

Action Plan to reduce risk of Coronavirus SARS-CoV-2 infection





www.tentravel.info/covid

Ten Travel DMC

Ten Travel DMC is a leading, accredited Destination and Event Management Company based in Tenerife, Canary Islands. We offer qualified destination and event management services, Shore Excursions and incoming agency services exclusively on the Canary Islands.

Objectives of this plan

The overriding objective of this plan is to provide our clients, suppliers and third parties with a comprehensive guide as to what measures Ten Travel DMC are planning to undertake specifically to assure the provision of destination management services on the Canary Islands in times of the Coronavirus SARS-CoV-2 outbreak.



V2_July 2020

Introduction

Coronavirus SARS-CoV-2 is a highly infectious disease which poses a considerable health hazard to human beings until a vaccine is approved. In this context, tourism and travel related activities are considered high risk activities due to the potential of movement and concentration of human beings.

Tourism represents approximately 11% of GDP worldwide. Consequently, this disease outbreak requires serious sanitary controls to be implemented by all suppliers involved in the delivery of all tourism related services.

This document offers an overview of specific measures undertaken and in the process of being enforced relating to the on-site handling of operations performed by Ten Travel DMC and its preferred suppliers. These measures are applicable to all segments of the market represented by Ten Travel DMC including incentive group travel, conference and event organisation, special interest groups, shore excursions for cruise lines and incoming services for tour operator services. This document is subject to continuous updating and modifications based on the protocols created by *Instituto para La Calidad Turística Española (ICTE)* (*Spanish Institute for Tourism Quality*).

Specific area Protocols

1. Airport & Port entry into the Canary Islands

These high risk public areas are difficult to control, consequently health measures by public authorities are currently rigid. Everybody has to follow the health authority instructions at all times and wear a face mask at all times; this is mandatory for everyone (exceptions in place for children, elderly, and handicapped).

Thermal camera screening, hand sanitizers, social distancing stickers, density monitoring systems, digital warning panels, fresh air ventilation systems, medical waste bins, UV disinfection of moving walkways and stairs, autonomous robotic cleaners, contactless security control, one-person-at-check-in rule, sanitizing of luggage pieces, enhanced e-passport entry with special sterilisation system, PCR testing for arriving passengers, and further sanitary measures are currently in place or being implemented at most airports and ports. The consistency of these measures at the different airports and ports is uneven in the present phase.

- Our staff and guides carry a small bottle of hand sanitizer and use it regularly.
- Our staff and guides possess a digital copy of emergency protocols.
- Our staff and guides carry digital details of guests in order to trace activity in case of infection.
- Our staff and guides carry a liability waiver document which guests must sign in case of taking own decisions that are not approved, i.e. taking a taxi or a public bus.
- Wherever possible no paper or plastic signage is used; we use ipads or smartphones for receiving guests.
- No handshakes are allowed when welcoming guests and social distancing (1.5m) is adhered to.
- Guests are requested to wear face masks on the plane, inside the airport or port terminal and on the coach / private vehicles.
- Guests who feel uncomfortable or unwell are not allowed to board the vehicles.

- Our on-site representatives communicate with our clients and authorities concerning any events relating to Coronavirus SARS-CoV-2.

1.1 Air Transport

Sanitary protocols on all types of aircraft including helicopters are fully prescribed and approved by public authorities, airlines and air transportation companies; these can be reviewed on the relevant websites in most cases.

1.2 Road Transport

Ten Travel DMC only contracts with transportation companies that fulfill all the legal and sanitary requirements established by public authorities. All transportation suppliers as under the obligation of adhering to a transportation specific sanitary protocol and dispose of a contingency plan adapted to Coronavirus SARS-CoV-2. This process is fluid and ongoing with the option of being revised at any time throughout the process.

Transportation companies are under the obligation of cleaning and disinfecting all vehicles in use after each transfer.

Due to sanitary restrictions and for the time being, Ten Travel DMC can only provide clients with exclusive road transportation services. Public road transportation such as taxis, public buses, hop-on/hop off coaches are eligible to use at the present time at clients own risk.

- At the present time, maximum capacity for buses, minibuses, minivans and other vehicles is allowed providing all guests wear face masks. Passengers are requested to spread out as much as possible.
- Guests are requested to wear face masks in any vehicle.
- Guests are requested to spread out in waiting areas, smoking areas and other public spaces.
- Drivers and transportation staff wear face masks at all times.
- Hand sanitizers available on all vehicles.
- Boarding through front door and leaving through back door.
- Wherever possible, video screens and speakers used during travelling for security messaging.

- Air ventilation compulsory throughout the trip. Natural air should be prioritized whenever possible.
- No eating, drinking, smoking on board.
- Loading and unloading luggage is organized in such a way that crowding is avoided; this is organized with client in order to avoid confusions and unnecessary risks.
- Private cars and rent a cars are suitable alternatives to coach transfers as they reduce risk of infection; this can be discussed with organizers.

1.3 Water Transport

Ten Travel DMC only contracts with ship/boat companies that fulfill the sanitary requirements established by public health authorities. All transportation suppliers are under the obligation of adhering to a transportation specific sanitary protocol and dispose of a contingency plan adapted to Coronavirus SARS-CoV-2. This process is fluid and ongoing with the option of being revised at any time throughout the process.

Boat / Ship companies are under the obligation of cleaning and disinfecting all vessels in use after each trip.

Due to sanitary restrictions and for the time being, Ten Travel DMC can only provide clients with exclusively chartered waterborne services. Public waterborne transportation such as water taxis, public catamarans, ferries are eligible to use at the present time at clients own risk.

- At the present time, maximum capacity for catamarans, yachts, sailing boats and other waterborne vessels is allowed. Passengers are requested to spread out as much as possible, weather allowing.
- All staff are required to wear face masks in any vessel.
- Hand sanitizers available on all vessels.
- Available speakers should be used during travelling for security messaging.
- Limited access to quays and lanes where guests can embark and disembark. This is discussed with shipping company and port authority to avoid unnecessary risks.
- Food and beverage on board only through packaged products.

- Vessels require special hygiene measures due to the high volumes of surfaces guests come into contact with. Every boat/ship company should provide guests with a detailed contingency plan.

2.Hotels

- TenTravel DMC will favor contracting hotels which are flexible in their contracting terms and conditions (deposits, cancellations, force majeure).
- TenTravel DMC will favor hotels which are certified as “Safe Tourism Certified” by the Spanish government. Exceptions to this rule will be admitted when hotel chains have their own external certification plan.
- Contracted hotels commit to establishing and enforcing a Coronavirus SARS- Cov2 contingency plan that includes all specific measures put into practice in order to minimize risk of infection on its premises and which is fluid and flexible towards new measures.

- This contingency plan needs to include measures and policies adopted in case the hotel is closed / isolated by public authorities due to an outbreak of the disease.
- All hotel properties need to include in their contingency plan an area / floor / wing dedicated to guests with Coronavirus SARS Cov2 compatible symptoms.
- Rooms which have been used and occupied by isolated guests must be completely disinfected and must not be used again for new guests for a minimum of 48 hours.
- TenTravel DMC prioritizes hotels that can be booked exclusively. If not possible, then the chosen hotel compromises on lodging the group on the same floor or floors, possibly exclusively, and on giving spaces on exclusive basis to the group (i.e. breakfast area, luggage room etc.) so to minimize exposure to infections.
- Chosen hotels compromise on being transparent regarding Coronavirus SARS- Cov2 to its fullest extent, especially in case of detection of the virus or a larger outbreak.
- Chosen hotels appoint an internal committee in charge of overseeing all sanitary measures and which is in permanent

contact with police, hospitals, public authority and TenTravel DMC management.

- Chosen hotels compromise on having access to medical staff and relevant equipment at all times.
- Chosen hotels compromise on offering ongoing training on sanitary measures to staff.
- A full list of protocols is available for all guests, on signage as well as online for staff and third parties.
- Hotel staff wear masks at all times.
- Hotel staff are not allowed to access any area of the hotel premises in case of present symptoms compatible with Coronavirus SARS Cov2.
- Guests are requested to wear face masks and to maintain social distancing in all indoor public areas.
- Limited capacities are enforced in public areas (restaurants, bars, pools, gyms, kids clubs. Guests are requested to wear face masks and to maintain social distancing in all public areas.

- Hotels will take steps to integrate new technology in order to reduce risk by minimizing interaction among staff members, hotel guests; in particular “contactless” methods are encouraged.
- Hotels are encouraged to have an app available so clients can interact easily with the hotel while being on site. Guest should be encouraged to use the app.
- Hotels have in place protocols and a strict control over suppliers and providers of products, including temperature checks, disinfection.
- Hotels are encouraged to carry out satisfaction survey after guests departure with special consideration of Coronavirus SARS Cov2 related measures in order to monitor and optimize protocols.

2.1 Hall area

- Hand sanitizers and social distancing stickers are implemented and easily recognizable. Hand sanitizers are replenished regularly.

- Temperature checks of guests upon arrival.
- Reception desks protected by plexiglass and sanitized after every guest.
- Digital check-in and check-out, if possible.
- Hospitality desks for group arrivals should be avoided, same as deliveries of gifts, letters etc. to the rooms.
- Pre-payment necessary per credit card online; invoices to be sent after checkout per email. The use of cash should be minimized so to reduce the risk of infection.
- Luggage service is available, once the luggage is disinfected by the hotel. Bellboys will leave the luggage pieces in the gangway, in front of the client's door.
- No extra seating facilities in the hall; the pre-stalled furniture to be used only in accordance with social distancing.
- Touchable items such as playing machines, computers, printers, ATM's etc. closed.
- Use of stairways instead of elevators wherever possible.

- If elevators have to be used, only 50% of capacity should be used (i.e. an elevator for 8 pax can now only be used with 4 pax).

2.2 Common areas

- Maximum capacities for meeting rooms, pool areas, gym, restaurants, bars etc. established and controlled by hotel staff.
- Extra hotel staff if necessary for verifying that sanitary measures are kept (no crowding etc.).
- All touchable items should be removed, including hand towels in restrooms.
- Exhaustive and regular cleaning of all common areas, especially in restrooms which should be cleaned at least five times per day. Entire pool area should be cleaned and disinfected at least twice per day.
- Constant air ventilation of all common areas.
- Hand sanitizers and disinfection materials available at several distribution spots available.

- Pools: 1.5m distance between sun beds, compulsory use of towels on sun beds. These will be cleaned and disinfected after the occupant has left and before it can be used again.
- Limited simultaneous access of guests to pools.
- Water quality of pools is regularly controlled and maintained.
- Gyms, fitness centers and spas are areas of high risk and need to be re-arranged so to guarantee social distancing; extra cleaning measures will be enforced. It is recommendable for hotels to request advance bookings.

2.3 Restaurants & Bars

- Maximum capacities established according to guidelines of public authorities. Reduced seating capacities in restaurants and on terraces which respect social distancing.
- Food services in intervals, which means on one hand that hotels have to compromise on extending their opening times for each service, and on the other hand that guests receive

time intervals in which they can come to breakfast, lunch and dinner. It is important to respect punctuality.

- F&B department makes sure the supply chain for ingredients is clean and safe.
- F&B department evaluates innovative technologies and measures to enhance cleanliness and security, i.e. pulverization, air filtration, digital ordering etc.
- F&B department optimizes work chains in kitchen, store and service, so to minimize possible infections.
- Hand sanitizers at entrances and its use by clients is compulsory and will be controlled by hotel staff. Entrance doors should be open during services, social distancing stickers showing guests the way to follow.
- Continental breakfast will be prioritized to buffet breakfast.
- Buffet lunch and dinner will be replaced by à-la-carte, if possible.
- Table service is prioritized, so to avoid guests walking around as much as possible.

- Food to share needs to be removed from the menu, only individual dishes.
- The menu is made available digitally.
- Protected through plexiglass panes. No open food areas if possible.
- Tables should be prepared with individual paper tablecloth and covered with a packaged cover. No oil, vinegar, salt, pepper, tooth sticks, menu cards etc. on the tables. Personalized treats and condiments to be served in special packaging.
- Sterilized and packaged service plates to be placed once the guests are seated at the table.
- Disinfection of tables and chairs after guests leaving, before used again.
- Cleaning using disinfection agents of all installations after closure.
- Room service and lunch boxes are offered actively by the hotel, as alternative to restaurants. Delivery outside the guest room in sterilized and packaged boxes.

- Bar areas should be protected through plexiglass panes (like reception desks).
- Guests in bars are invited to sit down and use the tables and chairs provided, so to avoid standing at the bar where social distancing is more difficult to control.
- Lobby coffee and early-bird breakfasts have to be staffed and served.
- Banqueting for events in accordance with the regulations established by the corresponding public authorities, i.e.:
 - a. Social distancing: only maximum 4 guests per table
 - b. Social distancing: 2m distance between each table
 - c. Maître overlooking service and fulfillment of sanitary measures
 - d. Number of waiters reduced to a minimum.
 - e. Waiters wearing face masks and gloves.
 - f. No items such as flower decoration, menu cards, salt & pepper pots on the tables.

- g. No physical open bar, guests need to order drinks to waiters.
- h. Air ventilation and cleaning of restrooms throughout the event.
- i. Social distancing: only maximum 4 guests per table.
- j. In case of having dietary requirements in the group, a seating plan should be pre-established so that the person with that requirement can be easily spotted, identified and served, without having guides, our staff and waiters trying to find the person.

2.4 Meeting Rooms

- The hotel should prioritize giving spaces to meeting groups on exclusive base, fully separating different parties from each other, including separate restrooms if possible.
- Client, Hotel and Ten Travel DMC need to discuss upfront the entire meeting (pre-con), including all details who, where, when, in an attempt to minimize unnecessary risks.

- Participants need to be informed well ahead, signage and use of app are important.
- Use of AV materials should be reduced to the necessary, pre-installed items should be prioritized over bringing in new devices from outside.
- Maximum capacities of meeting spaces reduced, according to social distancing regulations.
- Full disinfection of rooms used before and after the meeting, and of common spaces such as gangways, coffee break foyers and restrooms during the meeting.
- Air ventilation on throughout the meeting.
- Participants are supposed to wear face masks throughout the meeting.
- No touchable items such as pens, folders, bottle openers etc. on the tables.
- No drinks during the meeting, inside the room.

- Access to meeting rooms and spaces controlled by hotel staff, so to avoid crowding.
- Set-up of meeting rooms should be preferably in theatre style, with enough separation between participants. U-form set-ups only with small number of participants, as it requires a larger surface. Classroom style set-ups should be avoided if possible .
- During coffee breaks, the service will be staffed (no self-service). Guests are required to maintain social distancing rules during the event.

2.5 Bedrooms

- Maximum legal occupancy of units is permitted.
- Contactless door opening through smart phone wherever possible.
- If not possible, key cards will be disposed of or disinfected after check-out and not used again during 24 hrs.
- Hand sanitizers and face masks available in the rooms.

- Touchable items such as pens, folders, magazines, ipads, tea cooker, bin etc. are removed.
- Other touchable items which are necessary such as TV remote control, air condition controller, telephone etc. will be sanitized after each checkout.
- All decorative pillows and blankets are removed. No extra pillows and blankets in the closets.
- Minibar items available only on request.
- Only individual amenities in the bathrooms.
- Reduced housekeeping service. No housekeeping for guests staying only 1-2 nights.
- No turndown service.
- Only one person of housekeeping staff allowed into any guest room.
- Full disinfection of guest rooms and at least 24 hours of room ventilation after checkout.
- Washing of bed sheets and other textiles on high temperature and with special detergents.

- In-room maintenance will take place only when the room is empty and sanitized.

3. Restaurants & Special Venues

- TenTravel DMC prioritizes restaurants and venues that are flexible in their contracting terms and conditions (deposits, cancellations, Force Majeure etc.)
- TenTravel DMC favors offering and using restaurants and venues that are certified for "Safe Tourism Certified" by the Spanish government.
- All venues and suppliers have to have in place a contingency plan adapted for Coronavirus SARS Cov2, and we will request, revise and if necessary adapt with them.
- Maximum capacities established according to guidelines of public authorities. Reduced seating capacities in restaurants and on terraces to respect social distancing.

- Social distancing, controlling and disinfecting measures in place at all times before, during and after the event, controlled by our TenTravel DMC operations.
- Restaurants, venues and caterings make sure the supply chain for ingredients is clean and safe.
- Restaurants and venues compromise on cleaning and disinfecting its premises and installations regularly, so to avoid any unnecessary risks.
- Restaurants, bars, venues and subcontracted suppliers such as catering and production companies optimize work chains in kitchen, store and service, so to minimize possible infection.
- Staff of restaurants, bars, venues and subcontracted suppliers such as catering and production companies wearing face masks at all times.
- Hand sanitizers should be placed at the entrances, the use by clients is recommended.
- Pre-payment necessary per credit card online; invoices to be sent after checkout per email. The use of cash should be minimized so to reduce the risk of contagion.

- TenTravel DMC prioritizes private F+B functions wherever possible so to minimize the risk of contagion through other guests.
- Outdoor locations / open air should always be prioritized over closed rooms, if possible.
- Groups have to have a pre-chosen menu, à-la-carte is not possible at present time.
- In case of having dietary requirements in the group, a seating plan should be pre-established so that the person with that requirement can be easily spotted, identified and correctly served, without having guides, our staff and waiters trying to find the person.
- No menu cards, flower decoration, salt and pepper pots, olive oil, wine bottles etc. on the tables.
- Social distancing: only maximum 4 guests per table.
- Social distancing: 2m distance between each table.
- Maître overlooking service and fulfillment of sanitary measures.

- Number of waiters reduced to a minimum
 - Separate waiters allocated only for drinks service
 - No items such as flower decoration, menu cards, salt & pepper pots on the tables.
- Air ventilation and cleaning of restrooms throughout the function.

4. Event Production

- TenTravel DMC favors only contracting event suppliers (catering, production, entertainment, staffing etc.) that fulfill the sanitary requirements established by the local public authorities. All event suppliers have to have in place a contingency plan adapted for Covid-19, and our members will revise and if necessary discuss with them.
- TenTravel DMC and its suppliers will design a contingency plan for the event so that the risk of infection before, during and after the event is minimized for everyone

involved. This contingency plan is of utmost importance and needs to include:

- a. Allocation of additional spaces (i.e. additional pavillions, tents, or use of outdoor spaces) beyond the usually necessary capacities for the event itself, and also for catering, AV, entertainment, operation centre, medical staff, restrooms etc. to allow for sufficient social distancing.
- b. Allocation of extra time for set-up and dismantling, as hygiene measures need to be put in place
- c. Measures that will be put in practice for the event with regards to hygiene, social distancing, and information to authorities and third parties.
- d. Additional measures such as signage, screens with security messages, social distancing, stickers on the floor.
- e. Measures that would be put in practice in case someone on the premises would have symptoms or be positive, or even if an outbreak of the virus happens

- f. Distribution of audiovisual materials inclusive of set-up, test and dismantle in a way that minimizes personal contacts before, during and after the event.
- g. Adaption of the entrances for guests, access points for suppliers, and emergency exits, including bus stops, so to avoid crowding.
- h. Management of the flow of people during the event, including queuing at access and other points of interest where queues could come up (buffet, activity stations, restrooms)
- i. Supervision of the running of the event including regular cleaning of surfaces.
- j. Plan for serving food & beverage, including possible dietary requirements.
- k. Air ventilation.
- l. Evaluation of innovative technologies and measures to enhance cleanliness and security, i.e. air pulverization.

- The location should be booked in exclusive use, not shared with other parties.
- The location has to be cleaned and disinfected directly before starting with the set-up, and again when the set-up is finished, before the event. Then again once the event is finished before dismantling so that staff members in charge of it are not exposed to possible contagions. A final disinfection should happen when the event is dismantled and all suppliers have left the location, at the discretion of the venue.
- Our staff and staff of suppliers wear face masks at all times.
- Our staff and guides carry a digital copy of all emergency procedures.
- In case of having dietary requirements in the group, a seating plan should be pre-established so that the person with that requirement can be easily spotted, identified and served, without having guides, our staff and waiters trying to find the person.

- No cash payments inside the location (i.e. cash bars or similar have to be avoided).
- Dancing should be avoided. If not possible, then the use of social distancing stickers on the dance floor where guests can dance is recommended.

5. Tours & Excursions

- TenTravel DMC need to be able to identify guests at all times, and their whereabouts for tracing purposes in case of symptoms.
- Social distancing, controlling and disinfecting measures in place at all times, controlled by our staff.
- All materials used are disinfected before its use, and will be discharged after its use, or disinfected and not used again during 72 hours.
- Use of earphones is recommended but not compulsory during tours and excursions and recommended during activities if at all implementable, in order to maintain social distancing.

- Guides will use a radio transmitter during tours and excursions.
- Guides will carry a digital copy of our Emergency Plan.
- Guides will carry a list of all participants for contact tracing in case of symptoms.
- Guests are requested to wear face masks at all times.
- Guests should avoid carrying unnecessary items (bags, food etc.).
- No eating, drinking or smoking inside the premises of all these venues.
- During the visit, guests are requested to maintain social distancing and stay away from each other at least 1,5m at all times.
- Museums, monuments and other sightseeing places have their own sanitary measures in place, in particular reduced opening times, reduced group sizes, and reduced capacities which range between 25% and 75% of its normal total capacity, depending on the venue. These measures are in accordance with the local health institutions and similar

to the ones at hotels and restaurants. TenTravel DMC is conscious of these measures in place at each monument, and can advise guests at all times.

- Museums, monuments and other sightseeing places communicate their sanitary measures publicly through speakers, screens and panels constantly, and have to be followed by all visitors at all times. In case someone inside the venue feels unwell or shows symptoms compatible with Coronavirus SARS Cov2 (coughing, high temperature), the protocol will come into practice immediately. Guests have to follow the instructions of the venue staff, the guides and our staff at all times.
- Museums, monuments and other sightseeing places can only be visited with pre-arranged and pre-paid tickets at fix times and in small groups of maximum 20 people, depending on the venue. Official guides have to be contracted, free visits "on their own" are not facilitated for the time being.
- TenTravel DMC prioritizes private visits wherever possible so to minimize the risk of contagion through other visitors.
- If not possible, the venue will have a dedicated area for the group to enter and exit the building.

- Our guides, together with our staff will make sure that no crowding will take place outside the venue.
- Museums, monuments and other sightseeing places make sure all used spaces are kept clean constantly, and are completely disinfected when closed. Special attention is taken for sanitary installations (restrooms etc.).
- Public services such as wardrobe, lockers, information desk, cafeteria etc. are closed for the time being, so to avoid unnecessary risks.

6. Other Services

Activities need to be designed by TenTravel DMC and its suppliers with hygiene measures taken into consideration from the onset so that risk of contagion is minimized. Public areas must be avoided (city treasure hunts etc.) and the use of private, exclusive locations will always be prioritized.

Service staff such as freelancers, hostesses, translators, photographers etc. must abide by the same sanitary regulations

that are in place for our staff and guides, including the obligation to wear face masks and practice social distancing.

Discotheques are considered spaces of high risk of contagion, and we do not recommend to visit them for the time being, unless they are privatized – in which case they can be considered as "Special Venues" (E). For public functions, social distancing is too difficult to implement and we have no control over the movements of people, and possible contagions.

7. Further Guidance

TenTravel DMC follow the recommendations protocols and health and safety advice published by the World Health Organization to be found on the following links:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub>



www.tentravel.info/covid

Further information on the situation on the Canary Islands and latest news in our destination is to be found on our website - www.tentravel.info/covid



V2_July 2020