

The background features a stylized landscape with rolling hills in shades of orange and red, and wavy lines representing water in shades of blue and teal. The title 'Clean Camiguin' is prominently displayed in white, bold, sans-serif font, with 'Clean' on the top line and 'Camiguin' on the bottom line.

Clean Camiguin

**A Guidebook for a Safe,
Responsive, Adaptable,
Ready, Responsible, and
Hopeful Camiguin**

BY THE PROVINCIAL
GOVERNMENT OF CAMIGUIN

Version 2 - OCTOBER 2020

Hello.

I'm Lanz from the island of the sweetest Lanzones – Camiguin.

As we enter this chapter of 'New Normal', we are gradually and steadily growing our island to be at the forefront of safe and sustainable travel.

This guidebook will show us the many little ways we can do to keep our island a healthy place to live in.

Let's all stay safe, responsive, adaptable, ready, responsible, and hopeful.

Together, let's build a CLEAN Camiguin.



Clean Camiguin



We care about everyone's safety so we have set guidelines in place to ensure it is preserved.

A Message from the Governor

The Provincial Government of Camiguin's banner program on sustainable and responsible tourism proves most relevant today as we prepare to gradually reopen our doors to visitors in the midst of the COVID-19 pandemic.

We are carefully striking a balance between health, economic, and environmental concerns. This is to ensure that our transition into the New Normal becomes the heart of a long-term vision in keeping the island resilient towards global risks such as over tourism, climate change, and health emergencies.

This Clean Camiguin Pandemic Response Playbook 2020 is a simple compilation of essential guidelines for various audiences. It aims to help host communities, business stakeholders, national and local government leaders, and tourists, appreciate how we intend to manage tourism moving forward.

Clean Camiguin is our state of heart, mind, and being. Through this crisis, let's help each other keep our island green, safe, and pristine.

Welcome home soon!

GOV. JURDIN JESUS M. ROMUALDO

A handwritten signature in black ink, appearing to read 'Jurdin', is placed over the printed name of the Governor.

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safe

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CHAPTER 01

Safety Guidelines
for the General Public

Public Safety Guidelines

Wash hands

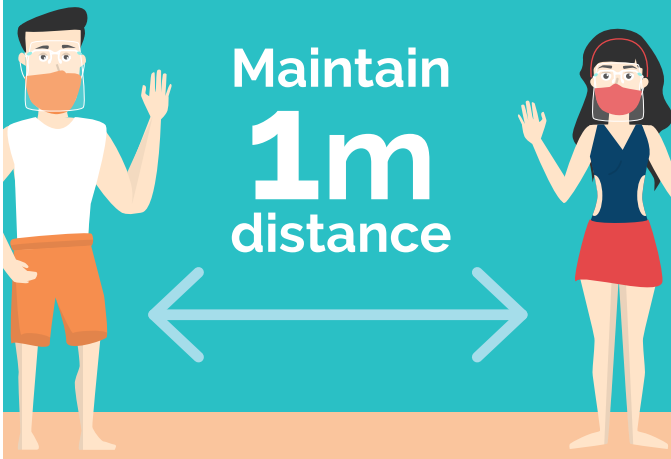
often with soap & water or use an alcohol-based sanitizer



Wear your face mask and face shield



Maintain 1m distance



Limit social gathering

and time spent in crowded places



Avoid touching

your eyes, nose, and mouth



Cover your mouth and nose

with a tissue if you have to sneeze or cough



Safety Cheat Sheet

C

clean hands and surfaces

a

avoid contact thru physical distancing

m

monitor your travel and contacts

i

isolate if you have symptoms

responsive

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CHAPTER 02

Response Actions Following
the Mandates of the
Department of Health and
Department of Tourism

Test, Trace, and Treat

COVID Laboratories

Following the mandates of the Department of Health (DOH) and the Department of Tourism (DOT) of fortifying the capacities to Test, Trace, and Treat the development of Covid laboratories in the island is now on top priority and being fast-tracked to ensure that testing capacities are met once tourism comes back to full swing.

The SafePass Project

Serving a critical role in Camiguin's contact tracing system is the tech-based tool SafePass, developed by Talino Venture Labs in collaboration with the DOT. Camiguin will be an active partner in its development as it pioneers the system's testing and local implementation assessment.

Health Facilities Referral System

The treatment and management of Covid patients will be dictated by the Health Facilities Referral System that is currently set in place.

Diagrams have been developed for easy and clear reference on the movement and treatment of Covid patients. (see succeeding pages)



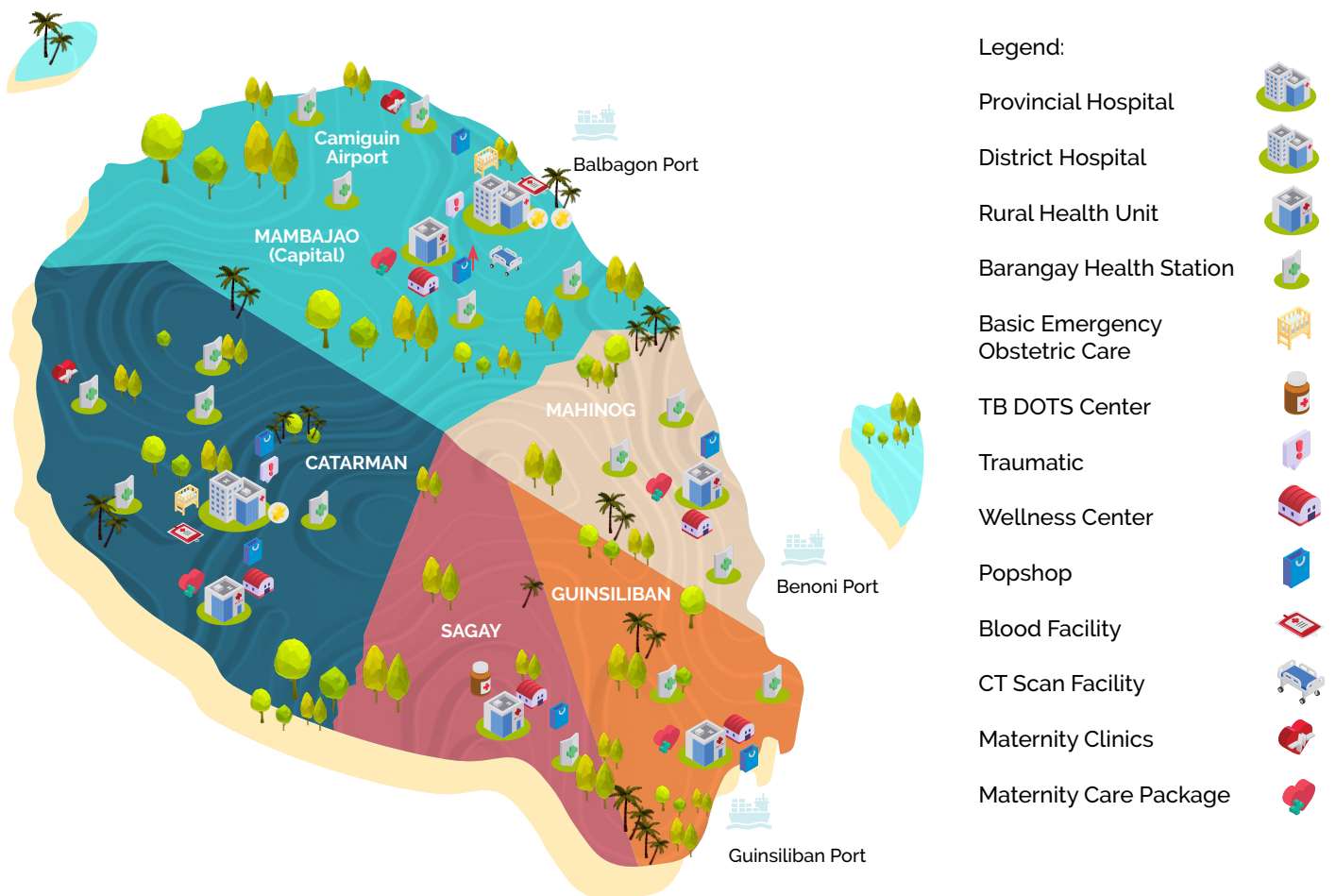


COVID Prevention and Incident Management
PLATFORM for Restaurants that automate :

- Space Capacity Planning
- Reservation, Registration and Health Questionnaire
- Protocol Enforcement
- Incident Management and Contact Tracing

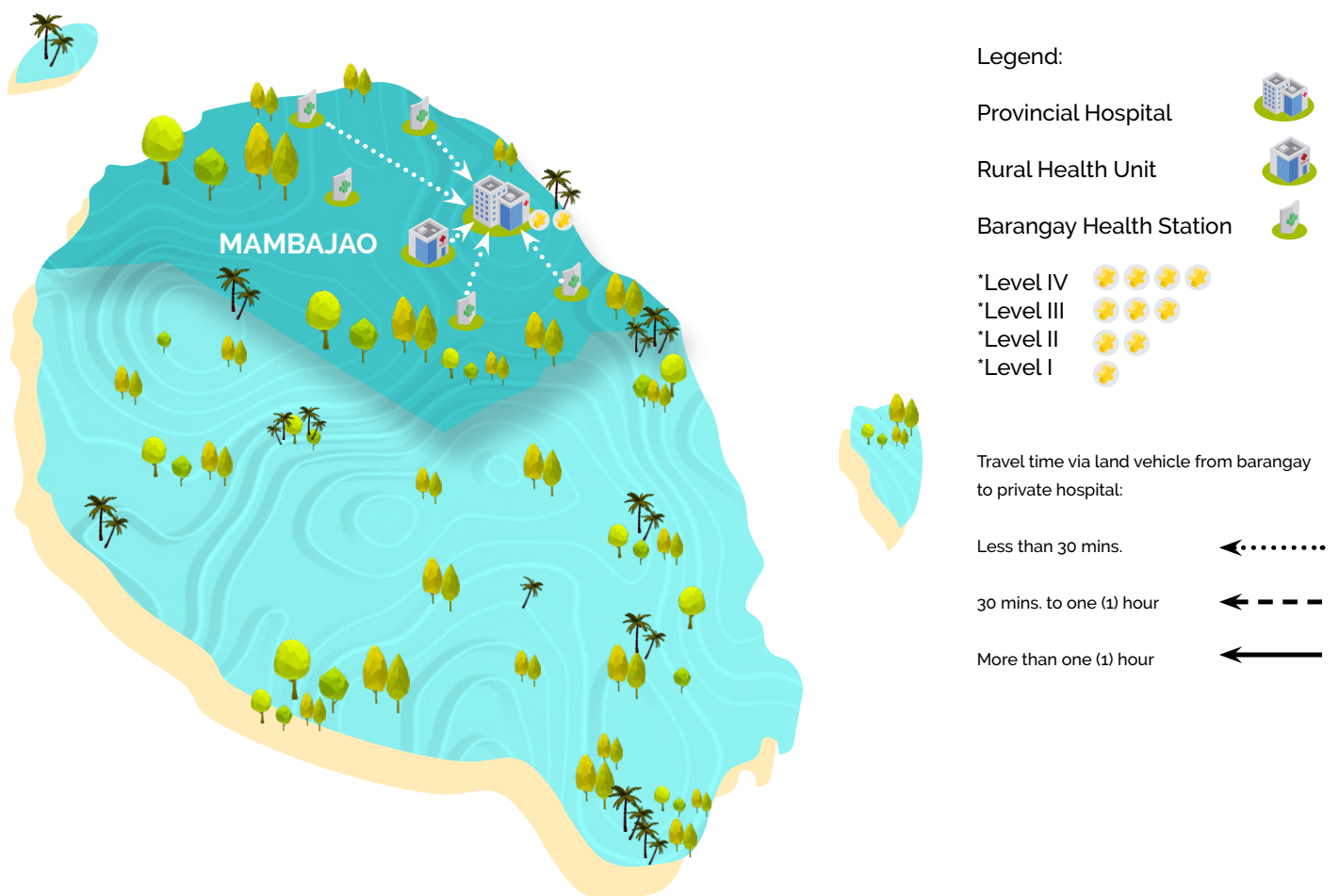
Health Facilities and Referral System

Facility Mapping



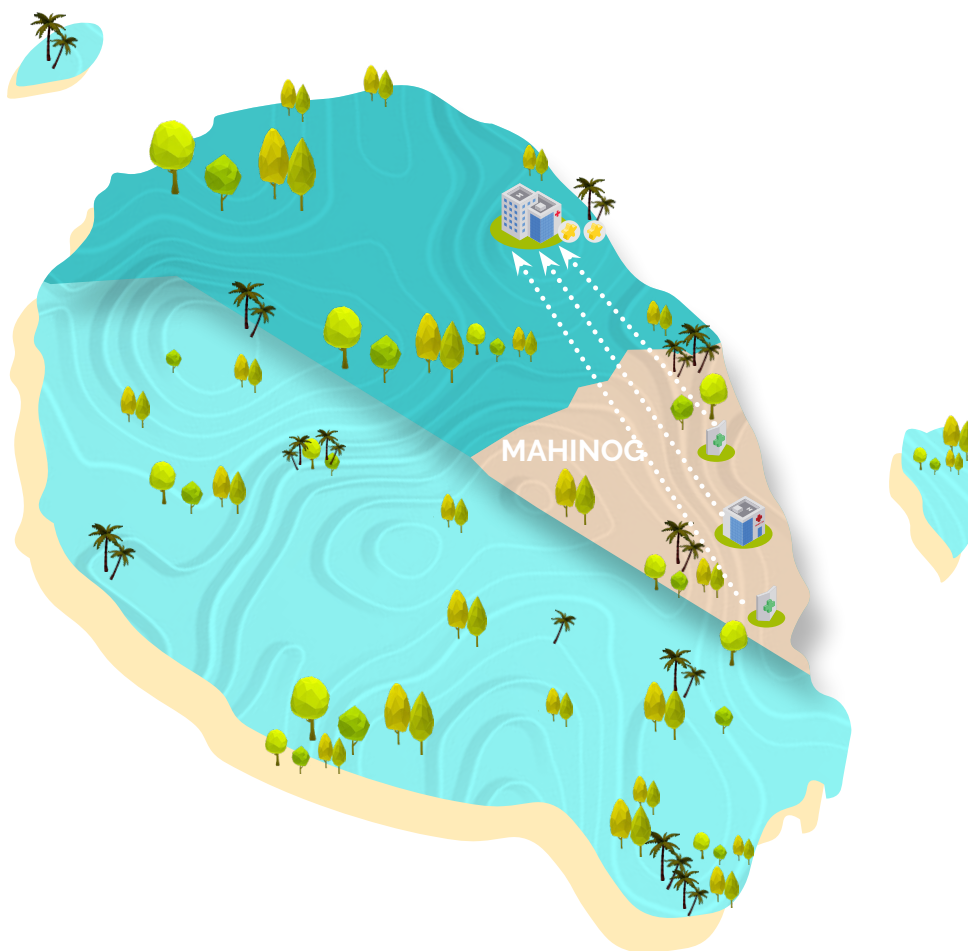
Health Facilities and Referral System

Mambajao



Health Facilities and Referral System

Mahinog



Legend:

Provincial Hospital



Rural Health Unit



Barangay Health Station



*Level IV



*Level III



*Level II



*Level I



Travel time via land vehicle from barangay to private hospital:

Less than 30 mins.



30 mins. to one (1) hour

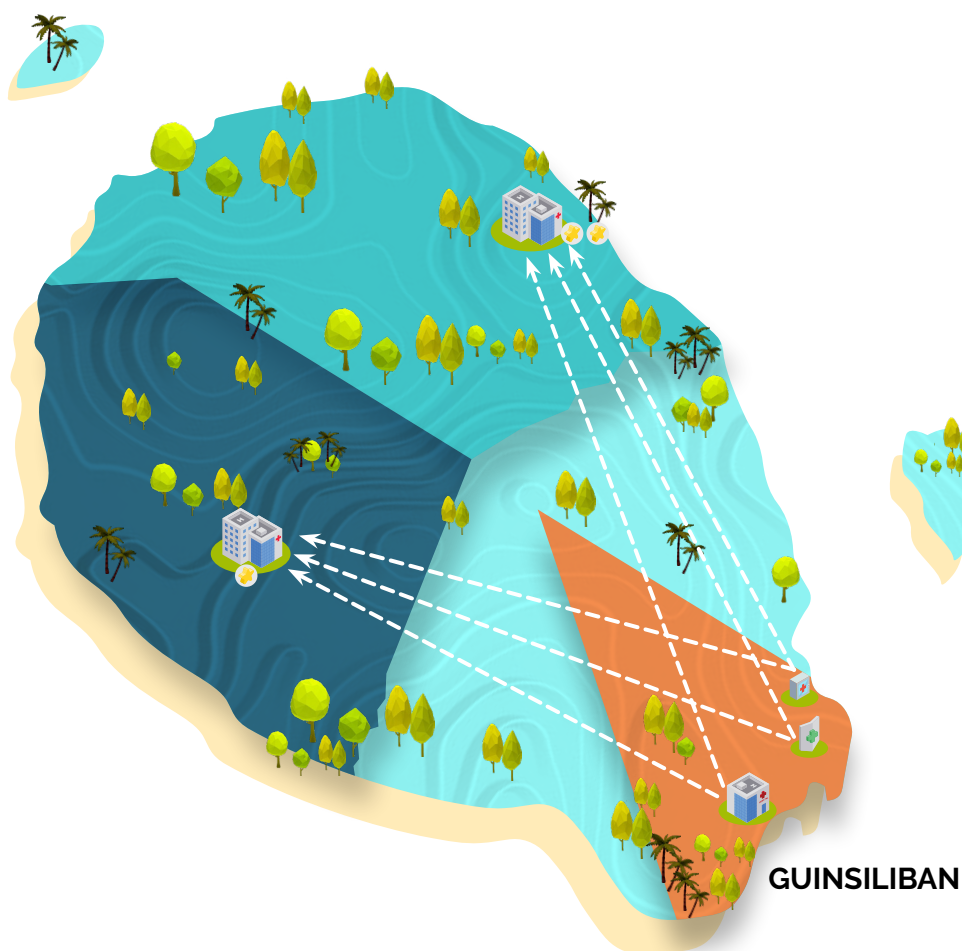


More than one (1) hour



Health Facilities and Referral System

Guinsiliban



Legend:

Provincial Hospital



District Hospital



Rural Health Unit



Barangay Health Station



Private Clinic



*Level IV



*Level III



*Level II



*Level I



Travel time via land vehicle from barangay to private hospital:

Less than 30 mins.



30 mins. to one (1) hour

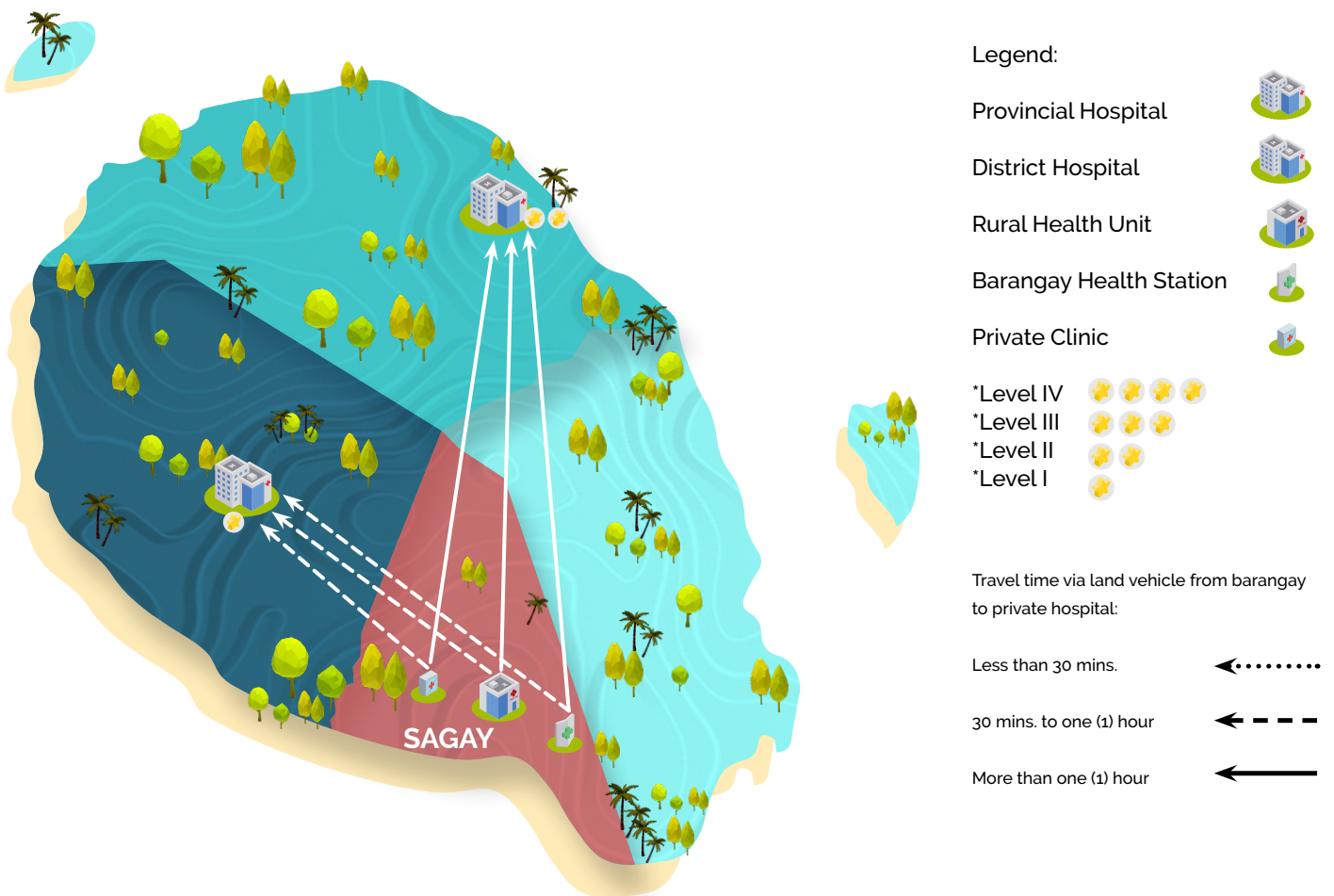


More than one (1) hour



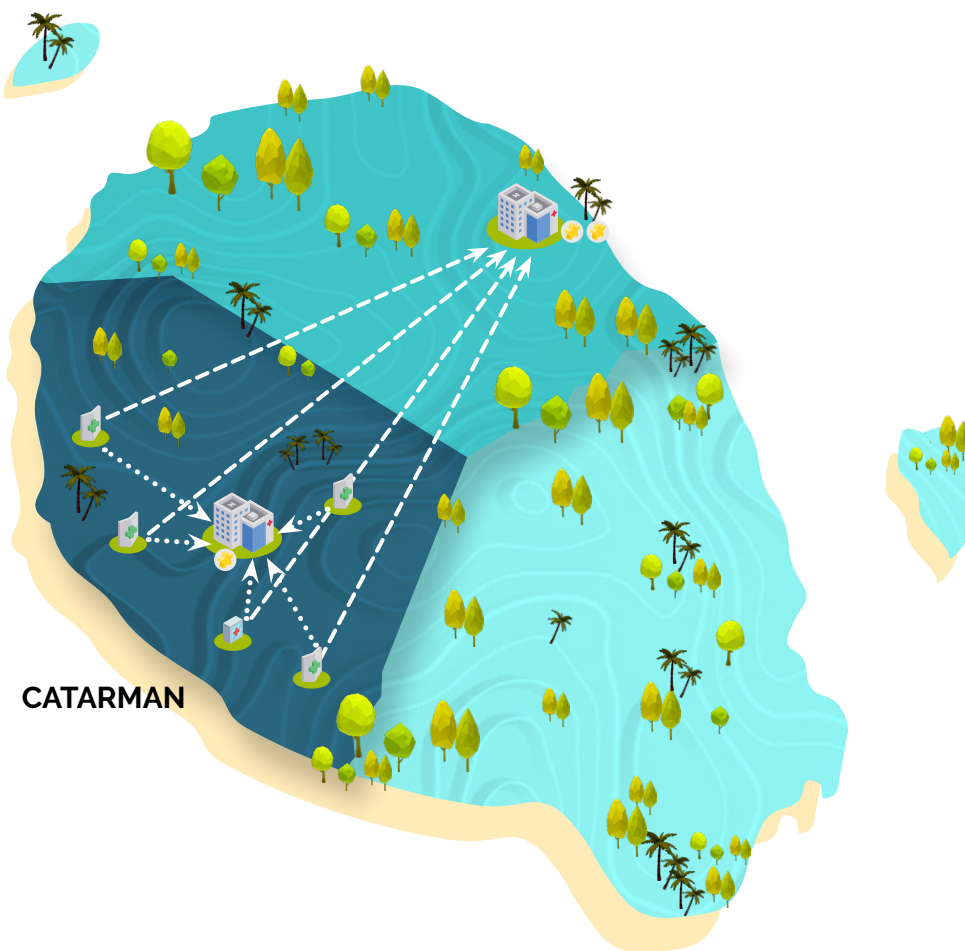
Health Facilities and Referral System

Sagay



Health Facilities and Referral System

Catarman



Legend:

Provincial Hospital



District Hospital



Rural Health Unit



Barangay Health Station



Private Clinic



*Level IV



*Level III



*Level II



*Level I



Travel time via land vehicle from barangay to private hospital:

Less than 30 mins.



30 mins. to one (1) hour



More than one (1) hour



adaptable

Camii

CHAPTER 03

Adaptive measures implemented by Camiguin to ensure tourism in the island follows all health and safety protocols

Camiguin-specific Guidelines on Tourist Attractions/Destinations

01

Optimized Operational Hours

- To ensure everyone's safety, our tourist sites will operate on shorter hours. We encourage everyone to check the operation hours prior to arrival. Please plan ahead and allocate extra time and flexibility on your schedule.

02

Regulated Visitor Entry

- Visitor entry will be regulated to ensure required maximum capacity. Guests will be accommodated on a first come, first served basis and are highly encouraged to plan their tour schedules ahead. We encourage everyone to follow safety guidelines to ensure a smooth & hassle-free visit.

03

Contactless Transactions

- Camiguin will progressively implement contactless transactions, favoring more tech-based support systems, minimizing direct physical contact. We encourage everyone to keep informed on these available options as they develop.



ready

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CHAPTER 04


Travel protocols, public-access information,
and important information to ensure
readiness of island to welcome tourists

Airport Arrival Process Flow



Airport Arrival Process Flow

Health Declaration Card (Online)



HEALTH DECLARATION CARD
--Please read before proceeding--

In compliance with RA 10173 or Data Privacy Act of the Philippines, the personal information you will be providing in this form shall not be used for other purposes except for COVID-19 contact-tracing activities

*Required Fields

*Nationality

*Sex

Male Female

*Birthdate

*Arrival Date

*Passenger Type

Passenger Crew

*Flight/Bus Number/ Vessel Name & Voyage Number:

*Email

Seat No:

*Passport/Valid ID No.

*First Name

*Name of Hotel/ Place of Stay:

*Last Name

Residence Address (Philippines)

* Street No. and Name of Street (if applicable, indicate name of barangay)

* Municipality/City:

* Province:

* Mobile/Contact Number:

* Country(ies) worked, visited and transited in the last 30 days

Upon clicking submit, I am providing consent to sharing my information for contact tracing purposes, I confirm that the information I have given is true, correct and complete and that I understand failure to answer any question may have serious consequences under Philippine Laws

(Article 171 and 172 of the Revised Penal Code of the Philippines)

| |
|--------|
| 215B54 |
|--------|


[Show another Code](#)

Enter Verification Code

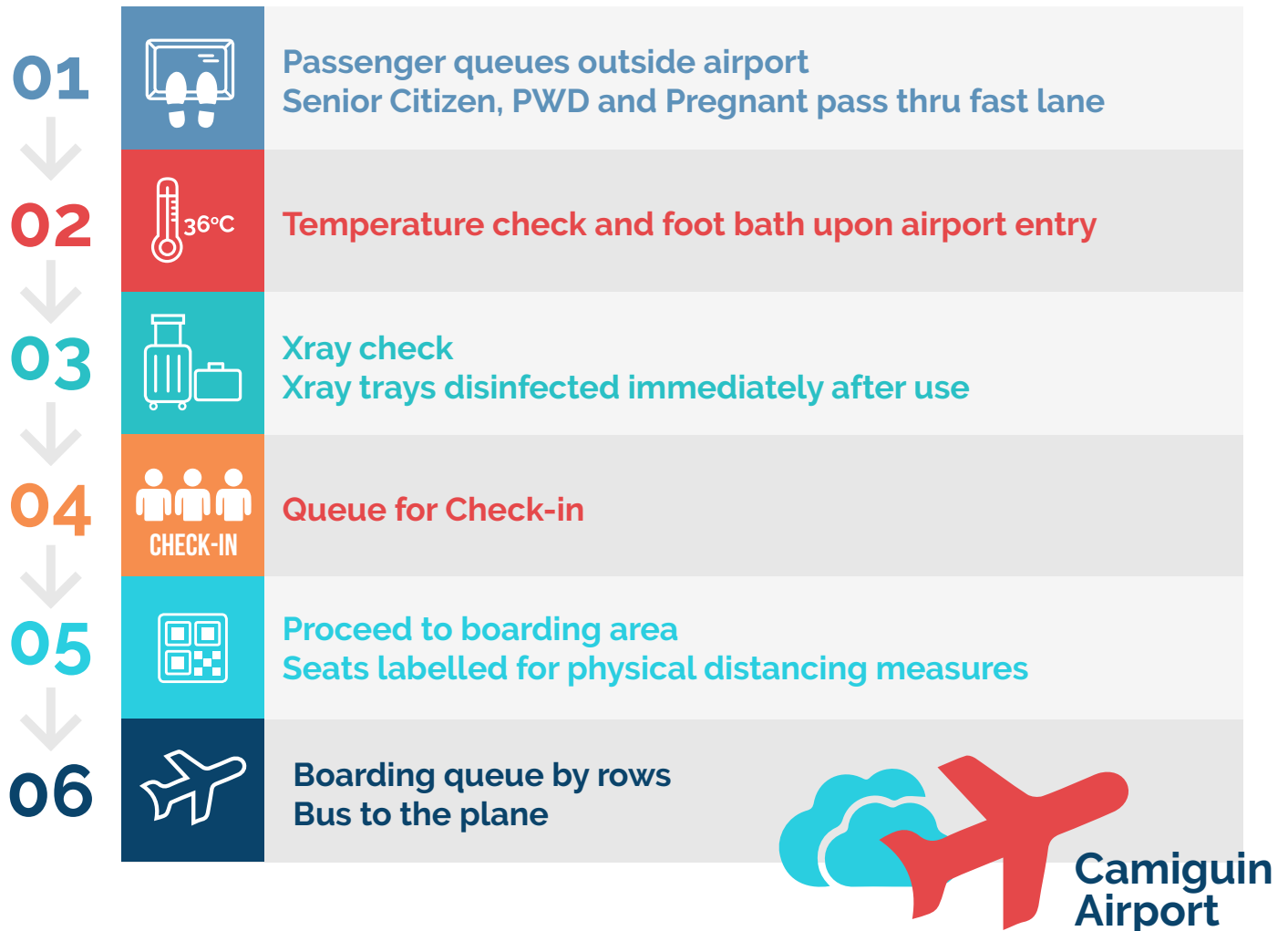
Submit

Airport Arrival Process Flow

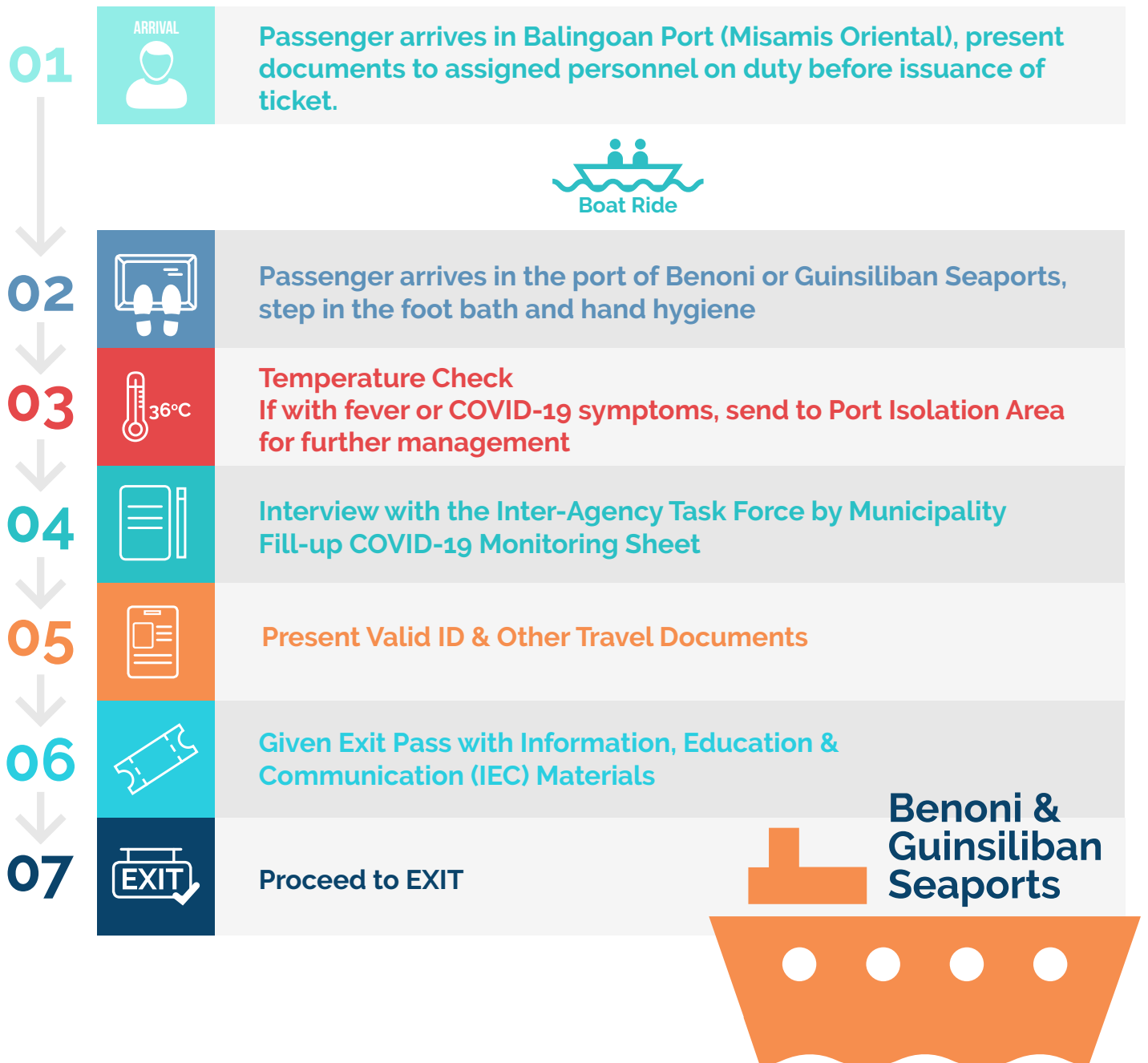
Health Declaration Card (On-site)

| | | | |
|---|--|--|---|
|  <p>HEALTH DECLARATION CARD --Please read before proceeding--</p> <p>In compliance with RA 10173 or Data Privacy Act of the Philippines, the personal information you will be providing in this form shall not be used for other purposes except for COVID-19 contact-tracing activities</p> <p>*Required Fields</p> <p>*Email <input type="text"/></p> <p>*Passport/Valid ID No. <input type="text"/></p> <p>*First Name <input type="text"/></p> <p>*Middle Name <input type="text"/></p> <p>*Last Name <input type="text"/></p> | <p>*Nationality <input type="text"/></p> <p>*Sex <input type="radio"/> Male <input type="radio"/> Female</p> <p>*Birthdate <input type="text" value="MM/DD/YYYY"/></p> <p>*Arrival Date <input type="text" value="MM/DD/YYYY"/></p> <p>*Passenger Type <input type="radio"/> Passenger <input type="radio"/> Crew</p> <p>*Flight/Bus Number/ Vessel Name & Voyage Number: <input type="text"/></p> <p>Seat No: <input type="text"/></p> <p>*Name of Hotel/ Place of Stay: <input type="text"/></p> | <p>Residence Address (Philippines)</p> <p>* Street No. and Name of Street (if applicable, indicate name of barangay) <input type="text"/></p> <p>* Municipality/City: <input type="text"/></p> <p>* Province: <input type="text"/></p> <p>* Region: <input type="text"/></p> <p>* Mobile/Contact Number: <input type="text"/></p> <p>* Country(ies) worked, visited and transited in the last 30 days <input type="text"/></p> <p>* Have you been sick in the past 30 days? <input type="radio"/> No <input type="radio"/> Yes</p> | <p>I am providing consent to sharing my information for contact tracing purposes. I confirm that the information I have given is <u>true, correct and complete</u> and that I understand failure to answer any question may have serious consequences under Philippine Laws</p> <p>(Article 171 and 172 of the Revised Penal Code of the Philippines)</p> <p>Signature over Printed Name <input type="text"/></p> |
|---|--|--|---|

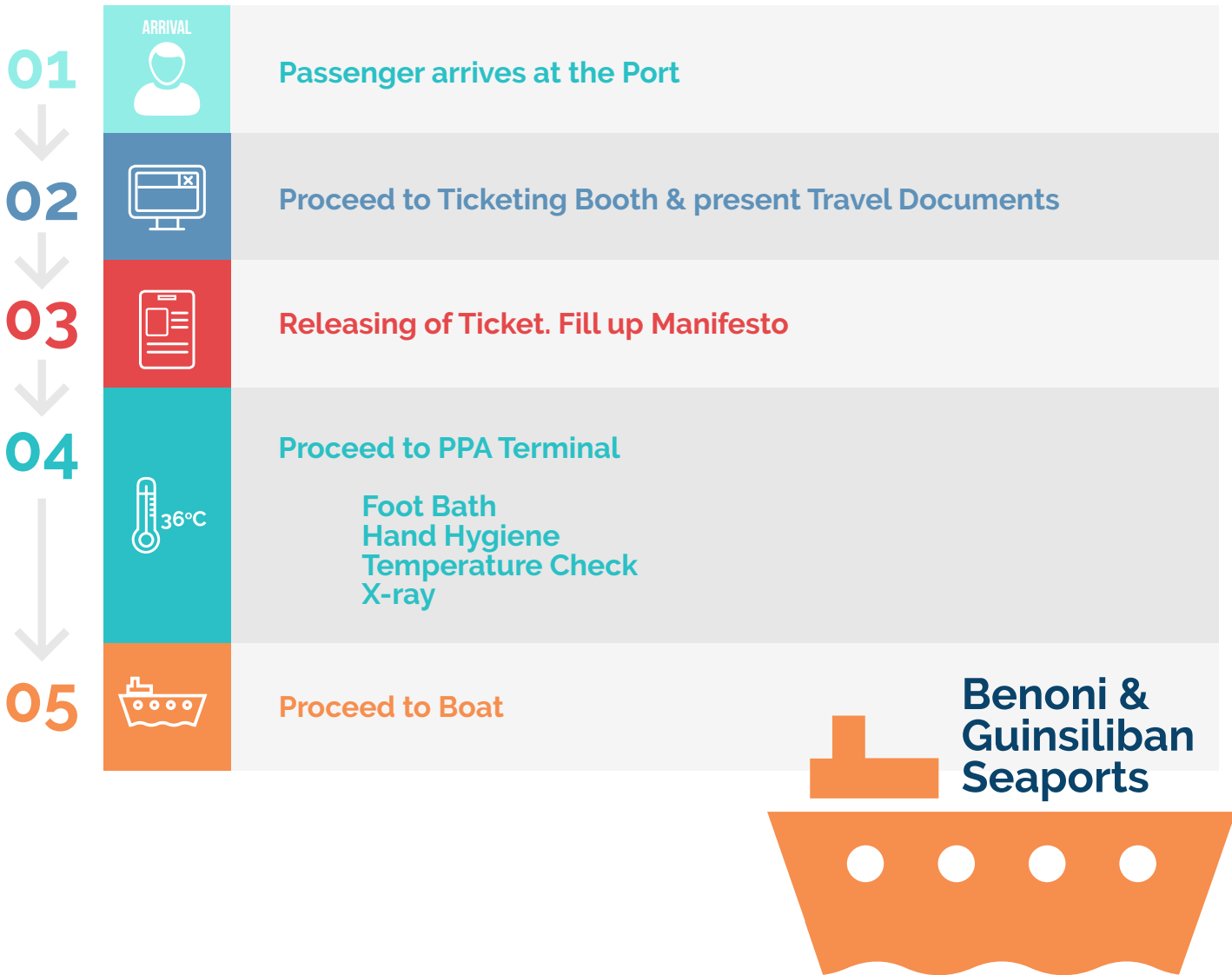
Airport Departure Process Flow



Seaport Arrival Process Flow



Seaport Arrival Departure Flow



Covid-19 Case Response Protocol

What to do when there's a symptomatic patient?

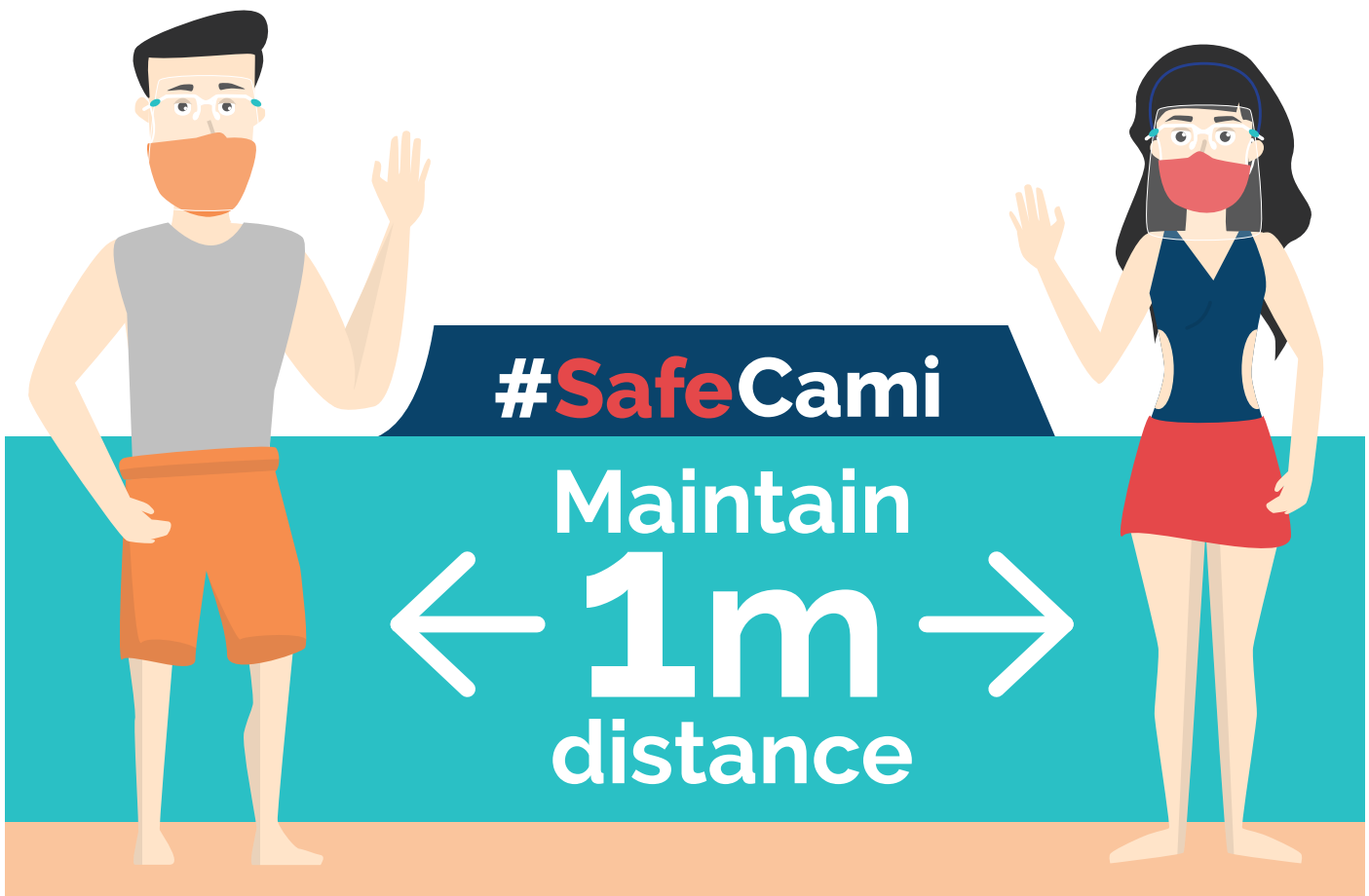


Public-Access Graphics

Standard safety and motivational graphics will be accessible to Camiguin residents and stakeholders. The assets will be part of a public domain and will be free for use and implementation in their respective areas to ensure the official safety guidelines are communicated consistently.

All graphic assets can be downloaded here:

www.camiguintourism.com/cleancamiguin-downloads



Safety Signage



Directional Markings



Area closed for your safety • Area closed for your safety



Motivational Graphics

Cami 

ang bahala sayo

This place follows our safety guidelines and protocols. We request your cooperation.

We are **1m** apart
but closer to safety
and recovery

Let's stay
SAFE.
RESPONSIVE.
ADAPTABLE.
READY.
RESPONSIBLE.
PROACTIVE.
HOPEFUL.



#CleanCamiguin

Together,
let's build a
Clean
Camiguin

hinlo nga
Camiguin

safe
Cami

adaptable
Cami

responsible
Cami

responsive
Cami

ready
Cami

hopeful
Cami

Frequently Asked Questions (FAQs)

How does the virus spread?

COVID-19 is transmitted from person to person via droplets, contact, and fomites. It is transmitted when one individual talks, sneezes, or coughs producing droplets of saliva containing the COVID-19 virus. These droplets are then inhaled by another person. COVID-19 transmission usually occurs among close contacts -- including family members and healthcare workers. It is therefore important to maintain a distance of more than 1 meter away from any person who has respiratory symptoms.

How long does the virus survive on surfaces?

According to WHO, there is no confirmed timeline how long a COVID-19 virus survives in surfaces. However, most likely it behaves like other coronaviruses. Studies show that coronaviruses can survive on surfaces for a few hours up to several days depending on varied conditions (e.g., type of surface, temperature or humidity of the environment).

If you suspect that a surface is infected, clean it with disinfectant; clean your hands with alcohol-based hand sanitizer or wash them with soap and water; and if possible, minimize touching your eyes, mouth or nose.

What are the latest classification of COVID-19 cases?

Frequent classifications of Covid-19 cases are as follow:

- Suspect
- Probable
- Confirmed

Person under investigation will fall under Suspect or Probable while positive cases are under confirmed cases.

What are the signs and symptoms of COVID-19?

According to WHO, the most common symptoms of COVID-19 are fever, tiredness and dry cough. Few patients experience aches and pains, nasal congestion, runny nose, sore throat or diarrhea. Patients usually have mild symptoms that start gradually. Most patients recover without needing any special treatment. Only around 1 of 6 patients manifests with difficulty breathing and becomes seriously ill.

What is the most effective protection measure against the virus?

Hand washing is the most effective means of preventing all virus infections including COVID-19.

What are the available testing kits?

FDA approved COVID-19 testing kits for commercial use:

- 26 polymerase chain reaction (PCR) test kits (including the UP NIH-developed test kit)
- 11 point-of-care test kits

The PCR-based test kits detect the presence of the virus causing COVID-19, as opposed to rapid test kits which detect the presence of antibodies for COVID-19. Antibodies are produced by the body to fight a virus. These antibodies may not be detected early in the disease, especially if you don't have symptoms.

Positive results from the rapid test kits still need to be confirmed with the PCR-based test kits. This is to make sure the results are correct and not just from cross-reaction with different bacteria. The rapid test kits are not recommended for personal use and should be done and interpreted by a trained physician.

Who are most likely to present severe symptoms?

Older people and those with underlying medical conditions such as high blood pressure, heart problems or diabetes are most likely to develop severe or critical form of COVID-19.

Helpful Contact Information

PDRRMC

(Provincial Disaster Risk Reduction & Management Council)

OPCEN

09069512499 – TM
09214675647 – SMART

PHO

(Provincial Health Office)

09092389195 – SMART
09154247925 – GLOBE

MDRRMC

(Municipal Disaster Risk Reduction & Management Council)

| | | |
|---------------|-------|---|
| • MAMBAJAO | _____ | 09561657390 – GLOBE/TM |
| • MAHINOG | _____ | 09057837693 – GLOBE 09367209538 – TM |
| • SAGAY | _____ | 09277809947 – GLOBE/TM |
| • GUINSILIBAN | _____ | 09352881002 – GLOBE/TM |
| • CATARMAN | _____ | 09515162550 – SMART/TNT 09534381487 – GLOBE/TM |

Helpful Contact Information

BHERT HOTLINE (Barangay Health Emergency Response Team)

Mambajao

Agoho – 09177061620
Anito – 09161500631
Balbagon – 09053126156
Baylao – 09262916400
Benhaan – 09459901529
Bug-ong – 09971965468
Kuguita – 09716580630
Magting – 09484351276
Naasag – 09264866860
Pandan – 09057281356
Poblacion – 09159048293
Soro-Soro – 09169896317
Tagdo – 09355166144
Tupsan – 09366305279
Yumbing – 09067924583

Mahinog

Benoni - 09263157546
Binaliwan - 09755219961
Catohugan - 09655344441
Hubangon - 09169742354
Owakan - 09353443203
Poblacion - 09169110086
Puntod - 09353918714
San Isidro - 09265654010
San Jose - 09165067181
San Miguel - 09056172007
San Roque - 09261568663
Tubod - 09263946854
Tupsan Pequeno - 09068794699

Guinsiliban

Butay – 09058287665
Cabuan – 09067546870
Cantaan – 09978891514
Liong – 09061419487
Maac – 09051391780
North Poblacion – 09058049743
South Poblacion – 09169503817

Catarman

Alga – 09056065423
Bonbon – 09176631988
Bura – 09066197052
Catibac – 09081399431
Compol – 09179047185
Lawigan – 09268961691
Liloan – 09068706353
Looc – 09356409551
Mainit – 09352772617
Manduao – 09269641231
Panghiawan – 09450624481
Poblacion – 09351378298
Sto. Nino – 09363044124
Tangaro – 09061530187

Sagay

Alangilan – 09977428383
Bacnit – 09263312411
Balite – 09266070336
Bonbon – 09551673359
Bugang – 09551686211
Cuna – 09265640615
Manuyog – 09757211614
Mayana – 09977534846
Poblacion – 09755228442

responsible

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CHAPTER 05

Health and Safety Guidelines and
Recommendations under the New Normal
for Specific Sectors

5.1

Response Guidelines for Island and Beach Destinations

Attention: Stakeholders, Operators,
Management, Service Staff, and Guests

Response Guidelines for Island and Beach Destinations

To be communicated in Island
and Beach Facilities

Pre-Entry Policy

1. **Prior Booking Requirement.** All guests who intend to stay for at least one night in the Island or Beach Destination must present a confirmed booking at an Accommodation Establishment. A directory of DOT-Accredited Accommodation Establishments shall be made available at the Port of Entry for easy reference. No walk-in guests shall be allowed.
2. **Reservation and Payment Options.** Accommodation Establishments and other Tourism Enterprises in Island or Beach Destinations shall utilize online modes of reservation and payment using online or mobile payment applications.
3. **Mandatory Screening.** Guests must be screened at the Port of Entry prior to entry to the Island or Beach Destination through:
 - A. Body temperature checking using a thermal scanner or thermometer gun;
 - B. Completion of Health Declaration Form, through a mobile application or other contactless means, prior to boarding any transport service going to the Island or Beach Destination.

Only guests who are cleared during temperature screening and have accomplished the Health Declaration Form shall be allowed to enter the Island or Beach Destination. Those with fever and flu-like symptoms shall not be allowed to enter, and will be referred to the doctor on duty, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with the DOH prescribed protocols.

4. **Mandatory Dissemination of Rules and Regulations, Safety, and Health-Related Information.** Guests must be provided with appropriate information on the rules and regulations enforced in the Island or Beach Destination, and other informative materials on Minimum Public Health Standards such as hand hygiene, respiratory etiquette, proper use of face masks, and a list of emergency contact numbers. These informative materials must be handed to the guests at the Port of Entry.



Reference: DOT Memorandum
Circular No. 2020-007
Health And Safety Guidelines
Governing The Operation Of
Island And Beach Destinations
Under the New Normal

Response Guidelines for Island and Beach Destinations

To be communicated in Island
and Beach Facilities

Guest Handling Policy

Safety Protocols upon Arrival in the Island Destination

The following standards shall be complied with in handling guests upon arrival:

- a. Names of guests with confirmed bookings must be available at the Ports of Entry. Guests without confirmed bookings shall be allowed entry only if they are part of a Day Tour or can present an outbound or return ticket scheduled within the same day;
- b. A *“No Face Mask, No Entry Policy”* shall apply to all guests except for infants below two (2) years old. Children with ages between two (2) to eight (8) years old must use face masks under adult supervision to ensure that they can breathe safely and avoid suffocation;
- c. Physical distancing shall be strictly observed by maintaining at least one (1) meter space between guests in queuing at the entry points; and
- d. The practice of Filipino Brand of Service (FBS) or the *“Mabuhay Gesture”* in greeting and receiving guests upon arrival in the island, as well as other forms of contactless greeting, is highly encouraged.



Response Guidelines for Island and Beach Destinations

To be communicated in Island
and Beach Facilities

Safety Protocols for Personnel

All personnel shall adhere to the following health and safety standards:

- a. All personnel attending to guests shall use proper PPE such as face masks and/or face shields and shall observe physical distancing at all times;
- b. All personnel extending assistance to guests that require physical contact (e.g., carrying of luggage) must also use gloves; and
- c. Precautionary measures, including frequent hand cleaning, and respiratory etiquette must be strictly observed.

Entry and Exit Points

To properly monitor guests entering and exiting the Island Destination, in coordination with the local authorities, strategic entry and exit points may be provided.



Response Guidelines for Island and Beach Destinations

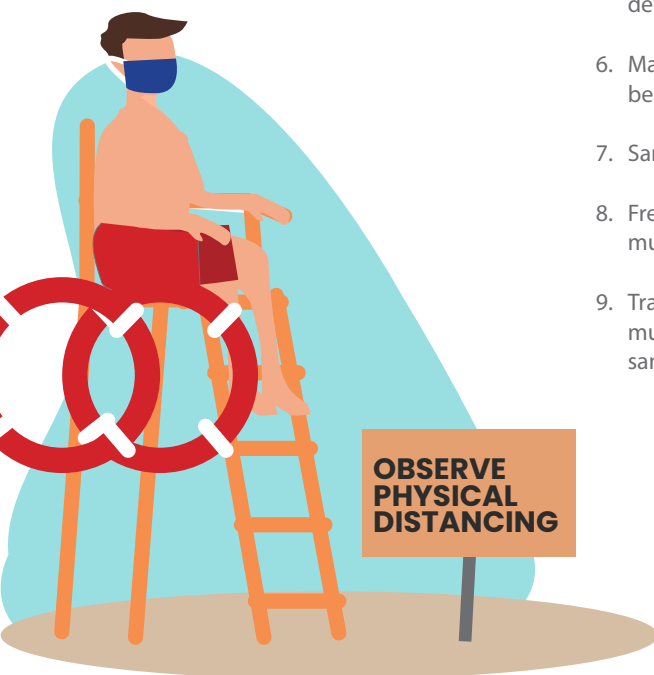
To be communicated in Island
and Beach Facilities

Public Areas

Protocols in the Public Areas

A. Beach

1. Reminder signs shall be installed in strategic locations visible to all guests;
2. Beach marshals may be designated by LGU concerned to ensure that guests observe physical distancing at all times;
3. There shall be Lifeguards on duty during swimming hours following the guidelines under Memorandum Circular 03-14 dated 16 April 2014 issued by the Philippine Coast Guard;
4. Concessions, shops, peddlers, ambulant vendors, and food vending are strictly prohibited. Chairs, canopies, grills, and other ancillary temporary structures are not allowed on the beach;
5. To ensure physical distancing, use of floor markers, flags, lines or other devices is highly encouraged;
6. Mass gatherings and group events such as sports competition, youth camps and other beach activities that gather shall comply with relevant national and LGU issuances;
7. Sanitation stations and hand washing areas must be installed in strategic locations;
8. Frequent sanitation and disinfection of high-touch surfaces in the beach area must be conducted; and
9. Trash bins must be available and accessible. A separate trash bag or bin must be provided for used PPE, such as used face masks, gloves and other sanitation waste materials.



Response Guidelines for Island and Beach Destinations

To be communicated in Island
and Beach Facilities

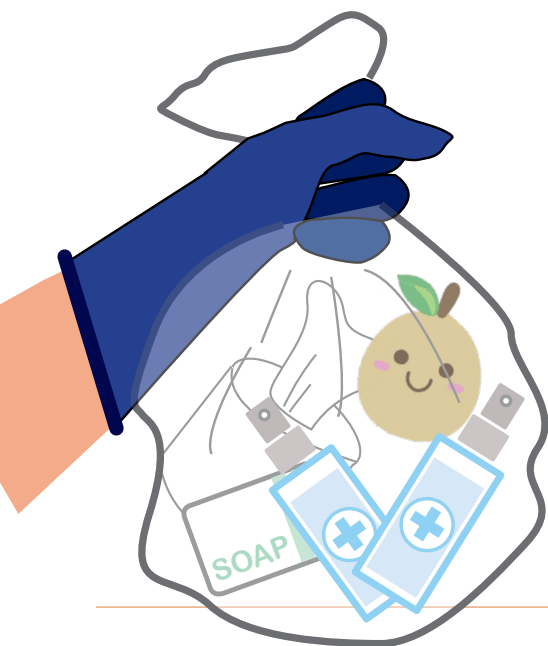
Protocols in the Public Areas

B. Public Restrooms

1. Public restrooms must meet the requirements and qualifications prescribed under the ASEAN Public Toilet Standards;
2. Public restrooms must be operational at all times. It must be cleaned and sanitized regularly every after two (2) hours or as may be necessary;
3. Public restrooms must be supplied with the following facilities and amenities readily available and easily accessible to all the guests:
 - a. Regular supply of clean water;
 - b. Hand soaps;
 - c. 70% solution alcohol or alcohol-based sanitizers; and
 - d. Tissue paper or paper towels;
4. Hand washing and toilet flushing facilities must be subject to regular maintenance;
5. Shower areas and shower heads must be cleaned and sanitized regularly; and
6. Trash bins must be cleaned and sanitized every after disposal or trash collection.

C. Recreational Activities

1. Outdoor non-contact sports and other forms of exercise such as swimming, surfing, running, and walking are allowed provided that Minimum Public Health Standards are observed; and
2. Biking may be allowed if bike paths are available.



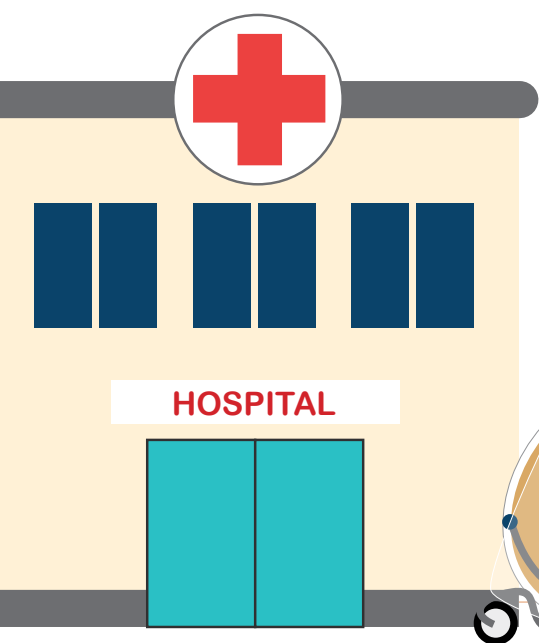
Response Guidelines for Island and Beach Destinations

To be communicated in Island
and Beach Facilities

Emergency Response-Related Policies

The following emergency preparedness standards must be complied with to promote a safe and health-conscious tourist destination:

- a. There must be an Emergency Preparedness Plan to ensure the availability of an effective response mechanism to any emergency situation;
- b. Access to at least one (1) medical facility in the Island Destination, especially for emergency cases must be ensured;
- c. A well-trained and equipped emergency response team must be available to provide emergency assistance whenever necessary;
- d. There shall be a designated holding area for symptomatic guests while waiting for trained personnel to transport him or her to the nearest hospital or medical facility;
- e. In handling health emergency related incidents, constant coordination between the emergency response team and the Barangay Health Emergency Response Team (BHERT) is mandatory; and
- f. All related issuances from the DOH on the proper handling of patient and the implementation of Minimum Public Health Standards shall be observed at all times.



Reference: DOT Memorandum
Circular No. 2020-007
Health And Safety Guidelines
Governing The Operation Of
Island And Beach Destinations
Under the New Normal

Response Guidelines for Island and Beach Destinations

To be communicated in Island
and Beach Facilities

Other Provisions

1. **Compliance with Other Relevant Issuances.** Accommodation Establishments and other tourism enterprises in the Island or Beach Destination shall comply with DOT Memorandum Circular No. 2020-003 or the *Health and Safety Guidelines for Tourist Transport Services*, DOT Memorandum Circular No. 2020-002-A or the *New Normal Health and Safety Guidelines Governing the Operation of Accommodation Establishments*, and other relevant DOT issuances on health and safety standards for the New Normal, as well as rules and regulations imposed by the LGU having jurisdiction over the Beach or Island Destination, or in the case of Boracay Island, the Boracay Inter-Agency Task Force (BIATF).
2. **Separability Clause.** If any provision of this Circular is declared invalid or unconstitutional, the other provisions not affected thereby shall continue to be in force and effect.
3. **Repeal.** All issuances, orders, rules and regulations or parts thereof which are inconsistent with the provision of this Circular are hereby repealed or modified accordingly.
4. **Effectivity.** This Circular shall take effect immediately and shall remain effective until otherwise superseded, amended, or repealed accordingly.



5.2

Response Guidelines for Dive Establishments

Attention: Dive Centers, Dive Shops,
Diving Schools and Divers

Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Operational Capacity

- A. In areas where a community quarantine is no longer in place, Dive Establishments may undertake normal operations and operate at full operational capacity, subject to the observance of Minimum Public Health Standards and these Guidelines.

Reservation and Booking

- A. Dive Establishments shall require their guests to reserve or pre-book courses and other diving activities online or through other digital means to avoid mass gathering and to control the number of guests to be accommodated.
- B. Cashless or online modes of payment using payment applications shall be utilized. If online or mobile payment is not possible, Dive Establishments shall create a method for a nocontact payment scheme, such as receiving cash on a small tray or leather bill folder to avoid mutual hand contact with clients.
- C. Prior to the scheduled booking, all guests shall fill-out an online Health Declaration Form and submit all the necessary documents required by the Dive Establishment to allow the necessary preparation upon guest arrival.
- D. Guests shall be encouraged to secure a travel insurance with medical coverage and dive insurance for coverage of dive-related accidents. It is incumbent upon dive operators to recommend this to divers before engaging in dive activities.



Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Employee Management

- A. All employees of the Dive Establishment are required to fill out a Health Declaration Form (HDF) upon entering the premises. If based on the HDF, the employee meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home:
1. Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
 2. Employee had a face-to-face contact with a probable or confirmed COVID-19 case within one (1) meter and for more than fifteen (15) minutes for the past fourteen (14) days;
 3. Employee provided direct care for a patient with probable or confirmed COVID-19 case without using PPE for the past fourteen (14) days; or
 4. Employee travelled outside the Philippines in the last fourteen (14) days (DTI DOLE JMC 20-04-A).
- B. The Management must ensure the monitoring of body temperature of all employees every time they report for work. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be directed to see a doctor and to stay at home.
- C. The Dive Establishment must provide employees with their respective PPEs, to be worn when necessary while on duty, such as:
1. Face masks;
 2. Face shield;
 3. 70% solution alcohol/alcohol-based hand sanitizer; and
 4. Such other equipment/apparel that will ensure and promote the safety of the employees.
- D. Employees shall wear their PPE and disinfect their hands before and after touching the gear of each guest or diver.
- E. Employees shall limit their contact with the diver and other guests.
- F. The Management must ensure that all employees undergo annual health check-up.
- G. The Management shall comply with COVID-19 testing protocols for employees, as may be required or recommended under applicable issuances of the Department of Health (DOH), Department of Labor and Employment (DOLE), or the Department of Trade and Industry (DTI).

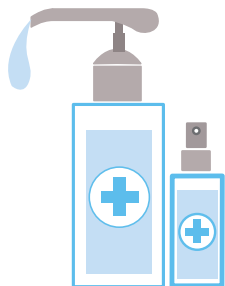


Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Check-In, Reception, and General Guest Handling

- A. Physical distancing measures, hand hygiene, and respiratory etiquette shall be observed when handling guests at the check-in counter.
- B. Official up-to-date information shall be available at the reception desk about travel to and from countries and/or other areas, including local destinations that are identified by the DOH as high-risk in spreading the virus or disease.
- C. The Dive Establishment shall make visible and accessible at the front desk the Accident Management Plan and emergency contact numbers for diving networks, public health authorities, nearest hospital or medical center, and the DOH Assistance Center.
- D. The following shall be readily available at the reception desk:
 - 1. Germicidal disinfectant/wipes for surface cleaning;
 - 2. Face mask or face shield;
 - 3. Biohazard disposable waste bag;
 - 4. 70% solution alcohol or alcohol-based hand sanitizer;
 - 5. Tissue paper, napkin, or paper towels; and
 - 6. Disposable gloves.
- E. Guests shall be provided with relevant information on the prevailing disease, as well as the policies enforced by the Dive Establishment to reduce the risk and spread of the disease.
- F. Guests shall be provided with reminder cards, which may include reminders on:
 - 1. Prohibition on sharing of food or any personal or non-personal belongings;
 - 2. Proper disposal of used PPE;
 - 3. Limitations on mingling with occupants of other rooms ;
 - 4. Practice of proper hand washing etiquette/hand hygiene, respiratory etiquette, and proper use of face mask; and
 - 5. Strict observance of physical distancing.



RECEPTION DESK

Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Check-In, Reception, and General Guest Handling

- A. Guests not wearing face masks shall not be allowed to enter the Dive Establishment. Face masks shall be worn properly at all times except when eating and drinking.
- B. All guests must be screened prior to entry to the Dive Establishment through:
 - 1. Body temperature check using a thermal scanner or thermometer gun;
 - 2. Completion of Health Declaration and Contact Tracing Forms using a mobile application or other contactless means.

Only guests cleared during screening shall be allowed to enter the perimeter to check-in. Those with fever and flu-like symptoms will not be allowed to enter the establishment and will be referred to the doctor on duty, if any, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with the DOH prescribed protocols.

Accomplished Health Declaration and Contact Tracing Forms shall be handled and processed with confidentiality and in accordance with the Data Privacy Act, and shall be disposed of after thirty (30) days from the date of accomplishment.

- C. The practice of the Filipino Brand of Service (FBS) or the '*Mabuhay Gesture*' in greeting and receiving guests, as well as other forms of contactless greeting, is highly encouraged.
- D. Walk-in guests shall only be entertained for inquiries at the reception or receiving area of the Dive Establishment.
- E. Guests shall be required to disinfect their shoes/slippers on sanitizing mats provided at the entrances.

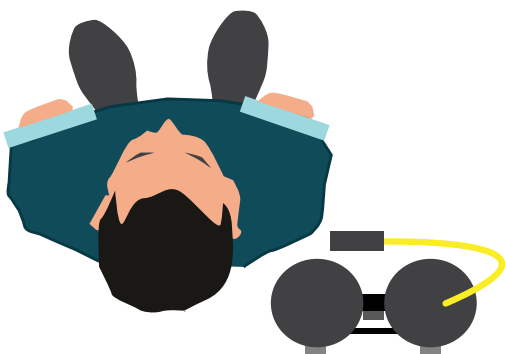


Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Facility-Related Policies

- A. Foot or sanitizing baths shall be made available at entrances and exits of the Dive Establishment.
- B. In areas where guests are expected to queue or gather, floor markers allowing one (1) meter distance between guests shall be in place to ensure physical distancing.
- C. Disinfection of the whole operation areas, high-touch surfaces, and diving facilities including gear and equipment shall be conducted frequently.
- D. All common areas such as, but not limited to, reception areas, dining areas, dive preparation, rinse and/or shower areas, shall have visible signages indicating the venue capacity to effectively implement physical distancing. Management shall be responsible for the enforcement of physical distancing, and shall schedule activities accordingly (e.g., briefings/dining in shifts or according to schedule if needed).
- E. Used PPE shall be properly disposed of and segregated. Employees and guests shall immediately wash hands after disposing of used face masks.
- F. The Dive Establishment shall directly dispose of used tissue, face masks, face shields and PPEs in a separate waste bag appropriately labeled according to its contents.
- G. Employees shall ensure that waste bags are tightly closed or sealed.



Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Diver-Specific Policies

- A. If the guest is a recovered COVID-19 individual, the Dive Establishment shall advise the guest in advance to secure a medical clearance or certificate from a Dive or Hyperbaric Doctor indicating that he/she is physically fit and cleared to dive.
- B. Guests shall be briefed and reminded of the liberal use of hand disinfectants and hand washing throughout the day, the practice of physical distancing, and wearing of protective face masks when not on an actual dive.
- C. As far as practicable, guests shall be required to bring their own set of SCUBA gear, instead of renting the Dive Establishment's gear and equipment.
- D. Guests are also encouraged to bring their own gear box with cover which can be used as rinse and storage bins. Otherwise, the Dive Establishment must be able to provide covered bins for guests.
- E. The Dive Establishment shall provide a rinse tank with disinfectant solution properly marked as to the contents. e.g., "Disinfectant-Clorox/Water."
- F. The Dive Establishment shall also provide a defog solution consisting of soap or shampoo for guests to use. The use of spit/saliva as defogger is prohibited, especially for rental masks. Divers may supply their own masks instead of using rentals.
- G. The Dive Establishment shall inform the guests that they are required to bring reusable plastic or water-resistant bags with drawstrings or sealed octopus holders. They shall also inform the guests that all second stages must be covered when not in use. The Dive Establishment shall provide these items in case guests do not have their own.

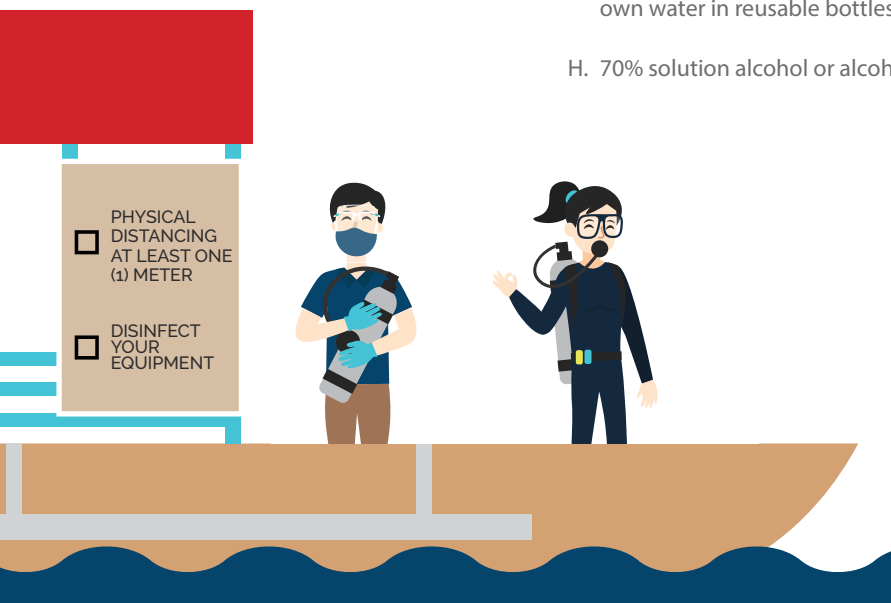


Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Boat Diving

- A. The number of participants or members during group dive trips shall be limited, subject to the capacity of the boat used. As far as practicable, group members shall be limited to members of the same household to avoid the possible spread of the virus from people with unknown health condition or medical history.
- B. Dive Boats shall be disinfected prior to embarkation, and immediately after disembarkation. High-touch surfaces shall be disinfected as often as possible.
- C. Boat crew and passengers shall observe physical distancing on the boat at all times. For this purpose, passengers shall be seated following a distance of one seat apart or at least one (1) meter spacing between each other. Physical contact shall be avoided if not necessary.
- D. Boat crew and the passengers shall wear face masks at all times when not diving.
- E. Boat crew shall maintain a distance of at least one (1) meter from passengers, and avoid unnecessary physical contact.
- F. Bringing of unnecessary materials onboard shall be discouraged.
- G. If the provision of meals is included in the dive package, meals shall be pre-packed in lunch boxes and utensils must be sanitized. Divers shall also be encouraged to bring their own water in reusable bottles. Sharing of food or utensils is not allowed.
- H. 70% solution alcohol or alcohol-based hand sanitizer shall be available on board.



Reference: PCCSD Memorandum Circular No. 2020-001 Health and Safety Guidelines Governing the Operations of Dive Establishments in the New Normal

Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Dive Center / Shop Operations Gear Rental

- A. Dive Establishment shall advise divers to bring their own mouthpiece. In case the diver does not have one, the Dive Establishment should have stocks of new mouthpieces for sale. Fitting of rental equipment should be done outside the storage area. The Dive Shop must also have a dedicated set for sizing purposes.
- B. All rental equipment shall be sanitized and disinfected with the appropriate disinfectant and completely dried after its return.

Rinsing of SCUBA Gear

- A. Each rinsing tub shall be thoroughly drained and cleaned at least twice a day.
- B. A hanging or drying area shall be provided for each group and disinfected after every use.



Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Compressor for SCUBA/Air Fill

- A. The compressor room shall be disinfected every day and must not be in a damp, humid, and/or musty condition.
- B. Access to the compressor room shall be limited to employees assigned in filling the tanks.
- C. Employees assigned to the compressor room must always practice proper hand sanitation, respiratory etiquette, and wear face mask at all times.
- D. Intake hose must be properly installed as recommended by the manufacturer.
- E. The Dive Establishment must follow the manufacturer's specification for filter replacement and maintain a filter replacement log.
- F. Tanks shall be rinsed with a disinfecting solution after every use.
- G. Tanks shall be disinfected before being brought inside the compressor room.
- H. In case of a depleted tank, the tank must be disassembled and disinfected thoroughly inside and out. Ensure that the tank valve is also disinfected thoroughly. The Dive Shop shall remind guests not to deplete the tank and what the monetary cost is to have it pulled out, opened, and disinfected.
- I. Tank valves must be covered once these are filled.
- J. All tanks including the inside must be visually inspected and disinfected every year. Tanks must also be subjected to hydrostatic tests every five (5) years.



Reference: PCCSD Memorandum
Circular No. 2020-001 Health and
Safety Guidelines Governing the
Operations of Dive Establishments
in the New Normal

Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Sale and Repair of Equipment

- A. Employees shall always wear face masks and wash or sanitize their hands before and after handling equipment.
- B. In repairing dive gear and the like, the Dive Establishment shall designate a specific area or space for the dive gear of each customer.
- C. Customers shall not be allowed to try or fit the gear or accessories without the permission of and assistance from the designated employee.

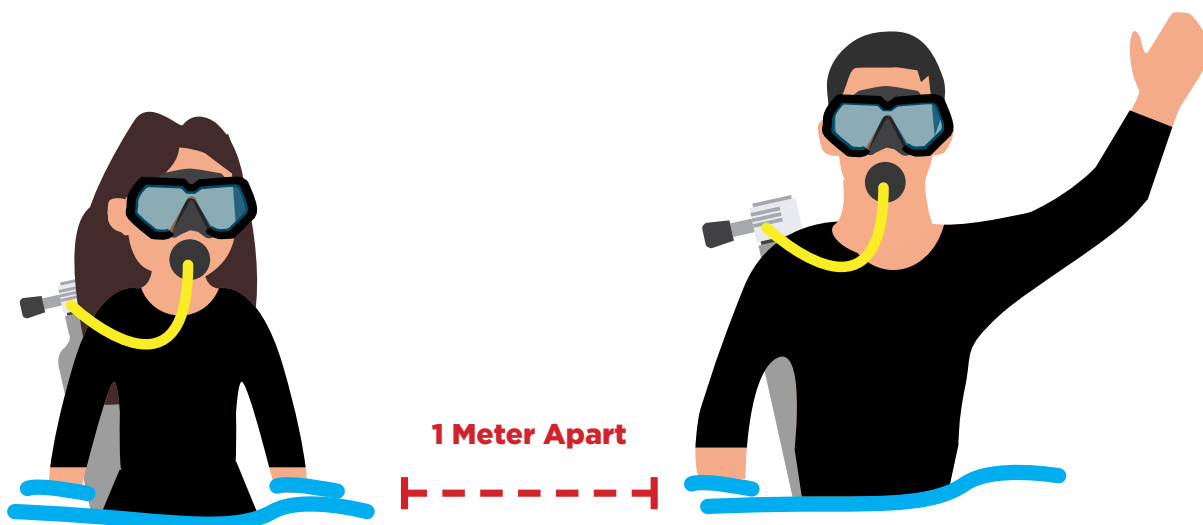


Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Conduct of Dive Courses and/or Trainings

- A. As far as practicable, instructors shall offer distance learning or e-learning, and utilize current technology and digital platforms to teach the theory part of the course online. They are advised to refer to their certifying agencies for further instructions, available materials, and training techniques.
- B. In case the conduct of physical trainings cannot be dispensed with, classrooms may be set up subject to compliance with physical distancing requirements. Smaller classes with a 1:1 or 1:2 ratio are highly encouraged.
- C. Students shall be required to wear face masks, and to wash their hands before and after classes.
- D. Any equipment that is used during class must be disinfected after every use by the student or instructor. Likewise, desks and chairs shall be disinfected each day or in between classes of different students.
- E. For pool sessions, the Dive Establishment must ensure to maintain pool sanitation methods such as filtration, disinfection and regular testing of pool water to check chlorine and pH levels.
- F. In the event that an instructor or student becomes ill due to a contagious disease during the training, the course shall be deferred to avoid possible exposure.



Response Guidelines for Dive Establishments

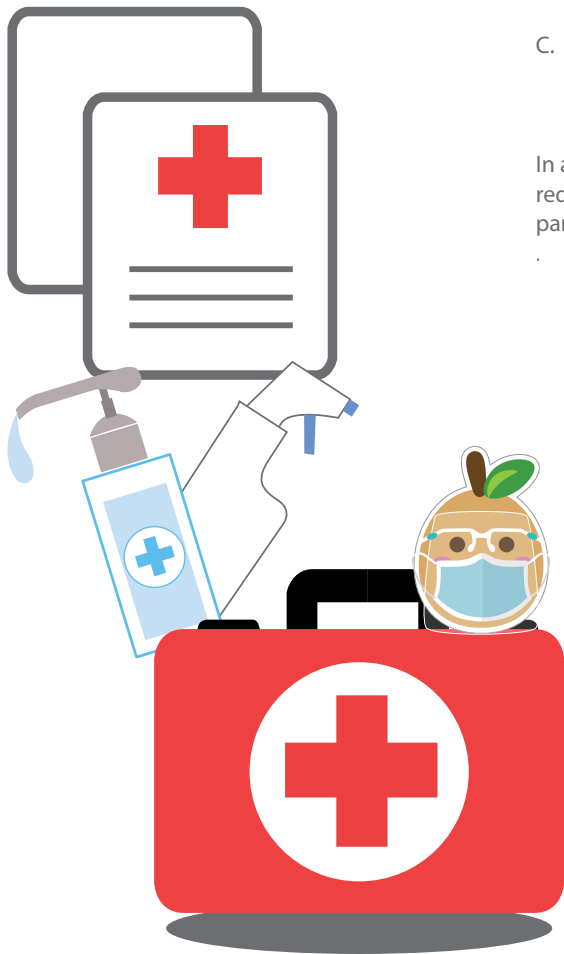
To be communicated in Diving Facilities

Emergency Response and Medical Clearances

Subject to clearance by or supervision of a Dive Doctor, the following protocols shall be observed in case of emergencies:

- A. The patient shall be brought immediately to a nearby hospital or medical facility, if available, or be provided with Emergency Medical Services (EMS).
- B. If Cardio-Pulmonary Resuscitation (CPR) needs to be performed immediately, the first responder shall observe precautionary measures. A Pocket Mask shall be utilized to serve as a barrier.
- C. When the EMS arrives, the first responder shall immediately disinfect himself/herself thoroughly after performing CPR. The Dive Establishment shall also ensure that the area is thoroughly disinfected.

In an emergency situation wherein a Dive Doctor may not be present, the minimum requirement for supervision should be the presence of a medical doctor or a certified paramedic practitioner.

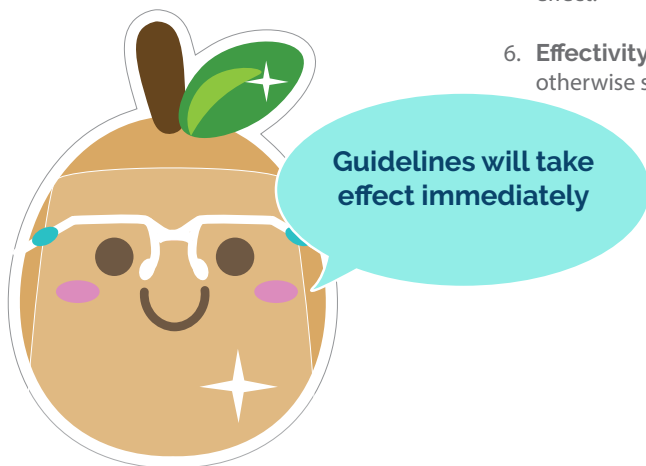


Response Guidelines for Dive Establishments

To be communicated in Diving Facilities

Other Provisions

- 1. Reportorial Requirements.** Dive Establishments shall report to the DOT Regional Office with jurisdiction over their area the following information:
 - a. Number of guests who have developed the symptoms of the illness, if any;
 - b. Number of guests who were transferred to the appropriate health facility, if any.
- 2. Supplementary Application of DOT Memorandum Circular No. 2020-002-B.** The provisions of DOT Memorandum Circular No. 2020-002-B or the *Further Amended New Normal Health and Safety for Accommodation Establishments* shall apply by analogy or in suppletory character, and insofar as they are not inconsistent with any provision herein.
- 3. Compliance with Other Relevant Issuances.** Dive Establishments shall comply with other relevant DOT, DOH, DOLE, DTI issuances on health and safety standards, as well as rules and regulations imposed by the LGU having jurisdiction over the Dive Establishment, which are deemed to apply to these Guidelines suppletorily or by analogy.
- 4. Penalties.** Any violation of these Guidelines may subject the management of the Dive Establishment to the appropriate fines and penalties including the revocation of the Dive Establishment's PCCSD accreditation, in accordance with relevant laws, rules and regulations.
- 5. Separability Clause.** If any portion or provision of this Circular is declared void or unconstitutional, the other provisions not affected shall continue to be in force and effect.
- 6. Effectivity.** This Circular shall take effect immediately and shall remain effective until otherwise superseded, amended, or repealed accordingly.



5.3

Response Guidelines for Accommodation

Attention: Hotel Owners, Travel Agencies,
Service Staff, Tourists, and Guests

Response Guidelines for Accommodation

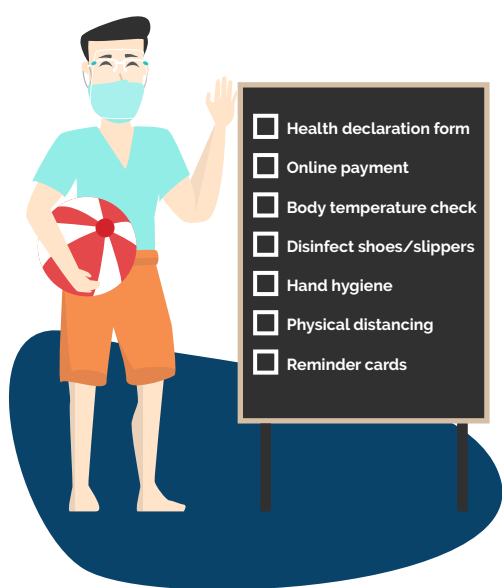
To be communicated in hotels, resorts,
and accommodation facilities

Operations under the New Normal Guest Handling Policy

- A. "No Face Mask and No Face Shield, No Entry Policy" shall be strictly implemented, except for those below two (2) years old. Children with ages between two (2) to eight (8) years old must use face masks under adult supervision to ensure that they can breathe safely and avoid suffocation. Face masks and face shields shall be worn properly at all times inside the premises, except when guests are eating or drinking, within their room, or engaging in strenuous physical activities that induce labored breathing.
- B. Guests must be screened prior to entry in the Accommodation Establishment through:
1. Body temperature check using a Thermal Scanner or Thermometer Gun;
 2. Completion of Health Declaration and Contact Tracing Forms using a mobile application or other contactless means.

Only those who are cleared during screening shall be allowed to enter. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be refused entry and will be referred to the doctor on duty, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with the DOH prescribed protocols. Accomplished Health Declaration and Contact Tracing Forms shall be handled and processed with confidentiality and in accordance with the Data Privacy Act, and shall be disposed of after thirty (30) days from the date of accomplishment

- C. Cashless/online modes of payment using payment applications or online transactions shall be utilized by the Accommodation Establishment for reservations or bookings. If online or mobile payment is not possible, Accommodation Establishments shall create a method for non-contact payment scheme, such as receiving cash on a small tray or leather bill folder to avoid mutual hand contact with customers.
- D. Guests shall be advised to disinfect their shoes/slippers using sanitizing mats and drying pads provided at the entrances.
- E. Physical distancing measures, hand hygiene, respiratory etiquette, and contactless greeting must be observed when handling guests at the check-in counter.
- F. Staggered check-in and check-out times for billeted guests shall be scheduled to avoid crowding in front desks.
- G. Online check-in/check-out system or other similar technologies are encouraged to be utilized to minimize waiting time at the front desk.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Operations under the New Normal Guest Handling Policy

- H. Where practical, use separate doors for entry and exit, separate check-in, order and baggage storing areas.
- I. Keys or key cards shall be thoroughly sanitized before giving to guests.
- J. A box or container intended for putting used key cards upon guest check-out shall be provided at the front desk. Express check-out system shall also be implemented, where possible.
- K. Guest services technologies are highly encouraged to minimize guests going to the front desk or concierge to request assistance.
- L. Guests must be provided with appropriate information on the prevailing disease, as well as the policies enforced by the establishment to reduce the risk and spread of the disease. Information materials on hand washing and respiratory etiquette, proper use of face mask, emergency contact numbers, among others, must be provided to guests.
- M. Guests must be informed of the management policies on room occupancy, dining, and use of public areas imposed to ensure safety and reduce risk of infection. Physical distancing, wearing of face mask, proper hand washing/hand sanitizing practice must be emphasized.
- N. No showing of guests around the room after check in. Guest escorting to the room may be allowed following strict observance of physical distancing and in compliance with the health and safety protocols set by the DOH.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Operations under the New Normal Guest Handling Policy

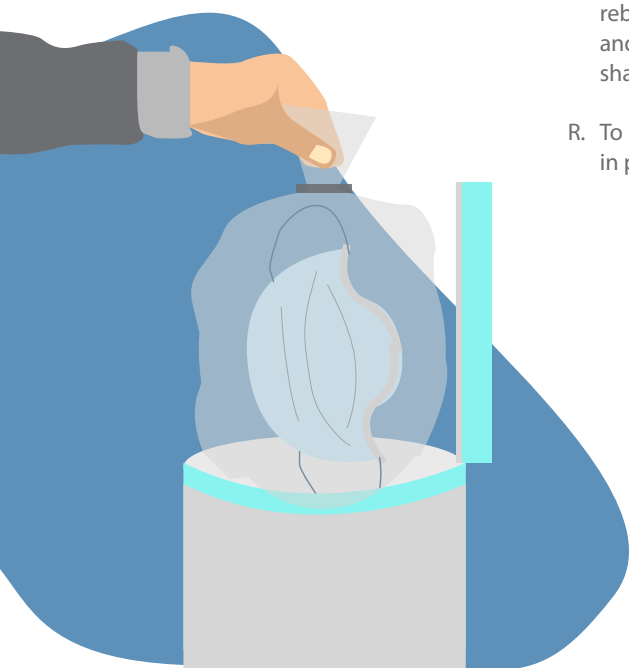
O. Guests must be provided with reminder cards, which may include the following:

1. No sharing of food or any personal or non-personal belongings;
2. Proper disposal of used PPE;
3. Mingling with occupants of other rooms other than own family or group is prohibited;
4. Practice of proper hand washing etiquette/hand hygiene, respiratory etiquette, and proper use of face mask; and
5. Strict observance of physical distancing.

P. The practice of guests parking their own vehicles to minimize valet services shall be encouraged.

Q. Accommodation Establishments should be clear on their cancellation, refund and rebooking policies and shall ensure that in every transaction, the guests have understood and have accepted the same. For online transactions, the Accommodation Establishment shall provide a clear and full copy of the terms and conditions of booking.

R. To minimize close contact, promotional flyers or items shall not be handed to customers in person. These items may be collected from tables or other designated areas.



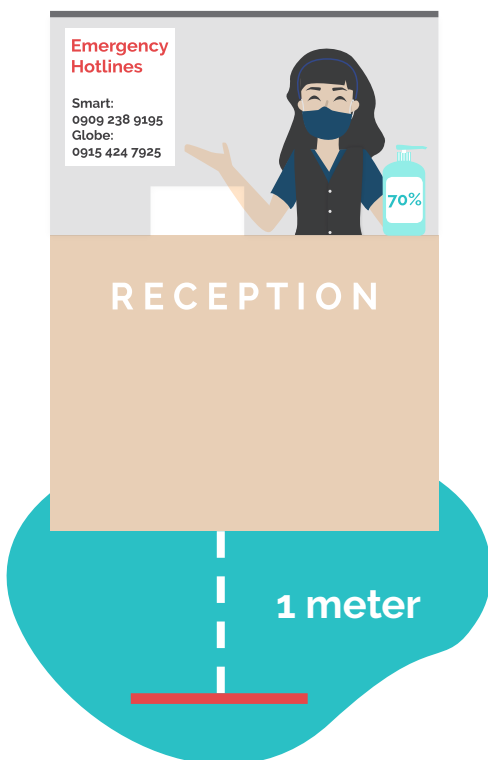
Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Reception and Concierge

Reception Desk and Concierge

1. Official up-to-date information must be available at the reception desk about travel to and from countries and/or other areas, including local destinations, that are identified by the Department of Health (DOH) as high-risk in spreading the virus or disease.
2. Emergency contact numbers of public health authorities, nearest hospital or medical center, and the DOH Assistance Center must be readily available in the reception desk.
3. The following medical kit and PPE shall be readily available at the reception desk:
 - a. Germicidal disinfectant or wipes for surface cleaning;
 - b. Face mask or face shield;
 - c. Biohazard disposable waste bag;
 - d. 70% solution alcohol or alcohol-based hand sanitizer;
 - e. Tissue paper, napkin, or paper towels; and
 - f. Disposable gloves
4. Other PPE that may be considered in the reception desk for emergency purposes are as follows:
 - a. Disposable protective apron
 - b. Disposable protective shoe covers
 - c. Full-length long-sleeves gown/protective clothing/coveralls
5. 70% solution alcohol, alcohol-based hand sanitizers and tissue paper/paper towels must also be available at the concierge.
6. Floor markers that allow one (1) meter distance between guests on queuing must be in place to ensure physical distancing. Express lane for PWDs, senior citizens, pregnant women, and parents with toddlers shall be provided.
7. Acrylic glass barrier or transparent dividers may be set up at the front desk for additional protection.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Reception or Front Desk Officer

1. Regular briefing and information on current and updated health crisis and simulation of pertinent security and safety measures for reception desk staff or front desk officers must be conducted.
2. Precautionary measures, including physical distancing, hand cleaning, and respiratory etiquette must be strictly observed.
3. Front desk personnel must be familiar with room occupancy policy for accompanying persons in the event of a suspected case.
4. Front desk personnel attending to guests must wear face masks. Disposable gloves must be used when handling cash or documents, and/or materials that are passed from person to person. Contactless process at the front desk is mandatory.
5. All staff extending guest assistance that requires physical contact (e.g., wheelchairs, bell service) must wear proper PPE, such as face mask and gloves, whenever necessary.
6. Hand-shaking is not advised, the practice of Filipino Brand of Service (FBS) of the “Mabuhay Gesture” in greeting and receiving guests, as well as other forms of contactless greeting, is highly encouraged.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Rooms and Housekeeping

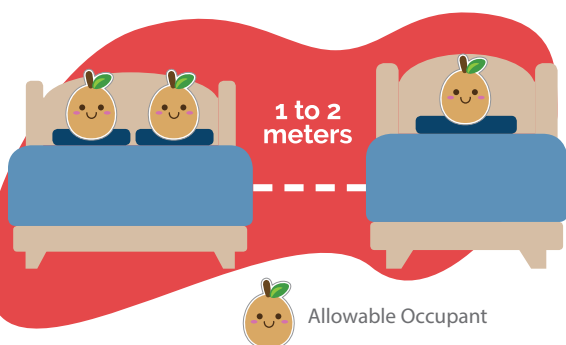
Room Occupancy Policy

1. The maximum allowable guests staying in the guestroom at a given time shall be determined by the floor area of the guestroom, as follows:

| Room Floor Area (sqm) | Maximum Number of Guests |
|-----------------------|--|
| Up to 20 sqm | 1 person or 2 persons from the same household ¹ |
| 21 to 29 sqm | 2 persons |
| 30 to 39 sqm | 3 persons |
| 40 to 49 sqm | 4 persons |
| 50 sqm and above | 5 persons |

2. Only couples or family members who share the same household may be allowed to share rooms. A distance of 1 to 2 meters between the beds is highly encouraged.
3. Co-mingling with other groups other than one's own family or group shall be strictly prohibited. The Rooms Division Department shall employ control measures to prohibit guests from mingling with other guests and/or from loitering to other rooms.
4. Room transfers may be allowed when necessary.
5. Sanitation kit shall be provided for each guest which may include 70% solution alcohol or alcohol-based hand sanitizers, disinfectant sprays, face masks and disposable gloves.
6. Bathroom amenities must be regularly provided for each guest.
7. Trash bins must be provided inside the guest room. A separate trash bag or bin intended for used PPE such as face mask, gloves and other sanitation waste materials must be provided.

¹Guests shall be required to present proof of residency such as a government or company ID with a residential address.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Room Occupancy Policy

8. Rooms must be set up to allow convenient in-room dining for guests.
9. Guests shall be allowed to avail of room service provided that the food and beverage be delivered by the doorstep of the guestroom. Guests shall leave used dining crockery, utensils, and wastes outside their room for retrieval of housekeeping staff.
10. Reusable napkins and placemats shall be prohibited. Cutleries and tableware shall be available upon request and shall be dispensed with directly to guests when dining inside the room.
11. Laundry bags shall be given to guests should they want to avail of laundry services. Guests shall leave their bagged dirty clothes at the doorstep for housekeeping staff collection. Towel and linen replacements shall also be left at the doorsteps should the guests wish to change their linens.
12. 70% solution alcohol or alcohol-based hand sanitizer/disinfectant sprays, paper towels and/or wipes shall be available inside the guest rooms and shall be replenished as necessary.
13. A safety tag/label/signage indicating that the room has been thoroughly cleaned and sanitized prior to guest occupancy shall be affixed in the guestroom door.
14. Room turndown service is highly discouraged. Cleaning and sanitation of rooms shall be conducted only as may be necessary.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Housekeeping Procedures

1. Room service equipment shall be sanitized before and after each use.
2. Housekeeping staff should be trained in the proper use of disinfectants or sanitizing solutions and provided with appropriate PPE such as face masks, gloves, disposable gown/coverall and closed shoes.
3. Housekeeping staff must use PPE such as disposable gloves, eye protection gear (goggles) and face masks, when cleaning guest rooms and other common areas.
4. When cleaning rooms used by a suspected infected person, housekeeping staff must use additional protective equipment, such as disposable or washable coverall and protective shoe covers in accordance with DOH guidelines for disinfection processes.
5. Used PPE must be removed and disposed or washed using standard disinfection control measures in accordance with the guidelines issued by DOH.
6. After routine disinfection and decontamination of a guestroom, housekeeping staff must wash hands thoroughly with soap and water or alcohol-based hand sanitizers as recommended by DOH.
7. If doing cleaning that generates splashes while washing surfaces, cleaning staff must use a face shield and waterproof aprons.
8. Frequent sanitation of high-touch surfaces in guestrooms and public areas using the prescribed sanitizing solutions by the DOH or WHO must be conducted.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Room Decontamination

1. The Accommodation Establishment must ensure prompt action to clean rooms after each use of guest/s. It must be a standard procedure to sanitize rooms right after check-out.
2. Before accepting a new guest or occupant, rooms must remain empty for a certain period, depending on the disinfecting technology or materials being used.
3. Disinfection of rooms and surfaces must be conducted every after guests check out. This includes disinfection of furniture, appliances, flooring, and panes using bleach solution or any approved disinfecting agent. Cleaning disinfectants shall be stored in a concealed place away from employees and guests to avoid food contamination.
4. Thorough disinfection of rooms and common areas using enhanced technologies, such as electrostatic sprayers with hospital-grade disinfectants, high efficiency particulate air (HEPA) filter, or germicidal ultra-violet (UV) lighting system, at least once every two (2) weeks is highly encouraged. Increased cleaning shall be implemented in public facilities such as pools, saunas, fitness centers.
5. Minibars and other complimentary in-room food and beverage, except bottled water, are prohibited.
6. If one confirmed COVID-19 case is detected in the establishment, the building shall be disinfected with an appropriate disinfectant solution (0.5% bleach solution) The conduct of a comprehensive disinfection by trained personnel is recommended ((DTI-DOLE JMC No. 20-04-A).
7. In the event of a confirmed COVID-19 case, the building must be locked down for twenty four (24) hours prior to disinfection to lessen transmission to sanitation personnel. During the disinfection process, all doors and windows should be opened to maximize ventilation. The building may only be opened twenty four (24) hours after the disinfection process (DTI-DOLE JMC No. 20-04-A).



Reference: DOT Memorandum Circular No. 2020-002-B (Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal)

Response Guidelines for Accommodation

To be communicated in hotels, resorts, and accommodation facilities

Linen Decontamination Procedure in Accordance with DOH Guidelines

1. Used linen and other washable items must be handled as little as possible with minimal agitation to prevent possible contamination of the handler or the environment.
2. For in-house laundry, linen and other washable items must be soaked using appropriate disinfecting solution for at least fifteen (15) minutes.
3. All washable items such as bedsheets, blankets, pillowcases, and towels must be placed in a separate disposable bag and washed separately using hot water (70-80°C).
4. Non-washable items including mattresses and pillows must be wiped with diluted bleach solution or any approved disinfecting agent.
5. Disposable gloves and face masks must be used when handling and segregating soiled linen to appropriately designated bins. Used bins must be sanitized after every use.
6. All items for disposal must be disposed in sealed bags immediately.

Food and Beverage (F&B) Service

1. The Accommodation Establishment shall comply with the relevant provisions of DOT-MC No. 2020-004-A or the Amended Health and Safety Guidelines Governing the Operations of DOT-Accredited Restaurants Under the New Normal.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Public Areas General Common Areas

1. Sanitizing mats and drying pads must be available at all entry points.
2. Cleaning and disinfection measures in common areas (e.g., lobby, restrooms, halls, corridors, elevators, etc.) must be applied as a general preventive measure. Special attention must be given to objects that are frequently touched such as elevator buttons, handles, handrails, switches, doorknobs, kitchen surfaces, etc.
3. Lobby doors, if manually operated, shall be opened and closed by doormen to minimize shared hand contact on door handles.
4. Physical distancing must be strictly observed when using elevators. Only 50% of the maximum capacity is recommended to avoid physical contact. Placing of floor markers to delineate physical distancing is likewise encouraged.
5. Seating arrangements and seat rows in lobbies and all other common areas shall be configured in a way that allows one (1) meter distancing. If seats are fixed, alternate seats shall be marked out.
6. All general facilities and all furnishings must be cleaned, disinfected, and wiped at least once daily.
7. Sanitation stations must be set up within the workplace and areas frequented by customers and guests.
8. There shall be a designated isolation room or area where persons who feel unwell may be brought to before referral to the doctor on duty, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT), in accordance with the DOH prescribed protocols.



Minimize
touching
of surfaces
in public
areas

Reference: DOT Memorandum Circular No. 2020-002-B (Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal)

Response Guidelines for Accommodation

To be communicated in hotels, resorts, and accommodation facilities

General Common Areas

9. Trash bins must be available and accessible in all areas of the establishment. These must be sanitized every after disposal or trash collection. Used face masks, gloves, and other disposables shall be disposed immediately in a trash bin with cover or in tightly sealed bags.
10. Information, Education, and Communication (IEC) materials on proper hand washing, respiratory etiquette, and proper use of face mask and other safety and health-related information must be posted in conspicuous areas, particularly at the restrooms and other wash areas.
11. Health and Safety Protocol officer(s) shall be deployed in convergence areas to ensure the enforcement of Minimum Public Health Standards.

Toilets and Restrooms

1. Adequate supply of soaps, alcohol-based hand sanitizer, toilet paper and paper towels in the restrooms must be ensured.
2. Hand washing and toilet flushing facilities must be functional at all times, including adequate supply of clean water.
3. Public toilets and restrooms must be cleaned and sanitized regularly every two (2) hours or as may be necessary.

Sanitized regularly every **2 hours**



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Recreational Areas

1. Recreational areas or facilities such as gym and wellness centers, children's areas, sports facilities, swimming pool, etc. may be allowed to operate but with strict observance of DOH prescribed Minimum Public Health Standards and DTI Memorandum Circular 2020-44. In any case, special cleaning and disinfection protocols should be applied to these facilities.
2. A booking or reservations system shall be institutionalized in recreational facilities to facilitate the staggered admission of guests to be able to prevent overcrowding.
3. A distance of two (2) meters between guests shall be maintained while exercising or playing sport. Physical distancing of at least three (3) meters between guests shall be observed for indoor high intensity or high movement exercise classes.
4. Group activities shall be limited to no more than five (5) participants. For more than one group sharing a space, the groups shall not interact and shall maintain a distance of three (3) meters apart. For organized programs and classes, an additional service provider (such as an instructor or a coach) permitted/recognized by the establishment may guide the group.
5. Shared locker room space, shower rooms, and changing areas shall be prohibited. Gym users shall be advised to use guestroom facilities.
6. The use of facilities with outdoor spaces or options for virtual classes and training sessions shall be encouraged. For indoor sessions, windows shall be opened to increase airflow throughout the space, if possible. Attendance to indoor group training sessions shall be limited to maintain physical distancing.
7. Guests shall be encouraged to bring their own resistance bands and weightlifting belts and other gym items that cannot be cleaned and sanitized between uses.
8. Guests who wish to do high-intensity exercises shall be encouraged to conduct the activity outdoors. Low-intensity exercises (e.g., stretching, yoga, etc.) shall be conducted indoors and guests shall wear face masks.
9. Gym equipment, such as weights and sports equipment, shall be wiped down and sanitized as frequent as possible.

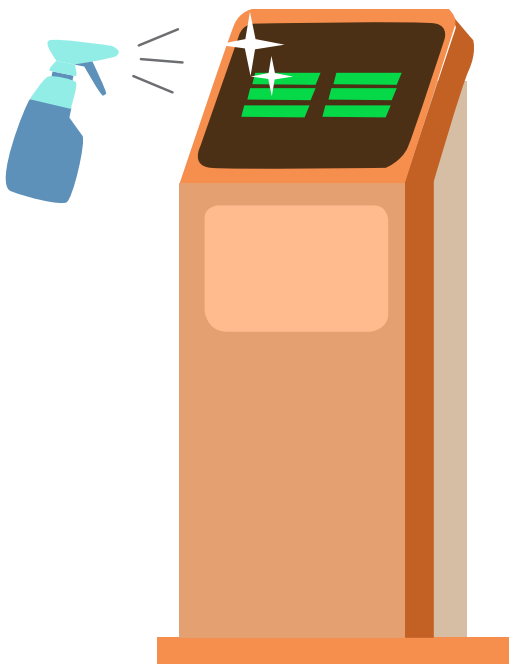


Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Recreational Areas

10. Common spaces and interactive components shall be disinfected (e.g., smart kiosks, turnstiles, etc.).
11. Guests who intend to go swimming shall be advised not to wear face masks when swimming. Allowed number of guests in a given time must be indicated to avoid crowding. Since face masks are not allowed in the swimming pool, physical distancing is a must.
12. The establishment shall ensure the availability of adequate equipment (e.g., kick boards and pool noodles) to minimize sharing among guests. Items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (e.g., swim wears, floaters, goggles, nose clips, snorkels, etc.) shall not be shared among guests.
13. Guests shall be discouraged from sharing items such as food, equipment, toys, and supplies with people whom they don't live with.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Hotel Transport Service

- A. Standard passenger capacity of each type of vehicle will be decreased or reduced by 50% or one (1) seat apart.
- B. Hotel transport vehicles must comply with the physical distancing and passenger limit guidelines set by the Department of Transportation (DOTr) to avoid possible contact:
 - Car/Sedan - No passenger seated beside the driver. Two passengers at the back row with one seat apart. No more than three (3) passengers, including the driver.
 - Vans - Only two (2) passengers per row are allowed. A waterproof transparent barrier between the driver and the passengers must be installed.
 - Buses and Coasters - A waterproof transparent barrier between the driver and the passengers must be installed. Passengers are not allowed to stand while vehicle is moving. The driver is required to use proper PPE for protection
- C. Hotel service vehicle amenities must include basic first-aid and sanitation kits, which includes face mask, gloves, 70% solution alcohol or alcohol-based hand sanitizer, tissue paper, and disposable wet wipes instead of wet and warm towels.
- D. Hotel transport vehicles must be sanitized and disinfected after every use.
- E. The service vehicle must have a separate trash bag for all used gloves, face masks, PPE, wet wipes and other sanitation items for disposal used by the passengers.
- F. The driver of the service vehicle must practice proper hand washing and wearing of face mask, and other applicable protective equipment to prevent contamination.
- G. The trash bag should be disposed immediately upon arrival at the destination until return to point of origin. Proper disposal procedures of the trash bag should be strictly implemented.



Reference: DOT Memorandum Circular No. 2020-002-B (Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal)

Response Guidelines for Accommodation

To be communicated in hotels, resorts, and accommodation facilities

Engineering and Maintenance Services

- A. Based on international standards, the recommended concentration of disinfectant in water for consumption, swimming pools and spas must be regularly maintained.
- B. All dishwashing and laundry equipment must be maintained in good working condition at all times.
- C. The condition of the filters must be regularly monitored and the proper replacement rate of indoor air must be maintained. If possible, external windows are kept open to allow natural ventilation, or the Mechanical Ventilation and Air Conditioning System (MVAC) be adjusted to improve indoor ventilation.
- D. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools must be checked at least three (3) times a week.
- E. Liquid soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices must be properly maintained.
- F. Engineering and Maintenance Department must ensure that all kitchen equipment (freezers, chillers, dishwashing machines, etc.) and air-conditioning units are in good working condition.



Reference: DOT Memorandum
Circular No. 2020-002-B
(Amended Health and Safety
Guidelines Governing the
Operations of Accommodation
Establishments Under the New
Normal)

Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Business Practices and Management Management Team

The management team shall adopt the following protective measures in response to the threat of any infectious diseases that can cause negative impact to the tourism industry:

1. Development of an Integrated Emergency Preparedness Action Plan (IEPAP) in accordance with the recommendations of local and national public health authorities with the aim to prevent, effectively manage cases, and mitigate impact among clients and staff. IEPAP shall include the following:
 - Occupational Safety and Health Program,
 - Disaster Risk and Management Plan,
 - Food Safety Program, and
 - Business Continuity Plan
2. Ensure that there is sufficient human and economic capital to implement the action plan. Provision of equipment and procedures, developed in collaboration with local authorities for the management of suspected cases and their possible contacts must also be included.
3. Supervision and monitoring of the progress of the implementation of the action plan in order to assess its impact, verify compliance, identify potential gaps and apply corrective measures to ensure its effectiveness.
4. Conduct regular updates and meetings to discuss the progress of IEPAP.
5. Ensure that all relevant policies are properly cascaded across all concerned managers, employees and staff, as well as guests and clients for consistency of communication. Further, up-to-date information on safety protocols must be properly disseminated to avoid the spread of the virus or disease.
6. Designation of a Hygiene and Safety Manager to take charge of the sanitation and hygiene maintenance in the establishment may be considered.
7. Employment of trained health or medical staff, complete with emergency kit and equipment, to provide immediate assistance whenever necessary.
8. Investment in health plans for all managers, employees and staff. Health plans can be in the form of any of the following:
 - Health Insurance Policy;
 - Health Card Subscription;
 - Trust Fund or Emergency Fund; or
 - Health and Wellness Programs.



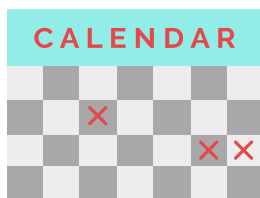
Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Human Resource Management

To prepare and support staff during the New Normal, management must:

1. Ensure the monitoring of body temperature of all employees every time they report to work. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be directed to see a doctor and to stay at home.
2. Require its employees to fill out a Health Declaration Form (HDF) upon entering the premises. If based on the HDF, the employee meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home:
 - Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
 - Employee had a face-to-face contact with a probable or confirmed COVID-19 case within 1 meter and for more than 15 minutes for the past 14 days;
 - Employee provided direct care for a patient with probable or confirmed COVID-19 case without using PPE for the past 14 days; or
 - Employee travelled outside the Philippines in the last 14 days (DTI- DOLE JMC 20-04-A).
3. Review Accommodation Establishment's policies on:
 - Flexible sick leave policies (e.g., sick leave filed due to imposed quarantine measures shall not be deducted to allotted number of sick leaves annually);
 - Continuing training and orientation of staff (cross-training of staff and personnel).
4. Offer appropriate work arrangements (e.g., teleworking, shifting from frontlines to the back of the house, etc.) for high-risk employees (e.g., older adults, pregnant women, and people of all ages with certain comorbidity).
5. Maintain an updated list of contact details of each member of the hotel crew or staff.
6. Discourage employees from using other workers' phones, desks, offices, or other work tools and equipment.
7. Review attendance records and reports of staff's illness/es at the start of each day, and determine if there is a pattern of absences.
8. Encourage staff and personnel to stay home when he or she is sick.



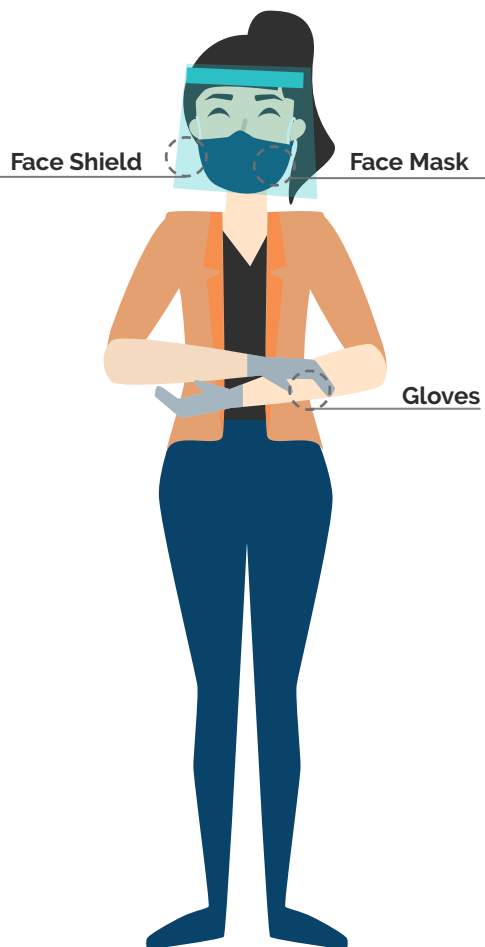
Reference: DOT Memorandum Circular No. 2020-002-B (Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal)

Response Guidelines for Accommodation

To be communicated in hotels, resorts, and accommodation facilities

Human Resource Management

9. Provide medical consultation benefits, mental and psychological support such as, but not limited to, in-house or online counselling session, and support group to its employees.
10. Promote work-life balance through proper scheduling of activities and rotation of workforce.
11. Provide temporary accommodations and shuttle service for employees and staff, if necessary.
12. Provide designated changing rooms for employees and staff.
13. Train staff on personal hygiene, infection control and surface disinfection.
14. Consider redesigning of uniforms of hotel staff, especially those attending to guests to ensure full protection.
15. Comply with COVID-19 testing protocols for employees, as may be required or recommended under applicable issuances of the DOH, DOLE, or DTI.
16. Conduct periodic meetings on health, safety, and protection protocols.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Suppliers of Goods and Services

1. Contractors and suppliers of goods and services must follow safe systems of work and also have systems in place for the prevention of the spread of any virus and diseases such as wearing of gloves and face masks.
2. All items coming in the establishment must be sanitized.
3. New and enhanced procedure on cleaning and sanitizing grocery items including perishable produce such as fruits and vegetables must be applied.
4. All delivery vehicles, including those used by event suppliers, must undergo thorough disinfection procedure.
5. All deliveries must be checked before entering the establishment. Items that show signs of pest infestation or contamination must not be accepted.
6. Drivers or delivery personnel must adhere to proper sanitation procedure.
7. Contactless delivery is encouraged as a preventive measure to contain the spread of disease or virus.



Response Guidelines for Accommodation

To be communicated in hotels, resorts,
and accommodation facilities

Management of Symptomatic Guests

Following DOH guidelines, the following measures must be complied with in the management of symptomatic guests:

1. Referral of symptomatic individuals shall be coordinated to the nearest health care facility as provided under the latest DOH interim guidelines (e.g., DOH Department Memorandum 2020-0334).
2. Create a holding area for symptomatic guests with travel history from identified countries with high cases prior to transport to hospital. Holding area must conform to DOH standards.
3. Immediately refer guests with fever exceeding 37.5 C and/or cough, and have a history of travel to identified high risk countries or localities within the Philippines, to the nearest hospital.
4. Assure guests of assistance in case they begin to manifest symptoms such as fever and/or cough.
5. Keep the symptomatic guest confined in the room originally used until trained transport providers are available to transport him or her to designated referral hospital.
6. Coordinate with the referral hospital for necessary transportation of symptomatic guest/s.
7. Screen existing guests, well or sick, for fever and/or cough, and travel history using the health checklist provided by DOH.
8. Immediately inform the doctor on duty or the emergency response team for assistance for coordination to the referral hospital or the Barangay Health Emergency Response Team (BHERT) for assessment if any staff is concerned about the condition of a guest, or if a guest requests access to medical services.
9. Staff and personnel shall avoid employing any discriminatory action against any sick person with high fever and cough for fear of contracting or spreading the disease.



Reference: DOT Memorandum Circular No. 2020-002-B (Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal)

Response Guidelines for Accommodation

To be communicated in hotels, resorts, and accommodation facilities

Notification and Referral

Following DOH Guidelines, Accommodation Establishments must:

1. Record and analyze guest lists for persons coming from countries that have reported confirmed cases of the current disease.
2. Ensure confidentiality in reporting of individuals both hotel staff and guests within the hotel or lodging establishment with flu-like symptoms and/or fever and travel history to affected areas.

All staff and guests who show symptoms consistent with the disease and had travel history to high-risk areas or had close contact with a caregiver of suspected or with a confirmed case, must immediately notify their respective BHERT.

Reportorial Requirements

Accommodation Establishments shall report to the DOT Regional Office with jurisdiction over their area the following information every two weeks:

1. Number of guests who have developed the symptoms of the illness, if any; and
2. Number of guests who were transferred to the appropriate facility, if any.



Reference: DOT Memorandum Circular No. 2020-002-B (Amended Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal)

Response Guidelines for Accommodation

To be communicated in hotels, resorts, and accommodation facilities

Other Provisions

1. **Compliance with Other Relevant Issuances.** Accommodation Establishments shall comply with other relevant IATF-EID, DOT, DTI, DOLE, or DOH issuances on health and safety standards, as well as rules and regulations imposed by the LGU having jurisdiction over the Accommodation Establishments, which are deemed to apply to these Guidelines suppletorily or by analogy.
2. **Penalties.** Any violation of these Guidelines may subject the Accommodation Establishment to the appropriate fines and penalties, including revocation of its DOT Accreditation, in accordance with relevant laws, rules, and regulations.
3. **Separability Clause.** If any portion or provision of this Circular is declared null and void or unconstitutional, the other provisions not affected thereby shall continue to be in force and effect.
4. **Repealing Clause.** This Circular repeals or modifies Memorandum Circular No. 2020-002-A and all other DOT issuances inconsistent herewith.
6. **Effectivity.** This Circular shall take effect immediately and shall remain effective until otherwise superseded, amended, or repealed accordingly.



5.4

Response Guidelines for Restaurants

Attention: Restaurant Owners, Patrons,
Management, Service Staff

Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Restaurant Management

1. **Health Declaration Form.** All employees of the restaurant are required to fill out a Health Declaration Form (HDF) upon entering the premises. If based on the HDF, the employee meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home:

- Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
- Employee had a face-to-face contact with a probable or confirmed COVID-19 case within 1 meter and for more than 15 minutes for the past 14 days;
- Employee provided direct care for a patient with probable or confirmed COVID-19 case without using PPE for the past 14 days; or
- Employee travelled outside the Philippines in the last 14 days (DTI-DOLE JMC 20-04-A).

2. **Monitoring of Body Temperature of All Employees.** The restaurant proprietor must ensure the monitoring of body temperature of all employees every time they report to work. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be directed to see a doctor and to stay at home.

3. **Personal Protective Equipment and Sanitation Materials.** The restaurant proprietor must provide employees with their respective PPEs, to be worn, when necessary while on duty, such as:

- Face masks;
- Face shield;
- 70% solution alcohol/alcohol-based hand sanitizer; and
- Such other equipment/apparel that will ensure and promote the safety of the employees.

4. **Cleanliness within the Premises.** The restaurant proprietor must ensure cleanliness within all its premises, including the kitchen, storage, back areas, and parking.

5. **Annual Health Check-up.** The restaurant proprietor must ensure that all employees undergo annual health check up.

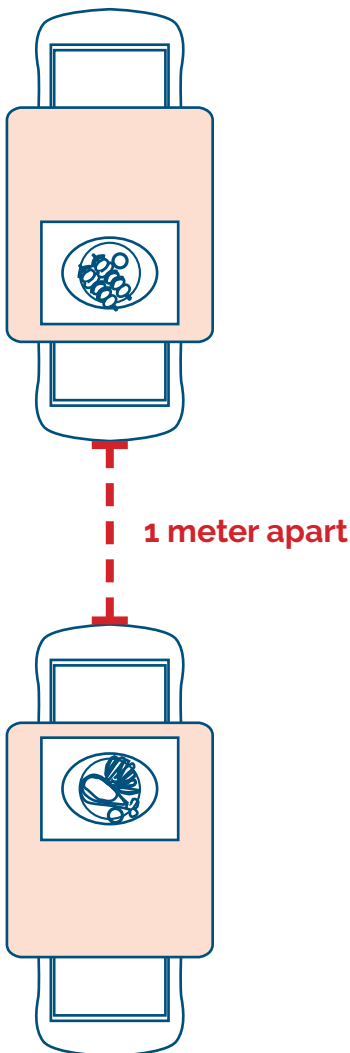
6. **Employee Testing.** The restaurant proprietor shall ensure that its employees undergo an RT-PCR (Reverse Transcription-Polymerase Chain Reaction) test, as may be required under applicable issuances of the DOH,DOLE, or DTI. (DTI-DOLE JMC No. 20-04-A).



Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Restaurant Configuration and Set-up



- 1. Notices.** Notices or reminders on the restaurant health protocols shall be posted at the entrance and other conspicuous areas of the restaurant:
 - a) Completion of Contact Tracing Form;
 - b) "No Mask No Entry" Policy;
 - c) Physical distancing protocols;
 - d) Maximum number of allowable persons;
 - e) Sanitation schedule and procedures;
 - f) Alternative methods of payment;
 - g) No customer-personnel contact protocols"
 - h) Other protocols, including the right to refuse service to customers who fail or refuse to comply with protocols.
- 2. Sanitizing Mats.** Sanitizing mats and drying pads shall be installed at the entrance of the restaurant, unless other entrances such as mall entrances, hotel entrances, etc. leading to the dine-in restaurants have already provided this.
- 3. Tables and Seating Arrangement.** Self-service stations like do-it-yourself customer refill and condiment stations shall be prohibited.
 - a) The restaurant seating capacity should allow at least one (1) meter spacing between customers. Chairs and tables shall be distanced at least one meter on all sides.
 - b) Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than one (1) meter apart. If seats are fixed, alternate seats shall be marked out.
 - c) Face-to-face seating in tables shall only be permissible when transparent dividers (e.g., acrylic plastic, plexiglass, sneeze guards, etc.) are installed.
- 4. Menus.** As far as practicable, a menu shall be displayed on the counter or other conspicuous area, or a single menu, QR code-based or any other touchless menu shall be placed on the customer's table.

Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Restaurant Configuration and Set-up

5. **Signage.** Signage and notices must be installed in conspicuous areas reminding customers to wash their hands with soap and water for at least twenty (20) seconds or disinfect with 70% solution alcohol or alcohol-based hand sanitizer upon entering and leaving the restaurant.
6. **Self-Service and Condiment Stations.** Self-service stations like do-it-yourself customer refill and condiment stations shall be prohibited until further notice.
7. **Buffet and Salad Bars.** Buffet service and salad bars shall be allowed only when:
 - a) Food servers are provided, and
 - b) All food trays are with covers. (DTI MC No. 2020-39)
8. **Pick-up or Take Away Zones.** As far as practicable, there shall be designated pick-up or take away zones for customers whose orders are for take-out.
9. **Queuing System.** Queue lines shall be provided with floor markers, demarcations, stanchions, signage, or ushers to ensure one (1) meter distance between customers on all sides.
10. **Leisure Facilities.** The operation of ancillary leisure facilities and amenities, such as in-house play areas, libraries, karaoke machines, etc., if any, shall be temporarily suspended.
11. **Alarm System for Employee Hand Washing.** An alarm system may be installed in a strategic location to remind employees to wash their hands rigorously with soap and warm water for at least twenty (20) seconds at least once every hour. If soap and water are not readily available, 70% solution alcohol/alcohol-based hand sanitizer shall be used as an alternative.
12. **Loud or Ambient Music.** The use of loud or ambient music shall be kept to a minimum to discourage loud talking, which increases the likelihood of droplet transmission (DTI MC 2020-39).



Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Employees

1. **Personal Hygiene, Good Grooming, and Other Conduct.** Employees must observe personal hygiene, good grooming and other proper conduct while on duty, such as the following:

- a) Wearing of clean clothes or uniform, and closed shoes;
- b) Wearing of appropriate PPE while on duty;
- c) Refraining from wearing jewelry such as rings, bracelets, watches, and earrings;
- d) Practicing proper respiratory etiquette, such as covering of nose and mouth when coughing or sneezing;
- e) Avoiding physical contact with customers;
- f) Strictly observing physical distancing in the working areas (e.g., kitchen, cashier, food storage areas, etc.);
- g) Washing of hands for 20 seconds before and after handling food, or at least once every hour or after close contact with customers;
- h) Not loitering in other areas outside of work stations and not engaging in close interactions not necessary for work;
- i) Not spitting on any surface in the restaurant.

2. **Contact with Food Product.** Employees shall avoid touching with their bare hands ready-to-eat food. Instead, they shall use appropriate utensils such as tongs, single-use gloves, or dispensing equipment. If the task requires direct contact with ready-to-eat food, employees shall wash their hands and the exposed portions of the arms for 20 seconds prior to donning gloves and before touching food or food-contact surfaces. Hands shall be washed immediately after removing gloves.

3. **Clean as You Go Policy.** Employees must emulate the “Clean As You Go” policy by keeping the work area clean and tidy throughout the working day.

4. **Employee Meal Times.** Staff break and meal times shall be done on shifting schedules. During their break or meal time, employees shall dine at the designated discreet areas where physical distancing shall be observed



Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Customers and Suppliers

1. **No Face Mask No Entry Policy.** Customers and suppliers not wearing face masks shall not be allowed to enter the restaurant. Face masks shall be worn properly at all times except when eating and drinking.
2. **Mandatory Screening.** Customers and suppliers must be screened prior to entry in the restaurant through:
 - a. Body temperature check using a Thermal Scanner or Thermometer Gun;
 - b. Completion of Health Declaration and Contact Tracing Forms using a mobile application or other contactless means.

Only those who are cleared during screening shall be allowed to enter. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be refused entry. Accomplished Health Declaration and Contact Tracing Forms shall be handled and processed with confidentiality and in accordance with the Data Privacy Act, and shall be disposed of after thirty (30) days from the date of accomplishment.

3. **Physical Distancing.** Customers shall observe physical distancing of at least one (1) meter from one another in communal areas, such as dining areas, toilets, and queuing areas.
4. **Sanitizing Mats.** Customers shall sanitize their footwear using sanitizing mats and drying pads installed at the entrance of the restaurant before entering the establishment.



Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Service and Other Procedure

1. **Food Covering.** Food shall be properly covered before it is served to the customer.
2. **Contactless Transactions.** Cashless or online modes of payment using payment applications shall be utilized by the restaurants both for dine-in and delivery. If online or mobile payment is not possible, restaurants shall create a method for no-contact payment scheme, such as receiving cash on a small tray or leather bill folder to avoid mutual hand contact with customers.

Delivery

1. **Delivery Personnel.** Delivery personnel shall ensure proper sanitation of vehicle, wear face masks properly, and frequently wash or sanitize their hands with 70% solution alcohol or alcohol-based hand sanitizer while conducting deliveries.
2. **Designated Pick-Up Areas.** Pick-up areas should be designated and properly marked.
3. **Physical Distancing.** Physical distancing of at least one (1) meter between the delivery personnel and the customer must be observed at all times.
4. **Food Packaging.** Hot and cold foods shall be delivered through properly functioning insulated cases, storage boxes, or appropriate transport vessels. Raw foods shall be separated from cooked and ready-to-eat foods at all times. Any wrapping and packaging used for food transport shall be done properly to prevent food contamination.
5. **Sanitation of Delivery Boxes.** Coolers, insulation cases, and other delivery boxes used to deliver foods shall be cleaned and sanitized frequently.
6. **Online Delivery Services.** Tie-ups or partnerships with online platforms that provide delivery service are encouraged.



Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Sanitation, Disinfection, Safety Measures and Others

1. **Disinfection and Sanitation Protocols.** The restaurant owner must ensure compliance with the following standards:
 - a. Deep cleaning, proper disinfection, and sanitation within the restaurant's premises shall be done regularly;
 - b. Frequent sanitation and disinfection of high-touch surfaces such as bars, kitchen and counter tops, cashiers, menu, tables, chairs, condiment containers, toilet fixtures, etc., shall be conducted at all times;
 - c. Food contact surfaces, dishware, utensils, and beverage equipment shall be washed, rinsed and sanitized before and after use;
 - d. All dishes, silverware, and glassware shall be washed and sanitized including items that have not been used. Restaurants are encouraged to invest in modern equipment to enhance the washing and disinfection of dishes, silverware, and glassware;
 - e. Toilets shall be cleaned and sanitized every two (2) hours or as may be necessary.
 - f. Gloves shall be used for cleaning and sanitizing surfaces;
 - g. Instructions on the proper use of disinfectant wipes shall be strictly followed. It shall not be reused to wipe down multiple surfaces.



Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Sanitation, Disinfection, Safety Measures and Others

- h. Used reusable gloves shall be properly brought to a laundering area for immediate washing;
- i. Used disposable gloves, disinfecting wipes, and disposable face masks shall be thrown in the designated container (with cover), and shall be disposed in accordance with the special instructions relating to the material concerned;
- j. All used linens and fabrics shall be bagged or properly contained when transported to a laundering area, if applicable. Staff shall be equipped with face masks and disposable gloves or tongs to pick up soiled laundry;
- k. Regular pest control activities in the restaurant shall be implemented;
- l. If one confirmed case of COVID-19 is detected in the restaurant, it shall be disinfected with an appropriate disinfectant solution (0.5% bleach solution). The conduct of a comprehensive disinfection by trained personnel is recommended. The restaurant must be locked down for 24 hours prior to disinfection to lessen transmission to sanitation personnel. During the disinfection process, all doors and windows should be opened to maximize ventilation. The building may only be opened 24 hours after the disinfection process (DTI- DOLE JMC No. 20-04-A).



Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Sanitation, Disinfection, Safety Measures and Others

2. **Safety Measures.** The restaurant owner must ensure compliance with the following health and safety measures:
 - a. Availability of 70% solution alcohol or alcohol-based hand sanitizer and tissue paper or table napkins in close proximity with high-touch areas and in prominent areas.
 - b. Availability of Information, Education, and Communication (IEC) materials on proper hand washing, respiratory etiquette, proper use of face mask and physical distancing shall be displayed in conspicuous areas of the restaurant. The location of hand washing areas shall likewise be posted.
 - c. Hand washing sinks and toilet flushing facilities must be functional at all times. It shall be adequately supplied with soap and toilet paper or paper towels.
 - d. A designated hand washing basin for kitchen staff separate from the dishwashing sink shall be provided.
 - e. Kitchen floors shall be installed with directional arrows or floor markers according to flow of work processes to facilitate crowd control and physical distancing.
 - f. Food preparation areas shall be strictly off-limits to all other restaurant employees whose work has no relevance to food preparation.
3. **Ventilation and Exhaust.** Proprietors of dine-in establishments shall enhance their exhaust system, ensure better airflow inside air-conditioned restaurants, or install high-efficiency particulate air (HEPA) filtration system. Outdoor dining (e.g., al fresco dining) is highly encouraged. (DTI MC No. 2020-39)
4. **Waste Management.** Restaurant wastes including used disposable equipment, utensils, and plates shall be properly segregated and disposed of regularly.



Response Guidelines for Restaurants

To be communicated in
Dine-in Restaurants and Food Establishments

Other Provisions

1. **Supplementary Application of DOT Administrative Order No. 2020-005.** For Restaurants in areas declared to be under a Community Quarantine, DOT Administrative Order No. 2020-005 shall apply in supplementary character.
2. **Compliance with Other Relevant Issuances.** Restaurants shall comply with other relevant DOT, DTI, DOLE, or DOH issuances on health and safety standards, as well as rules and regulations imposed by the LGU having jurisdiction over the restaurants, which are deemed to apply to these Guidelines suppletorily or by analogy.
3. **Penalties.** Any violation of these Guidelines may subject the tourism enterprise to the appropriate fines and penalties, including revocation of its DOT Accreditation, in accordance with relevant laws, rules, and regulations.
4. **Separability.** If any provision of this Circular is declared invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.
5. **Repeal.** All issuances, orders, rules, and regulations or parts thereof which are inconsistent with the provision of this Circular are hereby repealed or modified accordingly.
6. **Effectivity.** This Circular shall take effect immediately and shall remain effective until otherwise superseded, amended, or repealed accordingly.



5.5

Response Guidelines for Tourist Land Transport Services

Attention: Transport Groups,
Operators, Passengers

Response Guidelines for Tourist Land Transport Services

To be communicated in transport hubs,
vehicles and offices

Transport Operator/Owner

1. **Monitoring of Body Temperature of All Employees.** The transport operator must ensure the monitoring of body temperature of all employees every time they report to work. Unwell employees or those with mild flu-like symptoms shall be directed to see a doctor and to stay at home.
2. **Use of Personal Protective Equipment (PPE).** The transport operator must provide all its employees their respective Personal Protective Equipment (PPE) while they are on duty and they shall be given adequate training on the proper use thereof.

The Transport Operator/Owner must likewise ensure that drivers are well provided with the following:

- Face mask;
- 70% alcohol or alcohol-based hand sanitizer;
- Paper towels or tissue paper;
- Appropriate disinfectants;
- Disposable cloths and cleaning agents; and
- Gloves, readily available in the vehicle for use of the driver when necessary.

3. **Dissemination of Safety and Health-Related Information.** The Transport Operator/Owner must ensure that its employees are regularly updated on health concerns and other related information by installing a safety bulletin board and maintain display of safety and health-related information in the working premises.
4. **Cleanliness Within the Premises.** The Transport Operator/Owner must ensure cleanliness within its office premises, including the garage areas.
5. **Annual Health Check-up.** The Transport Operator/Owner must provide an annual health check-up for its drivers and staff. It is encouraged to provide health benefit options (insurance or plan) for all employees.



Reference: DOT Memorandum
Circular No. 2020-003
Health And Safety Guidelines
Governing The Operations Of
Tourist Land Transport Services
Under The New Normal

Response Guidelines for Tourist Land Transport Services

To be communicated in transport hubs,
vehicles and offices

Passengers

1. **No Face Mask, No Boarding, and other Policies.** Passengers not wearing face masks shall not be allowed to board the vehicle. A passenger exhibiting flu-like symptoms shall be immediately transported to a healthcare facility or hospital for further evaluation.
2. **Passenger Limit and Physical Distancing Measures.** Vehicles must comply with the following Social Distancing and Passenger Limit Guidelines set by the Department of Transportation (DOTr) and Land Transportation Franchising and Regulatory Board (LTFRB) to avoid possible contact:

Car/Sedan

- No passenger seated beside the driver
- Two (2) passengers at the back row with one seat apart
- No more than three (3) passengers, including the driver.

Vans

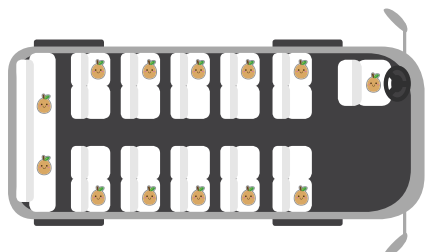
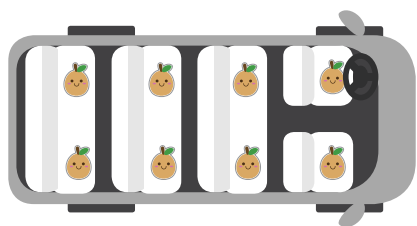
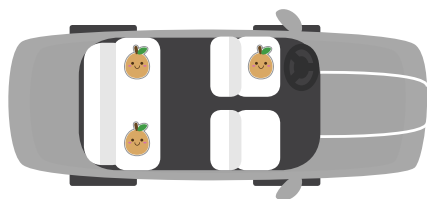
- Only two (2) passengers per row are allowed, except for the driver's row where only one (1) passenger may occupy the passenger's seat
- A waterproof transparent barrier between the driver and the passengers must be installed.

Buses and Coasters

- Only 50% of the total capacity is allowed
- A waterproof transparent barrier between the driver and the passengers must be installed
- Passengers must be seated one (1) seat apart
- No standing passengers shall be allowed

The above measures may be revised subject to updated issuances by the DOTr and/or LTFRB.

3. **Passenger's Information.** Passenger information such as name, address, and contact details shall be collected for contact tracing, subject to the provisions of Republic Act No. 10173 or the *Data Privacy Act*.



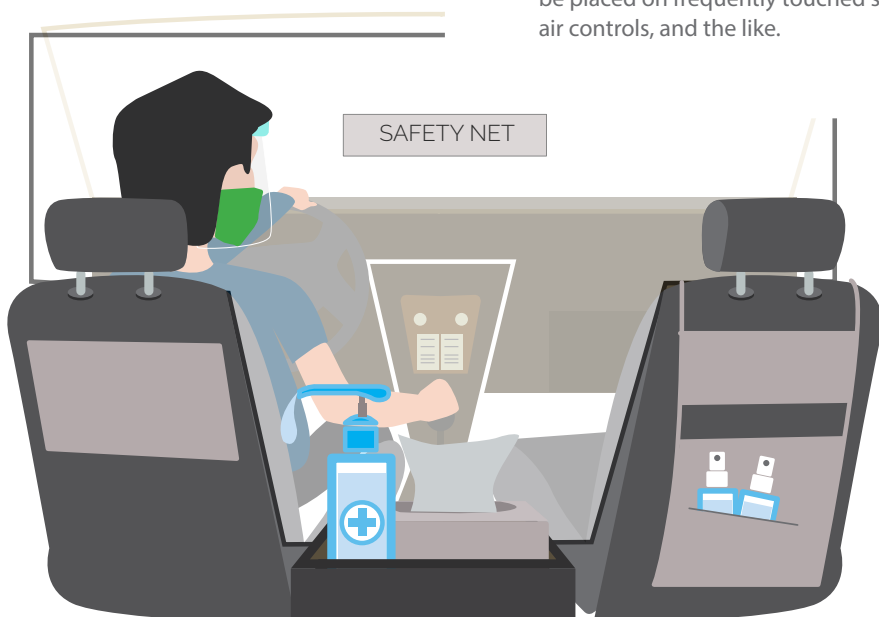
Allowable Occupant

Response Guidelines for Tourist Land Transport Services

To be communicated in transport hubs,
vehicles and offices

Vehicles

1. **Markings and Barriers.** To ensure that the passenger limit and physical measures are complied with, vehicles must have markings that will guide passengers as to which seats are available for use. Non-permeable or acetate seat barriers may also be installed to limit contact between passengers.
2. **Safety Awareness Information.** All vehicles must contain notices with appropriate information on the prevailing disease, as well as the policies enforced to reduce the risk and spread of the disease. Information materials on hand disinfecting and respiratory etiquette, proper use of face mask, emergency contact numbers, among others, must be provided to passengers.
3. **Thermometer Gun and Basic First-Aid and Sanitation Kits.** Every vehicle must be equipped with a thermometer gun, basic first-aid kits, and sanitation kits for free use of passengers, which shall include the following:
 - 70% solution alcohol or alcohol-based hand sanitizer; and
 - Tissue paper and/or disposable wet wipes
4. **Disinfection and Sanitation of Vehicles.** Deep cleaning and proper disinfection and sanitation of vehicles must be done before and after every use. Additional emphasis shall be placed on frequently touched surfaces such as seats, arm rests, door handles, light and air controls, and the like.



Response Guidelines for Tourist Land Transport Services

To be communicated in transport hubs,
vehicles and offices

Vehicles

5. **Ventilation.** The vehicle should be well ventilated and air conditioning shall be on non-recirculated mode to maximize air changes that reduce potentially infectious particles in the vehicle.
6. **Waste Management.** Waste materials on board shall be kept in a clean and hygienic condition. A separate trash bag for all gloves, face masks, PPEs, wet wipes, and other sanitation disposables used by the passengers shall be available inside the vehicle. The disposal of wastes shall be in accordance with any special instructions relating to the material concerned. Used trash bags shall be disposed of immediately upon arrival at the destination.
7. **Emergency Directory.** An emergency directory must be available in every vehicle with the emergency hotlines of the following:
 - Clinics and hospitals located in the city/municipality within the route;
 - Police and fire stations located in the city/municipality within the route; and
 - Such other emergency responders whether public or private located in the city/municipality within the route.
8. **Payment Options.** Cashless and such other options that promote less physical contact is highly encouraged.



Response Guidelines for Tourist Land Transport Services

To be communicated in transport hubs,
vehicles and offices

Drivers

1. **Personal Hygiene, Good Grooming and Other Conduct.** Drivers must observe the following standards:
 - Wear clean clothes/uniform and closed shoes while on duty;
 - Wear appropriate personal protective equipment (face masks and gloves) properly at all times while on duty;
 - Avoid physical contact with the passengers and observe physical distancing at all times;
 - Frequently wash hands with soap. When soap and running water are unavailable, as alternative, may use 70% solution alcohol or alcohol-based hand sanitizer;
 - Practice good respiratory etiquette, cover nose and mouth when coughing or sneezing;
 - Frequently clean and disinfect the vehicle. If applicable, open the windows to air out the vehicle after every trip;
 - An itinerary or trip ticket must be accomplished for every trip for proper documentation and reference.

It is the duty of the Transport Operator/Owner to ensure that drivers comply with the above standards.

Other Provisions

1. **Penalties.** Any violation of these Guidelines may subject the tourism enterprise to the appropriate fines and penalties, including revocation of its DOT accreditation, in accordance with relevant laws, rules, and regulations.
2. **Separability.** If any provision of this circular is declared invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.
3. **Repeal.** All issuances, orders, rules and regulations or parts thereof which are inconsistent with the provision of this Circular are hereby repealed or modified accordingly.
4. **Effectivity.** This Circular shall take effect immediately and shall remain effective until otherwise superseded, amended, or repealed accordingly.



5.6

Response Guidelines for Travel and Tour Agencies and Tour Guides

Attention: Travel Agencies, Tour
Operators, Tours Guides, and Tourists

Response Guidelines for Travel and Tour Agencies and Tour Guides

To be communicated in Travel Hubs, Offices, Tour
Vehicles

Travel and Tour Agencies

- A. **Health Declaration for All Employees.** Travel and Tour Agencies shall require all employees to fill out a Health Declaration Form (HDF) upon entering the workplace. If based on the HDF, the employee meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home:
1. Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
 2. Employee had a face-to-face contact with a probable or confirmed COVID-19 case within 1 meter and for more than 15 minutes for the past 14 days;
 3. Employee provided direct care for a patient with probable or confirmed COVID-19 case without using PPE for the past 14 days; or
 4. Employee travelled outside the Philippines in the last 14 days (DTI-DOLE JMC 20-04-A).
- B. **Monitoring of Body Temperature of All Employees.** Travel and Tour Agencies shall monitor the body temperature of all employees every time they report to work. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be directed to consult a doctor and to stay at home.
- C. **Personal Protective Equipment.** Travel and Tour Agencies must provide all its employees, including Tour Guides, whether employed or commissioned only for a particular tour, their respective PPE and 70% solution alcohol or alcohol-based hand sanitizer while on duty.
- D. **Briefings on Safety and Health-Related Information** Travel and Tour Agencies shall ensure that all its employees and Tour Guides are regularly updated on the safety and health-related information such as, but not limited to, the following: personal hygiene, proper hand washing and hand hygiene, respiratory etiquette, proper use of PPEs, strict observance of physical distancing, use of contactless greeting, and other health and safety protocols while interacting with tourists. The Management is hereby encouraged to cause the installation of safety bulletin boards or to display Information, Education, and Communication (IEC) materials in a conspicuous place within the working premises.



Response Guidelines for Travel and Tour Agencies and Tour Guides

To be communicated in Travel Hubs, Offices, Tour
Vehicles

Travel and Tour Agencies

- E. **Employee Testing.** The Management shall ensure that its employees undergo an RT-PCR (Reverse Transcription-Polymerase Chain Reaction) test, as may be required under applicable issuances of the DOH, DOLE, DTI (DTI-DOLE JMC No. 20-04-A).
- F. **Annual Medical Examination and Health Plan.** Travel and Tour Agencies shall ensure that all its employees undergo annual medical examination. Apart from the mandatory coverage in Philhealth, the Management is also encouraged to invest in health plans for its employees which can be in the form of any of the following:
- Health Insurance Policy;
 - Health Card Subscription;
 - Trust Fund or Emergency Fund; or
 - Health and Wellness Programs.
- G. **Physical Distancing.** Strict observance of physical distancing by maintaining at least one (1) meter distance in the office premises is mandatory
- H. **Cleanliness in Office Premises.** Regular cleaning and disinfection of office premises must be observed at all times.
- I. **Disinfection in case of a Confirmed COVID-19 Case.** If one confirmed case of COVID-19 is detected in the office, the facility shall be disinfected with an appropriate disinfectant solution (0.5% bleach solution). The conduct of a comprehensive disinfection by trained personnel is recommended. The building must be locked down for twenty four (24) hours prior to disinfection to lessen transmission to sanitation personnel. During the disinfection process, all doors and windows should be opened to maximize ventilation. The venue/facility may only be opened twenty four (24) hours after the disinfection process (DTI-DOLE JMC No. 20-04-A).



Response Guidelines for Travel and Tour Agencies and Tour Guides

To be communicated in Travel Hubs, Offices, Tour
Vehicles

Tour Guides

- A. **Safety Equipment for Tour Guides.** Every Tour Guide shall be equipped with the following:
1. Thermometer Gun;
 2. Sanitary Kit comprising of disposable tissue paper, face masks, vomit bags, and 70% solution alcohol or alcohol-based hand sanitizer; and
 3. Lapel microphone, whenever necessary, to minimize close contact with the tourists.
- B. **Health Insurance.** Tour Guides are highly encouraged to obtain membership with Philhealth or to avail of a health insurance plan, especially if not employed by the Travel and Tour Agency.
- C. **Emergency Response Trainings.** Every Tour Guide must undergo orientation and trainings on first aid given by concerned government agencies and recognized institutions in handling communicable diseases or medical concerns and emergencies.
- D. **Hygiene and Grooming.** Every Tour Guide must practice personal hygiene, good grooming, and other proper conduct especially while on duty, which shall include:
1. Wearing of clean clothes or uniform and appropriate footwear;
 2. Wearing of appropriate PPE at all times while on duty;
 3. Avoiding physical contact with the tourists and observing physical distancing at all times;
 4. Frequent washing of hands with soap and water. If soap and water are not available, 70% solution alcohol or alcohol-based hand sanitizer may be used as alternative;
 5. Practicing good respiratory etiquette such as covering one's nose and mouth when coughing or sneezing; and
 6. Using a lapel microphone when necessary to minimize close contact with the guests.



Response Guidelines for Travel and Tour Agencies and Tour Guides

To be communicated in Travel Hubs, Offices, Tour
Vehicles

Conduct of Tours

- A. **Government Advisories.** Prior to confirmation or implementation of a Travel Booking, Travel and Tour Agencies and Tour Guides must keep abreast of the latest government health and travel advisories, including ordinances issued by the local government, as well as airport and seaport announcements.
- B. **Reservation and Booking.** Travel and Tour Agencies and Tour Guides shall require their clients to reserve or pre-book services online or through other digital means to avoid mass gathering and to control the number of clients to be accommodated
- C. **Contactless Payment and Other Transactions.** Cashless methods of payment, online transactions and other options for contactless transactions (e.g., e-itineraries, e-tickets, etc.) that promote minimal physical contact is mandatory. If online or mobile payment is not possible, Travel and Tour Agencies, and Tour Guides shall create a method for no-contact payment scheme, such as receiving cash on a small tray or leather bill folder to avoid mutual hand contact with clients.
- D. **Undertaking.** The Travel and Tour Agency and Tour Guide shall secure an undertaking from the client, stating that the client undertakes to comply with the terms and conditions of their booking, and they understand that they will not be allowed to join the tour if they are not cleared under the mandatory screening or start to feel unwell before or during the tour.
- E. **Mandatory Screening.** All participants of the tour conducted by the Travel and Tour Agency and the Tour Guide must be screened through:
- Body temperature check using a Thermal Scanner or Thermometer Gun;
 - Completion of Health Declaration and Contact Tracing Forms using a mobile application or other contactless means.



Only those who are cleared during screening shall be allowed to participate in the tour. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be refused entry. Accomplished Health Declaration and Contact Tracing Forms shall be handled and processed with confidentiality and in accordance with the Data Privacy Act, and shall be disposed of after thirty (30) days from the date of accomplishment, unless a longer period is required by the authorities.

- F. **Tourists Briefing.** Prior to a tour, Tour Guides shall conduct mandatory briefings for tourists on health and safety protocols, such as the proper wearing of face masks, respiratory etiquette, hand hygiene, physical distancing, and proper disposal of wastes.

Response Guidelines for Travel and Tour Agencies and Tour Guides

To be communicated in Travel Hubs, Offices, Tour
Vehicles

Conduct of Tours

- G. **Face Masks and Physical Distancing.** Wearing of face masks or face shields throughout the duration of the tour shall be strictly followed. Children with ages between two (2) to eight (8) years old must use face masks under adult supervision to ensure that they can breathe safely and avoid suffocation. The Tour Guide shall likewise ensure that physical distancing is observed by maintaining at least one (1) meter distance among tourists.
- H. **Human-Animal Interaction.** Tours in zoos, pet parlors, pet exhibits, or recreational activities that involve human-animal interaction are highly discouraged.
- I. **Isolation Area.** In case a tourist starts to feel unwell during a tour, an area in the vehicle conveying the tourists shall be designated as an isolation area. The patient shall be brought to the nearest hospital or to the Barangay Health Emergency Response Team (BHERT), in accordance with DOH-prescribed protocols.
- J. **Emergency Hotlines.** Every Travel and Tour Agency and Tour Guide shall keep at all times, an emergency directory containing the emergency hotlines of the following:
- Clinics and hospitals located in the city or municipality within the tourist destination;
 - Police and fire stations located in the city/municipality within the tourist destination; and
 - Other emergency responders whether public or private located in the city or municipality within the tourist destination.
- K. **Strict Compliance with Protocols on Contact Tracing.** The Management of the Travel and Tour Agency shall strictly comply with the protocols established by the DOH and the respective LGUs for contact tracing of individuals in close contact with a confirmed COVID-19 case. The Management of the Travel and Tour Agency and the Tour Guide shall exert every effort to assist and cooperate with the government authorities concerned (DTI-DOLE JMC No. 20-04-A).



Response Guidelines for Travel and Tour Agencies and Tour Guides

To be communicated in Travel Hubs, Offices, Tour
Vehicles

Conduct of Tours

- L. **Post-trip Travel Advisories.** The Travel and Tour Agency and Tour Guide, through its website, reminder card, or any other online platform, shall provide health and travel advisories or warnings that may be relevant for tourists after the trip
- M. **Refund Policy.** The refund policy shall be governed primarily by the terms and conditions of the contract or agreement between the Travel and Tour Agency and the Tour Guide on one hand, and the tourist or client on the other. The Travel and Tour Agency and Tour Guide shall adopt appropriate and reasonable refund terms that may include a provision on the collection of nonrefundable service fees for services undelivered due to cancellation or force majeure.

In every transaction, before accepting a booking or reservation, the Travel and Tour Agency and Tour Guide shall explain to the client every condition attached thereto and shall ensure that the latter has understood and accepted it in its entirety. For online transactions, the Travel and Tour Agencies and Tour Guides shall provide a full copy of the terms and conditions and ensure that the client has accepted the same.



Response Guidelines for Travel and Tour Agencies and Tour Guides

To be communicated in Travel Hubs, Offices, Tour
Vehicles

Other Provisions

1. **Supplementary Application of Administrative Order No. 2020-007.** For Travel and Tour Agencies and Tour Guides in areas declared to be under community quarantine, Administrative Order No. 2020-007 or the *Guidelines on Travel and Tour Sector, and Tour Guides under a Community Quarantine*, or any of its subsequent amendments, shall primarily govern, and this Memorandum Circular shall apply in a suppletory character.
2. **Compliance with Other Relevant Issuances.** Travel and Tour Agencies shall comply with DOT Memorandum Circular No. 2020-003 or the Health and Safety Guidelines for Tourist Transport Services if applicable, and other relevant DOT, DTI, or DOH issuances on health and safety standards for the New Normal, as well as rules and regulations imposed by the LGU having jurisdiction over the Travel and Tour Agency, or Tour Guide or in the case of Boracay Island, the Boracay Inter-Agency Task Force (BIATF).
3. **Penalties.** Any violation of the provisions of this Circular may subject the Management of the Travel and Tour Agency and the Tour Guide to the appropriate fines and penalties, including the revocation of its DOT accreditation, in accordance with relevant laws, rules, and regulations.
4. **Separability Clause.** If any portion or provision of this Circular is declared null and void or unconstitutional, the other provisions not affected thereby shall continue to be in force and effect.
5. **Effectivity.** This Circular shall take effect immediately and shall remain effective until otherwise superseded, amended, or repealed accordingly.



5.7

Response Guidelines for MICE

Attention: MICE Organizers, Venue
Operators, Service Providers and
Facilities Management

Response Guidelines for MICE

To be communicated in MICE venues

Operations of MICE Organizers under the New Normal

Employee Management

The MICE organizer shall:

- A. Require all its employees to fill out a Health Declaration Form (HDF) upon entering the premises. If based on the HDF, the employee meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home.
 1. Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
 2. Employee had a face-to-face contact with a probable or confirmed COVID-19 case within 1 meter and for more than 15 minutes for the past 14 days;
 3. Employee provided direct care for a patient with probable or confirmed COVID-19 case without using PPE for the past 14 days; or
 4. Employee travelled outside the Philippines in the last 14 days (DTI-DOLE JMC 20-04-A).
- B. Ensure the monitoring of body temperature of all its employees every time they report to work. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be directed to see a doctor and to stay at home.
- C. Provide its employees Personal Protective Equipment (PPE) such as face masks, face shield, and 70% solution alcohol or alcohol-based hand sanitizer while on duty.
- D. Ensure that its employees are regularly updated and briefed on personal hygiene, proper hand washing or hand hygiene, respiratory etiquette, proper use of PPEs, strict observance of physical distancing, use of contactless greeting, and other health and safety protocols while interacting with clients by installing a safety bulletin board and display of Information, Education and Communication (IEC) materials in the working premises.
- E. Ensure that its employees undergo an RT-PCR (Reverse Transcription-Polymerase Chain Reaction) test, as may be required under applicable issuances of the DOH, DOLE, or DTI. (DTI-DOLE JMC No. 20-04-A) and other health and safety protocols while interacting with clients by installing a safety bulletin board and display of Information, Education and Communication (IEC) materials in the working premises.



Reference: DOT Memorandum Circular No. 2020-006-A Amended Health And Safety Guidelines Governing The Operations Of Mice Organizers And Venues Or Facilities Under The New Normal

Response Guidelines for MICE

To be communicated in MICE venues

Disinfection in case of a Confirmed COVID-19 Case

The MICE organizer shall ensure that office premises are regularly cleaned and disinfected.

If one confirmed case of COVID-19 is detected in the office, the facility shall be disinfected with an appropriate disinfectant solution (0.5% bleach solution). The conduct of a comprehensive disinfection by trained personnel is recommended. The building must be locked down for twenty four (24) hours prior to disinfection to lessen transmission to sanitation personnel. During the disinfection process, all doors and windows should be opened to maximize ventilation. The venue/facility may only be opened twenty four (24) hours after the disinfection process (DTI-DOLE JMC No. 20-04-A).




Response Guidelines for MICE

To be communicated in MICE venues

Venue Handling

The MICE organizer shall:

- A. Check and adhere to guidelines and policies of national government agencies and the LGU where the meeting or event will be held.
- B. Ensure that the maximum venue limit is observed.
- C. Formulate an Emergency Preparedness Plan for the prevention of the spread of infection at the MICE Event, which should include the following details:
 1. Communication response protocol with advance information and communication channels with identified health authorities and partners;
 2. Protocol for monitoring COVID-19 pandemic status and system for providing advice to participants not to attend, if they have any symptoms or feel unwell;
 3. Comprehensive and detailed documentation of contact details of all MICE organizers, suppliers, exhibitors, and all other participants at the MICE event based on the Health Declaration Form and Contact Tracing Form, to be shared with local public health authorities if any participant becomes ill with a suspected infectious disease.
 4. Procedure for dissemination of IEC materials with reminders on Dos and Don'ts, proper hand washing and hand hygiene, respiratory etiquette, proper use of PPEs, strict observance of physical distancing, use of contactless greeting, and contactless methods of payment.
- D. Require the Venue Operator to submit a Safety and Sanitation Plan covering pre-event, event proper and post-event safety and sanitary measures for implementation in all areas of the venue.
- E. Require the Venue Operator to:
 1. Ensure that seats are arranged at least one (1) meter between participants during the event proper, including during meals and other interactions.
 2. Designate an isolation room or area where persons who feel unwell while at the MICE Event may be brought to before referral to the doctor on duty, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT), in accordance with the DOH prescribed protocols.
 3. Ensure the availability of an emergency response team on standby during the MICE Event.

- 
- Full Name
 - Mobile Number or Email Address
 - Current Residential Address

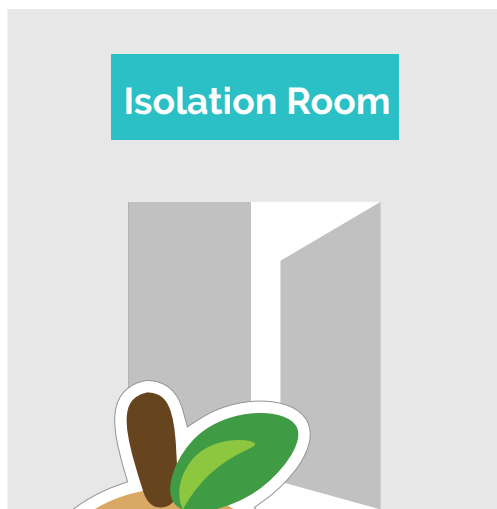
REGISTRATION

Response Guidelines for MICE

To be communicated in MICE venues

Venue Handling

- F. Conduct mandatory briefing on the prevailing disease and possible emergencies as well as the measures enforced by the organizers to make the event safe for participants. Messaging shall include, but not be limited to, the following:
 - 1. Advice on preventive measures, especially respiratory etiquette, hand hygiene measures, physical distancing, and contactless greetings.
 - 2. Contact details or a health hotline number that participants can call for advice or medical help or to give information, if necessary.
- G. Conduct paperless meetings as far as practicable. The use of online shared documents and online notes are encouraged.
- H. Maximize the use of technology for speeches and presentations, and require that presentations from speakers be sent ahead to the MICE Event to minimize gadget handling and physical transfer of materials.
- I. Set up panel discussions on stage in observance of physical distancing guidelines.
- J. Limit the use of, and disinfect, shared objects (e.g., scripts, props, pens, radio, etc.) including those that will be handled and passed from one person to another.
- K. Sanitize microphones and lapel microphones for the host and presenters every break and prior to transfer from one person to another.
- L. Retain the names and contact details of all participants, service providers/ suppliers/crew members for at least one month for contact tracing, subject to the provisions of Republic Act No. 10173 or the Data Privacy Act of 2012.



Response Guidelines for MICE

To be communicated in MICE venues

Guest Handling

- A. All MICE exhibitors, MICE suppliers, attendees, and other participants and visitors must be screened through:
1. Body temperature check using a Thermal Scanner or Thermometer Gun; and
 2. Completion of Health Declaration and Contact Tracing Forms using a mobile application or other contactless means.

Only those who are cleared during screening shall be allowed to enter. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be refused entry. Accomplished Health Declaration and Contact Tracing Forms shall be handled and processed with confidentiality and in accordance with the Data Privacy Act, and shall be disposed of after thirty (30) days from the date of accomplishment.

- B. "No Face Mask, No Entry" policy shall be implemented to all guests/participants. Face masks shall be worn properly at all times while at the MICE Event except when eating and drinking.
- C. Cashless method or online mode of payment using applications, or such other options that promote no physical contact shall be adopted or utilized for miscellaneous transactions during the MICE Event.
- D. Pre-registration and allocated time slots are highly encouraged for controlled entry into the venue lobby and exhibit areas to avoid bottlenecks.
- E. Use of technology such as scanners, QR Codes, etc. is highly encouraged to facilitate seamless access of guests at entry and exit points.
- F. Wherever possible, the use of plastic badges shall be discouraged to eliminate waste. For smaller events, attendees may be requested to pre-print their badges, or show their digitally-issued IDs via smartphone.
- G. Walk-in delegates and visitors may be accepted as long as the maximum venue limit is observed.
- H. Properly marked and controlled registration, queueing, and waiting areas shall be in place to ensure physical distancing.
- I. At least one express lane for senior citizens, PWDs, and pregnant women shall be provided.

Body Temperature Check



Response Guidelines for MICE

To be communicated in MICE venues

Operations of MICE Venues and Facilities under the New Normal

Employee Management

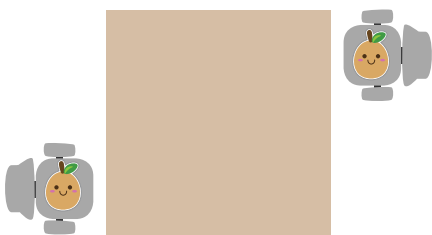
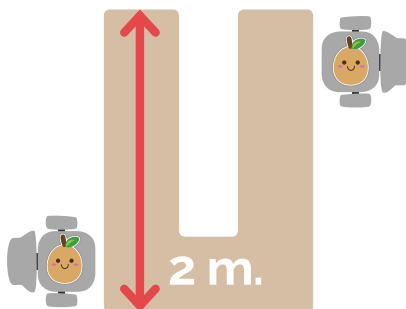
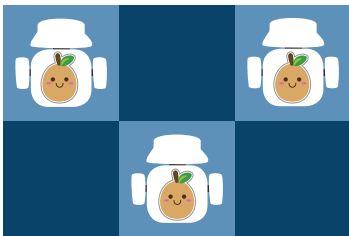
- A. Require all its employees to fill out a Health Declaration Form (HDF) upon entering the premises. If based on the HDF, the employee meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home:
1. Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
 2. Employee had a face-to-face contact with a probable or confirmed COVID-19 case within 1 meter and for more than 15 minutes for the past 14 days;
 3. Employee provided direct care for a patient with probable or confirmed COVID-19 case without using PPE for the past 14 days; or
 4. Employee travelled outside the Philippines in the last 14 days (DTI-DOLE JMC 20-04-A).
- B. Ensure the monitoring of body temperature of all its employees every time they report to work. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be directed to see a doctor and to stay at home.
- C. Provide its employees PPE such as face masks, face shields, and 70% solution alcohol or alcohol-based hand sanitizer while on duty.
- D. Ensure that its employees are regularly updated and briefed on personal hygiene, proper hand washing or hand hygiene, respiratory etiquette, proper use of PPEs (face mask, etc.), strict observance of physical distancing, use of contactless greeting and other related information while interacting with clients by installing a safety bulletin board and display of IEC materials in the working premises.
- E. Ensure that its employees undergo an RT-PCR (Reverse Transcription-Polymerase Chain Reaction) test, as may be required under applicable issuances of the DOH, DOLE, or DTI. (DTI-DOLE JMC No. 20-04-A).



Response Guidelines for MICE

To be communicated in MICE venues

Physical Distancing Measures



- A. Control measures shall be in place for the flow of people through the event floor by demarcating aisles, hallways, and other common areas. Prominently shown directional signages, floor markings, and ushering shall also be provided to create a logical traffic flow and avoid bottlenecks.
- B. Barriers, stanchions or similar devices may be introduced to ensure proper physical distancing among attendees.
- C. Room capacity shall be adjusted to provide for physical distancing.
- D. Room seating arrangement shall be as follows:
 - 1. For conference and breakout rooms, there shall be a distance of one (1) to two (2) meters between seats.
 - 2. For theatre-style set-up, a checkerboard set-up shall be used, removing every other chair and arranging it so that no one is seated behind someone else.
 - 3. For U-shaped conference set up, there shall be a maximum of 2 people at each 6-ft. table, instead of the usual standard of 3 people per 6-ft. table.
 - 4. For hollow square conference set up, there shall be a maximum of 2 people at each 6-ft table, instead of the usual standard of 3 people per 6-ft. table.
- E. Meal tables shall be set at a distance of two (2) meters apart. The number of guests at each table shall be limited to ensure a distance of one (1) meter apart from each other.
- F. Aisles shall be set at a minimum of two (2) meters.
- G. In waiting areas and lounges, a distance of at least one (1) meter between tables, seats, and seat rows shall be maintained. If seats are fixed, alternate seats shall be marked out.

Response Guidelines for MICE

To be communicated in MICE venues

Sanitation, Disinfection, and Ventilation Measures

- A. Sanitizing mats and drying pads shall be installed at guest, employee, and supplier entrances.
- B. The provision of at least one sanitizing booth or tent for attendees' vehicles and large event equipment is encouraged.
- C. Designated loading and unloading bays in the venue, as well as queueing or waiting areas in case of heavy traffic of deliveries shall be provided. Staggered delivery schedules shall also be plotted to minimize heavy traffic of deliveries.
- D. Elevators shall be operated by the personnel of the MICE venue/facility or MICE organizer to minimize shared hand contact on buttons. Guests using elevators shall strictly observe physical distancing. Only 50% of the maximum capacity is recommended to avoid physical contact. Placing of floor markers to delineate physical distancing is likewise encouraged.
- E. Adequate supply of 70% solution alcohol or alcohol-based hand sanitizers and tissue paper or paper towels shall be made available around the venue and in the common areas.
- F. Acrylic glass, plexiglass, and other forms of barriers shall be set up at the help desk, food and beverage outlets, security checkpoints, and other counters.
- G. Toilet fixtures must be fully functional during the MICE Event. Amenities such as liquid soaps and tissue paper or paper towels shall be provided and replenished regularly. Hand dryers shall also be available.
- H. Foot pedal or sensor-operated trash bins with lid shall be provided in key locations of the venue. A separate trash bin for used PPEs shall be provided.

**Must be
provided in
key locations
of the venue**



Response Guidelines for MICE

To be communicated in MICE venues

Sanitation, Disinfection, and Ventilation Measures

- I. Health Safety Reminders shall be installed in conspicuous areas of the venue. Telephone numbers of the venue reception or concierge shall also be posted for immediate assistance and emergencies.
- J. Deep cleaning and disinfection of the venue especially its function rooms and public areas, shall be conducted using DOH- or World Health Organization (WHO) - prescribed solutions before venue turn-over to the MICE organizer and/or before the commencement of event proper. The same cleaning procedures shall be undertaken after each event as soon as practicable.
- K. Frequent sanitation and disinfection of high touch surfaces, such as door handles, elevator buttons, handrails, counters, and toilet fixtures, shall be undertaken throughout the duration of the event.
- L. The use of enhanced technologies, such as electrostatic sprayers with hospital-grade disinfectants, high efficiency particulate air (HEPA) filter, or germicidal ultra-violet (UV) lighting system to disinfect the venue and its public areas is highly encouraged.
- M. Building ventilation and filtration system must be regularly cleaned and maintained to ensure optimal indoor air quality. As far as practicable, natural ventilation, or the use of natural air movement in and out of the building, shall be utilized. Installation of high-efficiency particulate air (HEPA) filtration system is highly encouraged (DTI MC No. 2020-39).



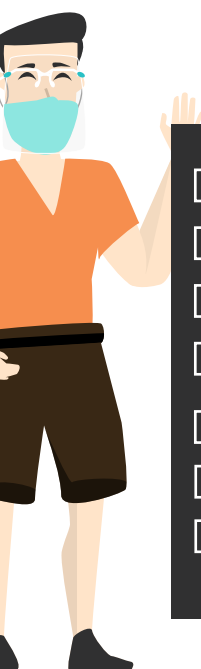
Response Guidelines for MICE

To be communicated in MICE venues

Operations of MICE Suppliers under the New Normal

General Hygiene and Safety Protocols for Suppliers

- A. All staff and crew of MICE suppliers are required to fill out a Health Declaration Form (HDF) upon entering the premises. If based on the HDF, the staff meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home:
1. Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
 2. Employee had a face-to-face contact with a probable or confirmed COVID-19 case within 1 meter and for more than 15 minutes for the past 14 days;
 3. Employee provided direct care for a patient with probable or confirmed COVID-19 case without using PPE for the past 14 days; or
 4. Employee travelled outside the Philippines in the last 14 days (DTI-DOLE JMC 20-04-A).
- B. All staff and crew of MICE suppliers shall be screened for body temperature using a thermal scanner or thermometer gun by qualified health or medical staff or trained personnel prior to entrance to the venue. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be directed to see a doctor and to stay at home.
- C. All staff and crew of MICE suppliers shall wear face masks. Other PPEs shall also be worn as necessary depending on the scope of work (e.g., disposable gloves for food beverage service providers or catering staff and freight forwarders; eye protection for pyrotechnic personnel, safety harness for stage arrangers, etc.).



- Health Declaration Form
- Body Temperature Check
- Hand Hygiene
- Personal Protective Equipment
- Preventive Measures
- Respiratory Etiquette
- Disposable Cleaning Materials

Response Guidelines for MICE

To be communicated in MICE venues

General Hygiene and Safety Protocols for Suppliers

- D. All staff and crew of MICE suppliers shall wash hands thoroughly with soap and water or 70% solution alcohol or alcohol-based hand sanitizers before and after handling food, supply materials or equipment. 70% solution alcohol or alcohol-based hand sanitizers shall be made available to staff and crew member at all times in the respective working areas.
- E. All staff and crew of MICE suppliers shall always observe preventive measures, especially respiratory etiquette, hand hygiene measures, physical distancing and contactless greetings while working inside the venue.
- F. All disposable cleaning materials used by the MICE suppliers shall be disposed of after each use in a properly sealed container or bag.



Response Guidelines for MICE

To be communicated in MICE venues

Food and Beverage (F&B) Exhibitors, Service Providers or Caterers

- A. All F&B service staff shall wear PPE as well as disposable gloves, hair net, and apron if necessary.
- B. All counters/stations where F&B are on display shall have a readily accessible 70% solution alcohol or alcohol-based hand sanitizer.
- C. Queuing areas at the food counter/station shall be provided with floor markers at one-meter distance.
- D. Catering equipment, utensils, and all other materials shall undergo thorough disinfection and sanitation prior to being brought to the event venue.
- E. Clean tongs, scoops, forks, spoons, spatulas, or other suitable utensils shall be used to handle and serve food.
- F. Utensils shall be well covered.
- G. Buffet and salad bars shall remain prohibited during trade shows. In other cases, buffet and salad bars shall be allowed only when:
 - 1. Food servers are provided, and
 - 2. All food trays are with covers (DTI MC No. 2020-39)
- H. Self-service is prohibited. Service of F&B shall be done by service staff to minimize contact with the items.

Disinfection and Sanitation

of catering equipment,
utensils, and all other
materials



Response Guidelines for MICE

To be communicated in MICE venues

Food and Beverage (F&B) Exhibitors, Service Providers or Caterers

- I. In addition to the preceding requirements under this section, food sellers or sampling MICE exhibitors shall observe the following health protocols:
 1. Beverage refill is not allowed. Only bottled drinks or pre-packed beverages may be distributed or sold.
 2. Appropriate barriers that separate guests from displayed products shall be installed.
 3. Food displays shall be covered with transparent covering at all times.
 4. All means of food packaging shall be biodegradable.
 5. Food handlers shall be separate from staff performing cashier-related functions.
 6. Cashless or online modes of payment using payment applications, or other options that promote no physical contact, shall be utilized. If online or mobile payment is not possible, cashiers shall implement a method for no-contact payment such as receiving cash on a small tray or leather bill folder to avoid mutual hand contact with customer.

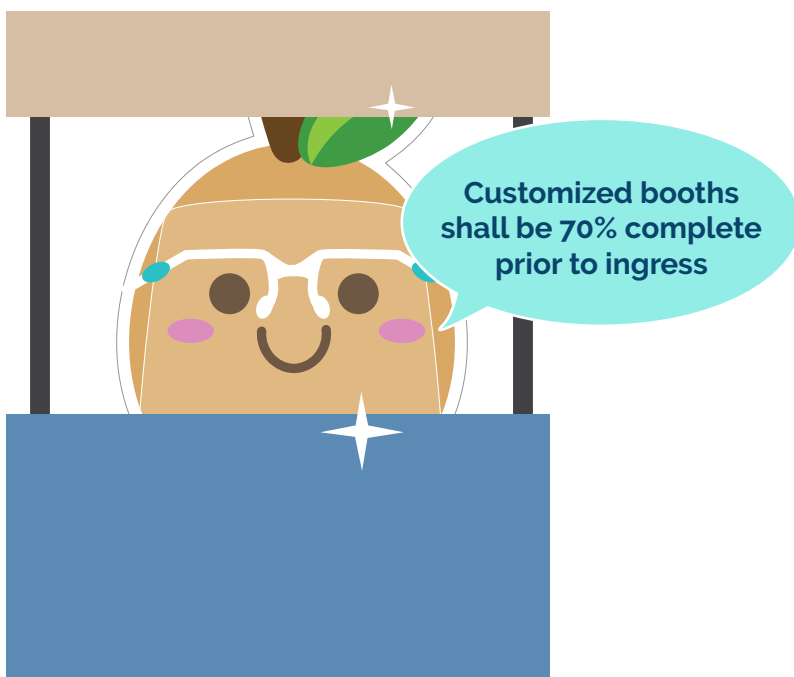


Response Guidelines for MICE

To be communicated in MICE venues

Supply Handling

- A. MICE suppliers shall disinfect all their equipment and materials (e.g., booths, booth shells, lifting and setup equipment, and all other miscellaneous supplies prior to unloading at the loading bay or delivery to the venue in accordance with the guidelines set by the MICE organizer.
- B. Customized booths shall be 70% complete prior to ingress to minimize working time inside the venue.
- C. In case of heavy traffic of deliveries at loading bays, MICE suppliers shall use designated staging, queueing, or waiting areas, which shall be configured in such a way that physical distancing can be practiced (e.g., 1 meter apart floor markings, 1 seat apart seating arrangement, etc.).
- D. Suppliers shall immediately pull out their empty supply crates and containers right after unpacking from the venue and return them to the delivery vehicle or warehouse.

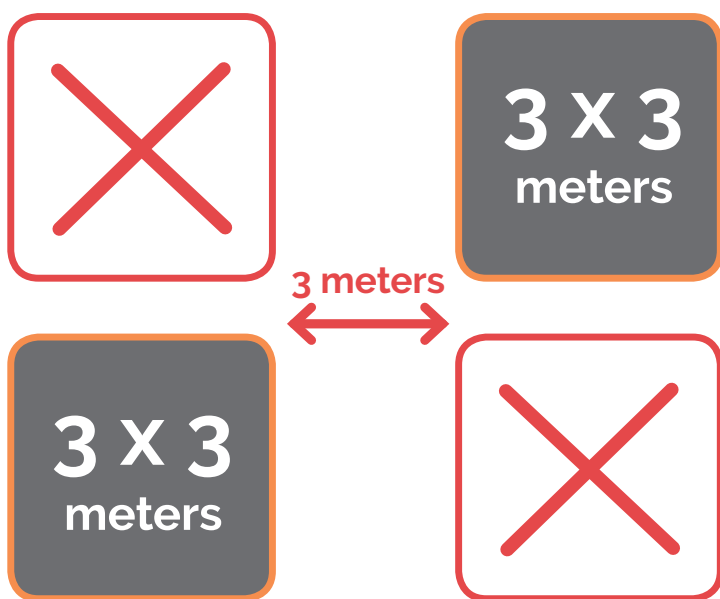


Response Guidelines for MICE

To be communicated in MICE venues

Exhibition Booth Set-up

- A. Exhibit lay-out shall have wider aisles than usual, preferably 3 meters and more for two-way traffic and no less than 2 meters for one-way traffic.
- B. No two adjacent booths shall be directly facing each other.
- C. Exhibit booth size shall be no less than 3m x 3m to consider physical distancing of visitors and MICE exhibitors.
- D. MICE exhibitors shall be limited to a maximum of 2 persons to accommodate one (1) guest per 9 sqm booth at a time.
- E. Product displays within the booth are recommended to have a minimum distance of 1.82 meters apart to adhere to physical distancing of at least 1.82 meters in between guests and exhibitors viewing product displays.



Response Guidelines for MICE

To be communicated in MICE venues

Other Provisions

1. **Supplementary Application of DOT Administrative Order No. 2020-003.** For MICE organizers and venues/facilities in areas declared to be under a community quarantine, DOT Administrative Order No. 2020-003 shall apply in supplementary character.
2. **Compliance with Other Relevant Issuances.** MICE organizers and MICE Venues/ Facilities shall comply with relevant issuances of the DOT, DOLE, DTI, and other sector-relevant agencies, relating to Minimum Public Health Standards.
3. **Penalties.** Any violation of these Guidelines may subject the MICE entity to the appropriate fines and penalties including revocation of its DOT accreditation, in accordance with relevant laws, rules, and regulations.
4. **Separability Clause.** If any portion or provision of this Circular is declared null and void or unconstitutional, the other provisions not affected thereby shall continue to be in force and effect.
5. **Repeal.** Memorandum Circular No. 2020-006 and other issuances, orders, rules, and regulations or parts thereof which are inconsistent with the provision of this Circular are hereby repealed or modified accordingly.
6. **Effectivity.** This Circular shall take effect immediately and shall remain effective until otherwise superseded, amended, or repealed accordingly.



hopeful

Camii

CHAPTER 06

The Bright Future of Travel
and Tours in Camiguin

The Bright Future of Travel and Tours in Camiguin

Private Escapes

This little island that is home to a rich variety of destinations offer the perfect landscape for secluded adventures. Distancing physically from big crowds will come naturally as you are brought closer to nature.



The Bright Future of Travel and Tours in Camiguin

Little Island, Big Inspiration.

Camiguin boasts of a vibrant collection of plant and sea life unique and endemic to the island. The colors, textures, and character of the species will truly leave you inspired and in awe of nature. Perfect for travelers who seek to fuel their creativity and rejuvenate their productivity.



The Bright Future of Travel and Tours in Camiguin

Quality Time Travel Packages

Our recent experiences have shown us the importance of time well spent – whether it is with yourself or with a tight circle of loved ones. Camiguin will offer exclusive promotions for solos, couples, and small groups, on spending quality time through island activities.

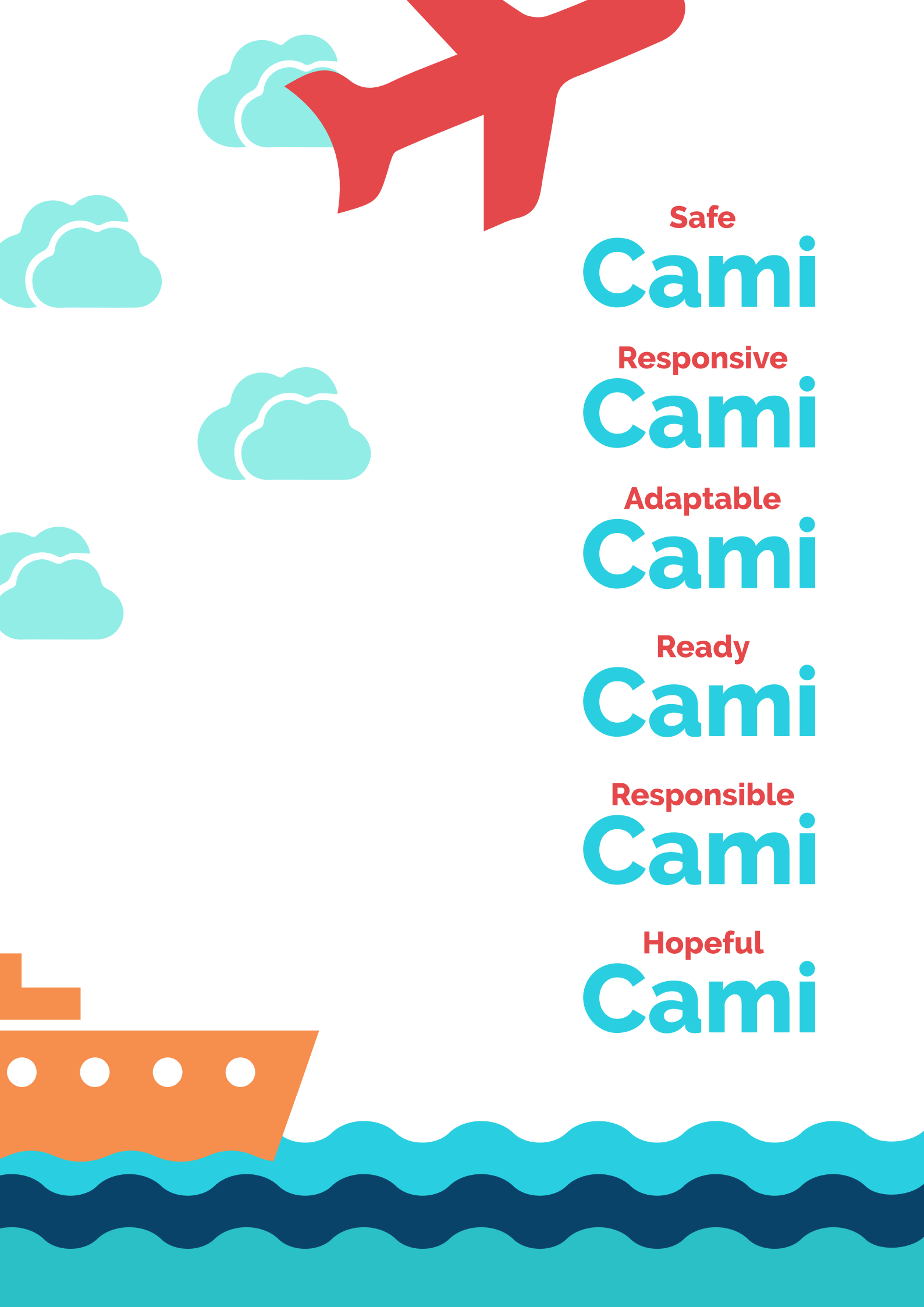


A Safe and Sustainable Future

Clean Camiguin

Our Clean Camiguin campaign is not merely a reaction to the demands of the recent pandemic. Instead it is a proactive step towards our vision of more sustainable travel that we have long pursued and championed. Our hope is to steadily and consistently build on our health, safety, and sustainability efforts for a truly Clean and Beautiful Camiguin.





Safe

Cami

Responsive

Cami

Adaptable

Cami

Ready

Cami

Responsible

Cami

Hopeful

Cami

The image features a stylized landscape with a teal background. In the lower half, there are two overlapping hills: an orange one on the left and a red one on the right. Below the hills is a blue wavy line representing water, and at the very bottom, a dark blue wavy line. The text 'Clean Camiguin' is centered in white, with 'Clean' in a smaller font above 'Camiguin'.

Clean
Camiguin