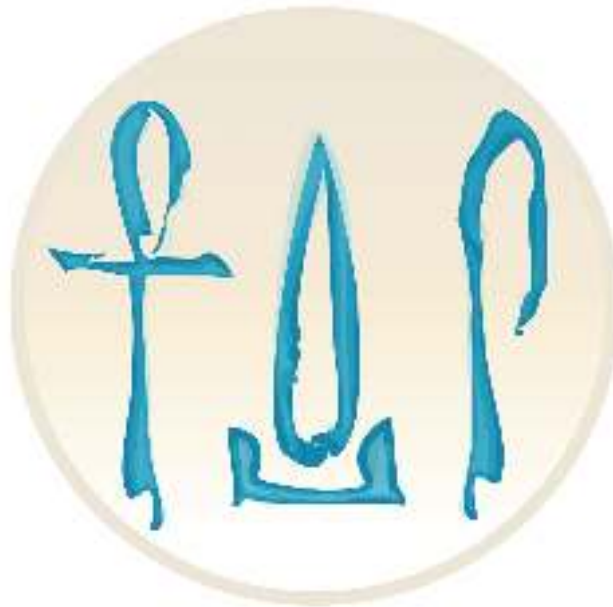




Ministry of Tourism and Antiquities

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Mandatory Guidelines and Regulations for hotels and resorts to receive guests



LIFE, PROSPERITY, HEALTH

Operation startup (Domestic Tourism)

- May 15, 2020: The first stage (experimental operation) with a maximum of 25% of the total hotel capacity (including day-use).
- June 1, 2020: Operating at a maximum of 50% of the hotel capacity.

Operating requirements

- Hotels, wishing to operate, must apply for an audit; in accordance with the health and safety guidelines circulated by the Egyptian Hotel Association. When the hotel passes the process of review and inspection, it is granted a health and safety certificate that is renewed every year.
- Creating a brand for health and safety certification.
- The review and inspection process is conducted within 10 days from the date of submitting the application.
- Each hotel is required to have an onsite clinic and doctor working in continuous coordination with the Ministry of Health and Population.
- Ensuring the quality of personal protective equipment and sterilization materials used (dealing only with companies approved by the Ministry of Health and Population).
- Forming a committee: between the Egyptian Hotels Chamber and the infection control sector in the Ministry of Health & Population to inspect those establishments to ensure their compliance with the regulations and their preparedness to re-operate.
- Coordination with the Occupational Health and Safety department in the Ministry of Environment regarding the water tanks.



Statement from the Ministry of Tourism and Antiquities

Preventive measures in hotel establishments

- Room capacity should not exceed two adults (one child in the family room).
- All hotels are obligated to provide PPE (Personal protection equipment) for employees and guests (disinfection and sterilization tools - masks - gloves ... etc.).
- The maximum load in elevators is restricted to 50% of its capacity.
- Ensuring good ventilation in all areas.
- Awareness Signs to be placed throughout the facility describing ways to prevent the spread of infection.
- Valet service to be banned.
- Banning of parties or weddings in the hotel, and prohibiting all kinds of night activities.
- All casinos can operate with 50% of its total capacity, ensuring that all personal protection equipment are used.
- Allocating a small hotel (or hotel floor) in each resort for quarantine of minor, non-critical and suspected cases.

Hosting Guests



- Check-in procedures for guests are to be done electronically or with disposable pens.
- Sterilizing the luggage of the guests before checking in and out of the hotel.
- Measuring guests' temperature every time they enter the establishment.
- Providing hand sanitizer in the reception area and in various areas at all times.
- Cleansing all public areas regularly.
- Dealing carefully with people suffering from chronic diseases and people over the age of 65.
- Posting those measures on the hotel website to inform guests about them before arrival.



Conditions regarding the workers

- Commitment to use a maximum of 50% of the workforce.
- Conducting a rapid test for workers returning from vacations before starting work and upon leaving the hotel prior to vacations, and at the gates of touristic cities, in coordination with the Ministry of Health and Population.
- The period of time for workers, in coastal cities, to have a vacation is at least (60) days between each vacation.
- Taking the temperature of workers on a daily basis.
- The Egyptian Tourism Federation and the Egyptian Hotel Association are in charge of supplying rapid test only to hotels that obtain a validity certificate, and hotels bear the cost.
- Separate housing must be provided for the employees of the hotel, taking into consideration that they are not crowded, while providing isolation areas for the affected cases once they are discovered (mild cases only).
- Elderly workers or those suffering from chronic diseases are not to be employed in work that require direct contact with guests.
- Educate employees about all basic preventive measures against COVID-19 as well as the symptoms of the disease.

Restaurant requirements

- Banning of the buffet service completely, and relying on pre-defined lists or a la Carte .
- Prohibiting hookah.
- Taking temperature of restaurant guests.
- Leaving a distance of no less than 2 meters between dining tables, and 1 meter between each person and another at the table, taking into account that large family tables are with a maximum of 6 chairs.
- Using disposable cutlery (as much as possible).
- Placing sterilizers and sterilization napkins on each dining table.
- Displaying educational guidelines around the restaurant.

Swimming pool and beach services



- Regular maintenance and disinfection of swimming pools and use of the maximum chlorine concentration (5 mg / L) and bromine (10 mg / L) allowed to neutralize the COVID-19 virus.
- Cleansing the area around the beach and pool including tables, deck chairs, sunbeds, utensils, etc after being used by each guest as well as after the end of the run time.
- Leaving at least two meters between sunbeds.
- Delivering beach towels in rooms to reduce contact among people.
- Minimizing recreational activities on beaches and swimming pools.

Gym and spa services

- Cleansing surfaces every hour, completely disinfecting the gym area after being used by guests, separating the devices, and preventing showers in the Gym.
- Banning of the use of Jacuzzis, saunas, steam and massage sessions.
- Cleansing and disinfection of all bathrooms inside the gym every hour, and closing the shower places attached to the gyms.
- Visitors from outside the hotel are not allowed.

Internal supervision and laundry services



- Cleaning rooms daily by using POSI tools and following the instructions of the Ministry of Health and Population.
- Cleaning and sterilizing all touched surfaces every hour in public places and public toilets by using disinfectants that are approved by the Ministry of Health and Population.
- Cleansing passages on a daily basis and cleansing rooms thoroughly after guests leave.
- Providing a steam machine to disinfect furniture and fabrics.
- Cleaning dirty cloth and pool towels at a high temperature, and disinfecting the sink after completing the daily washing process.
- Do not change bedding on a daily basis, and rely more on self-service in cleaning rooms.
- Safe disposal of waste (in coordination with the Ministry of Health and Population and the Ministry of Environment).

Tourist activities: diving

- Sterilization of equipment: (Regulator, face mask and snorkel, BCD, diving suit) by immersing it in a bleach solution (chlorine) at a concentration of 10%.
- Commitment to cleansing surfaces and areas such as bathrooms, door handles, desktops, etc.
- Putting restrictions on the number of passengers on the boat.
- No sharing of any equipment throughout the trip.
- Providing an antipyretic on board of yachts and at the establishment headquarters, and taking passengers' temperature.
- Provide a list of safari participants and operators for officials.

Supervision and control procedures

- The establishment manager signs a declaration of his commitment to the rules and conditions for permitting operation, namely.
- Creating a record of procedures and measures that have been implemented and record them in sufficient detail (for example, the date and time the disinfectants used, the place and person performing it, etc).
- Reporting any suspected cases, whether of employees or guests.
- In case of violating any of the rules and regulations, the hotel manager's license will be revoked, and the facility's activity will be suspended.

Hygiene Safety Certificate

This is the Hygiene safety certificate that must be available in all hotels as a prerequisite for them to receive guests. Acquiring this certificate means hotels fulfilled the required health and safety regulations in accordance with the guidelines of the World Health Organization.

It consists of the Sun blessing Egypt with its warm weather, and giving its open-air places their unique characteristics, encompassing three hieroglyphic signs "Ankh, Udja & Seneb" resembling life, prosperity and health.