



TOURCARE GUIDELINES FOR TOUR OPERATORS

Travel is a vital part of human experience. It expands our understanding of people and cultures exponentially. Re-establishing confidence in tourism is crucial for the industry, the destinations and communities visited, and the traveling public.

The Canadian Association of Tour Operators (CATO), the European Tourism Association (ETOA), and the United States Tour Operators Association (USTOA) established health guidelines designed specifically for tour operators.

The well-being of every traveler has always been a priority. Tour operators have supported and implemented procedures to prevent the transmission of COVID-19, increasing the level of safety for passengers, employees, and local communities visited.

These guidelines are intended to promote tour operations that complement public health instructions and support such in-house protocols that may be in force within the supply chain. Sanitization procedures are consistent with prevailing public health advice, and as recommended by the World Health Organization (WHO), the Centers for Disease Control (CDC), the European Centre for Disease Control (ECDC), and the Public Health Agency of Canada (PHAC).

Travel is a shared experience. Passengers, tour operators, and suppliers need to take reasonable precautions and be prepared to comply with procedures required by local and international health organizations. These guidelines are intended to be a living document, subject to appropriate modification as needs evolve.



STAFF TRAINING AND SANITIZATION:

- Promote frequent hand washing among staff and passengers.
- Ensure adequate provision of PPE where practical and appropriate.
- Be responsive to the public health concerns of staff and passengers. Exercise physical distancing, where viable and in line with the latest official guidance or requirements.
- Train all staff that may interact with passengers to ensure they are familiar and compliant with these guidelines and those set out by the public health authorities mentioned above.

SUPPLIER GUIDELINES:

- Comply with applicable government and health authority requirements as well as these guidelines.
- Employ touchless solutions when possible – and reduce touch points at operational levels, such as ticketing, payments, identification, check-in, etc.
- Where required, use face masks and gloves when interacting with passengers.
- Sanitize high-touch areas frequently using products and disinfectants approved by the EPA and local health authorities for effectiveness against COVID-19.

PASSENGER COMMUNICATION AND RESPONSIBILITY:

- Passengers may be required to declare prior to departure if they are exhibiting any symptoms of COVID-19, have tested positive or have been in contact with a COVID-19 patient within 14 days of departure.
- Passengers may be required to complete other pre-departure declarations via destination government website(s)
- Passengers will be advised of and asked to adhere to any local, regional, and national required procedures. Prior to departure, passengers may be asked to complete a pre-boarding questionnaire or declaration confirming they have familiarized themselves with health and safety guidelines and requirements related to their tour.
- Passengers should report any personal health concerns so that operator may respond appropriately.

TOUR OPERATORS WILL ENDEAVOR TO:

- Provide information about pre-departure requirements of clients currently in force.
- Set expectations about conditions and related requirements in transit and in destination.
- Provide oversight of and ensure compliance with the TOURCARE Guidelines for Tour Operators related to staff, suppliers, and passengers.
- Document and make accessible any guidelines and recommendations concerning health protocols or direct passengers to where such information is available.