COVID Coordinator to train the staff of their respective departments if needed.
- iv. Staff training should cover Personal Hygiene, Social Distance and Sanitation. All Staff to be trained to brief tourists on the following:
 - a. Social distancing includes refraining from hugging, shaking hands with visitors as well as among staff. It involves maintaining distance and avoiding anyone who is coughing or sneezing.

- b. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- c. Also avoid touching eyes, nose, and mouth. Hand sanitization is suggested after exchanging objects (money, credit cards) with guests.
- d. Respiratory etiquette to be strictly followed. This means strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly. The used tissue should be disposed of immediately in a bin with a lid.
- v. All staff members to self-monitor their health and report any illness at the earliest to COVID-19 Team for medical support.

3. Permissions from Govt / Local Authorities

- i. Any other protocols / guidelines / SOPs issued under the Epidemic Diseases Act 1897 or the Disaster Management Act 2005 by local government authorities such as Collector, Municipal Corporation, shall be applicable and must be duly followed.