



LIFE, PROSPERITY, HEALTH

# REGULATIONS FOR THE RESUMPTION OF TOURISM TO EGYPT



مصر

Some Great Feelings

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## Introduction

Egypt is looking forward to the safe return of inbound tourism. The Ministry of Tourism and Antiquities, in coordination with the Ministry of Civil Aviation, the Ministry of Health and Population, and the Egyptian Tourism Federation has put forward this guide for outlining the hygiene safety regulations in hospitality establishments, tourism activities, archeological sites, museums, airports and onboard Egyptian aircrafts

After the abrupt halt of international tourism and travel due to the spread of COVID-19 worldwide, the Egyptian Government set Hygiene Safety Regulations in compliance with the recommendations of the World Health Organization (WHO), and a "Hygiene Safety Certificate" has been approved as a pre-requisite for hospitality establishments, tourism activities, archeological sites and museums to resume their operations and receive visitors.

Egypt has set a timeline for resumption of tourism in light of the newly set regulations. This was preceded by complete disinfection of all hospitality establishments (hotels and restaurants), archeological sites and museums, conducting necessary training and awareness programs for employees and workers in the tourism sector.

On **May 15, 2020**, Egypt started to gradually re-open hotels and resorts that have obtained the "Hygiene Safety Certificate", to receive domestic tourism, with a maximum occupancy rate of 25%. The occupancy rate was then increased to 50% on **June 1, 2020**. On **June 27, 2020**, Egypt started to gradually re-open touristic restaurants that have obtained the "Hygiene Safety Certificate" with a maximum occupancy rate of 25% allowing them to receive guests until 10 pm. On July 25, the occupancy rate of touristic restaurants was increased to 50% and they were allowed to work until midnight.

In cooperation with the Tourism Chambers and international consulting firms specialized in the field of hygiene, MoTA conducts regular inspections of certified hospitality establishments to ensure efficient implementation of the set regulations.

As of **July 1, 2020**, Egypt received inbound tourism in certified hotels and resorts located in coastal governorates (Red Sea, South Sinai and Matrouh) with maximum occupancy rates of 50%. Those three governorates have had excellent epidemiological results, in addition to having equipped hospitals (public and private).

As of July 1, 2020 museums and archeological sites re-opened after being closed since the March 23, 2020.

Cultural Tourism to Egypt resumed as of 1 September, 2020.

Regulations for the resumption of tourism to Egypt mentioned herewith are subject to regular review and update in light of new developments. Regular updates will be available on the following link: <http://egypt.travel/en/files>

The World Travel and Tourism Council WTTC granted Egypt on June 18, 2020, its specially designed Safe Travel Stamp, which will allow travellers and other travel and tourism stakeholders to recognise destination authorities and companies around the world that have implemented health and hygiene protocols that are aligned with WTTC's Safe Travels Protocols.



## I. Travel Precautionary Measures

- Starting September 1, 2020, all travelers arriving to Egypt are required to submit a recent negative PCR test result certificate for COVID-19 done in the source country within a maximum of 72 hours prior to the time of departure of their direct flight to Egypt.
- Travelers arriving from Japan, China, Thailand, North and South America, Canada, as well as London Heathrow, Paris and Frankfurt airports, will be allowed to submit a recent negative PCR test result certificate for COVID-19 done within a maximum of 96 hours prior to the time of departure of their flight to Egypt.
- Only travelers arriving to Sharm El-Sheikh, Taba, Hurghada, and Marsa Allam International Airports, who don't have a recent negative PCR test result certificate for COVID-19, can do the PCR test upon arrival to one of the four mentioned airports (tests are conducted by representatives of the Egyptian Ministry of Health and Population (at a cost of 30 USD or the equivalent in other currencies).
- Travelers are allowed to leave the airport immediately after doing the PCR test and check in at their booked hotel. Hotels will quarantine guests who test positive for COVID-19 in separate rooms, covering the costs of lodging, food and soft drinks until their departure.

### a) On-board Egyptian Airlines

- Aircrafts are rigorously disinfected before each flight.
- Wearing face masks inside the aircraft is mandatory (passengers and flight attendants).
- Only dry meals and canned drinks are served.
- Universal Protection Kits containing disinfectants, gloves, and face masks are made available (with spare quantities with the flight crew).
- Distribution of printed publications (newspapers, magazines, etc...) is prohibited onboard.
- A specific area is allocated in the aircraft for passengers with chronic diseases who are unable to wear the face mask for long periods of time.
- The last two rows in the aircraft are allocated to passengers showing symptoms of illness during the flight. A flight attendant will be assigned to attend on them and a separate toilet for their use.

### b) Arrival at Egyptian Airports

- Regular sterilization and disinfection of airports is carried out.
- Employees and staff members are to follow all health and safety regulations.
- Wearing face masks is mandatory inside all airport facilities.
- Physical distancing is to be maintained.
- Temperature of all travelers and airport staff is to be checked.
- Disinfection of luggage before being placed on the luggage conveyor belt.

## **II. General Regulations for Hospitality Establishments, Archeological Sites, and Museums**

### **Operation Regulations**

- Obtaining the "Hygiene Safety Certificate" given by the Ministry of Tourism and Antiquities in coordination with the Ministry of Health and Population and the relevant Tourism Chamber, and complying with the new set regulations, are prerequisites for hospitality establishments to operate.
- Regular monitoring of hospitality establishments will be carried out by joint committees between the Ministry of Tourism and Antiquities, the relevant Tourism Chamber, and international consulting firms specialized in the field of hygiene.
- Violating any of the set regulations will result in the suspension of the establishment's license.
- The manager of the hospitality establishment will sign a declaration of commitment to the set regulations, and any violation will result in severe penalties.
- Information of the hygiene and safety regulations will be made available to all guests and visitors of the establishment.

### **Cleaning and Disinfection**

- Regular disinfection of all public places and all touch points is carried out.
- Hand sanitizers are provided in all places.
- Regular cleaning of furniture and fabrics in hotels and tourism establishments is carried out.
- Proper ventilation is maintained, in addition to compliance with the requirements of the Ministry of Health and Population regarding central air conditioning.
- Safe disposal of waste according to the guidelines of the Ministry of Health and Population, and the Ministry Environment is a must.
- Disinfection of laundry sinks is carried out daily.

### **Toilets**

- Regular disinfection of toilets and all touch points and is carried out.
- Proper ventilation is maintained.
- Sanitizers and liquid soap are constantly available.
- Only paper towels are provided.
- Only trash cans with foot pedals are provided.

### **Elevators**

- Physical distancing inside elevators is maintained with floor signs.
- Elevator attendants and guests must wear face masks inside the elevator.
- Regular disinfection of elevators and all touch points inside it is carried out.

### III. Hygiene and Safety Measures for Staff Members of Hospitality Establishments, Archeological Sites and Museums

- Hospitality establishments operate with a maximum of 50% of their total workforce (until further notice).
- Staff members in coastal governorates are quarantined after returning from their leave and there is an interval of at least (60) days between leaves.
- Staff members will have their temperatures checked daily.
- Separate housing is provided for staff members of the hotel, taking into consideration physical distancing, and providing isolation areas for suspected or confirmed COVID-19 cases among staff members (mild cases only).
- Staff members with contagious or chronic diseases are not to be employed.
- Staff members are trained and educated on symptoms and preventive measures of COVID-19.
- The hotel management should be immediately notified in case any staff member or guest shows symptoms of COVID-19.
- Staff members are provided with personal protection equipment (including sanitizers, masks, etc...).
- Wearing face masks during working hours is mandatory.

### IV. Hotels Regulations

#### 1- Receiving Guests

- Guests will have their temperatures checked every time they enter the hotel.
- Luggage is disinfected before check-in.
- Floor signs are placed to maintain physical distancing.
- Electronic payment is encouraged.

#### 2- Accommodation

- Room capacity is 2 adults + 2 children (less than 12 years old).
- Personal Protection Kits (containing personal protective equipment such as masks, gloves, and hand sanitizers) are provided in rooms for each guest.
- Rooms are disinfected and properly ventilated for 12 hours between check-out and check-in.
- Rooms and bathrooms are properly ventilated and disinfected daily.
- Furniture and fabrics are disinfected using steam machines.
- Linens and towels are washed at high temperatures.

#### 3- Gym and Health Clubs

- Touch points and surfaces are cleaned and disinfected regularly, and equipment are adequately spaced.
- Use of Jacuzzi, sauna, and massage services is allowed according to the regulations set by the Ministry of Health and Population (as of 21 September 2020).

- Showering is not allowed in the gym or health club.
- Use of steam rooms is prohibited.

### **4- Swimming Pools and Beaches in Hotels**

- Swimming pools and beaches are open for guests.
- Regular disinfection of swimming pools is carried out.
- Cleansing the area around the beach and pool (including tables, deck chairs, sunbeds, etc...) after every use, as well as before and after operating hours is carried out.
- Sunbeds are placed 2 meters apart.
- Beach and pool towels are delivered to rooms.
- Recreational activities on beaches and at swimming pools are reduced.

### **5- Casinos**

Casinos inside hotels are allowed to operate at 50% of their total capacity, maintaining regular disinfection of the area and all touch points, providing personal protection equipment to guests and ensuring safe physical distancing.

### **6- Parties and Social Events**

- Parties, social gatherings and events are allowed in outdoor areas in hotels with a maximum capacity of 300 people, taking all the precautionary hygiene safety measures.
- Indoor meetings and conferences are allowed provided that the attendance is 50% of the capacity of the hall, with a maximum of 150 attendees.

### **7- Clinics and Hospitals**

- Hotels have an on-call doctor and a clinic.
- Well-equipped hospitals (public and private) are in close vicinity.

### **8- Floating Hotels**

Floating Hotels are not allowed to operate any Nile Cruises before the beginning of October 2020. Obtaining the "Hygiene Safety Certificate" given by the Ministry of Tourism and Antiquities in coordination with the Ministry of Health and Population and the relevant Tourism Chamber, and complying with the new set regulations for hospitality establishments, hotels, staff members and restaurants mentioned herewith are prerequisites for floating hotels to operate.

Additional regulations for the docks:

- Luggage is disinfected.
- Floor signs are placed on the scaffold to maintain physical distancing.
- Temperature of guests and staff is checked.
- Personal Protection Kits (containing personal protective equipment such as masks, and hand sanitizers) are provided.

## **9- Dealing with tourists, in hotel establishments, who show symptoms or test positive with COVID-19 during their stay in Egypt**

- Tourists should notify the hotel management or doctor immediately in case they show any symptoms of COVID-19.
- Hotel management is to report any positive case detected to the Ministry of Health and Population.
- A designated floor in every hotel (or area within the vicinity) is allocated for the quarantine of minor, non-critical or suspected cases.
- The hotel will cover the cost of lodging, food and soft drinks of the minor and non-critical cases of tourists testing positive with COVID-19.
- In case of floating hotels, the hotel management will cover the cost of lodging, food and soft drinks of the minor and non-critical cases of tourists testing positive with COVID-19 during their stay in Egypt, and until their recovery, in another hotel.
- Rooms occupied by guests who test positive with COVID-19, will undergo deep cleaning and disinfection, without ordering the hotel into quarantine.
- Critical cases of tourists testing positive with COVID-19 are taken to the hospital.
- The Ministry of Health and Population will cover the cost of medication and treatment of tourists testing positive with COVID-19 until their full recovery.
- Close contacts sharing room with the positive case will undergo a free medical examination by the Ministry of Health and Population, and should adhere to all the precautionary measures. They are allowed to stay at the hotel with no extra charges (should they wish to).
- Tourists testing positive with COVID-19 and wish to travel back to their source country do so at their own responsibility. They should coordinate with their travel agent and take all the precautionary measures set by the Ministry of Health and Population.
- Tourists testing positive with COVID-19 can take an alternative flight in coordination with their travel agent in case of arrival on charter flights. In case of arrival on Egyptian airlines, the alternative flight will be provided (on the same airline initially booked) with no penalty.

## **V. Restaurants (inside and outside Hotels)**

### **1- Dining Hall**

- Queuing at the entrance is reduced by pre-booking (via electronic applications, telephone, or other means).
- Temperature of every guest is checked before entrance.
- Electronic payment is encouraged.
- "Open Buffet" is not allowed. "Served Buffet" is allowed keeping safe physical distancing.
- Tables are placed 2 meters apart, with 1 meter between people on the same table with a maximum of 6 per table.
- Using disposable cutlery (as much as possible).
- Hand sanitizers are placed on tables.
- Fabric table cloth is changed and thoroughly washed after each use.

- Shisha is prohibited.
- Parties and social events are not allowed in restaurants.
- Kids areas are closed.
- Take-away service is allowed maintaining physical distancing. Customers' presence is limited only to order, pay, and then wait outside the restaurant for their order.

### 2- Kitchens

- Kitchens are thoroughly cleaned, properly ventilated, and disinfected on a daily basis.
- Physical distancing between kitchen workers is maintained.
- Workers should adhere to all hygiene standards (wearing face masks and gloves, and consistently washing hands with soap and water).
- International food safety and quality standards are adhered to.
- Only trash cans with foot pedals are used.

**All of the above operating regulations of hotels and restaurants also apply to Eco-lodges.**

## VI. Regulations of Tourist Activities

### 1- Diving and Water Sports Activities

#### A) Staff

- All staff members are trained and educated on symptoms and necessary preventive measures related to COVID-19.
- Temperature of staff members is checked daily.
- Wearing face masks is mandatory.
- Wearing gloves is a must for all employees working in the cleaning and hygiene department, kitchen, tanks filling station, maintenance and cleaning of the diving gear.
- The interval between vacations for each worker is at least 60 days.

#### B) Dive, Snorkeling and Water Sports Centers

- Hand sanitizers are provided.
- Disposable pens are used.
- Only staff members and divers are allowed on board.
- Electronic and online payments are encouraged.
- Tables are placed 2 meters apart and chairs are placed 1 meter apart inside training rooms.
- Customers are encouraged to use their own diving and snorkeling gears.
- Regular cleaning of surfaces and touch points is carried out using Sodium Hypochlorite, Oxygen Peroxide and alcohol at 70% concentration.
- Multilingual instructional posters for COVID-19 prevention and precautionary measures are placed in different areas.
- A registry of customers and crew onboard is kept.

### **C) Disinfecting Diving, Snorkeling and Water Sports Gear and Equipment**

- All equipment (regulator, mask and snorkel, BCD and diving suit) are disinfected by soaking them in water containing 10% chlorine-containing bleach by adding a quarter cup of chlorine bleach to 4.95 liters of water. If the chlorine-containing bleach is 5% concentration ratio, add a half cup of chlorine bleach to 4.9 liters of water.
- All gears are cleaned, sanitized and disinfected after every single use. Used equipment that have not been cleaned are kept separate from the clean ones.
- Water sports operations should exchange the equipment frequently to avoid use of the same equipment.
- Customers should not share their gear with others, and they are responsible for cleaning their own gear.
- Equipment used in water sports activities such as in kite surfing, wind surfing, parasailing and water skiing are washed with water and left to dry in the sun for over 1 hour.

### **D) Onboard of Safari or Daily Boats**

- Boats are allowed to operate at 50% of their total guest capacity.
- Guests' temperatures are checked before embarking.
- Wearing face masks is obligatory.
- Regular cleaning of surfaces and touch points is carried out using chlorine-containing bleach "Sodium hypochlorite", Hydrogen peroxide and alcohol with a 70% concentration ratio.
- Customers are encouraged to use their own towels, cutlery and tableware onboard.
- Disposable cutlery is used.
- Physical distancing is maintained while going in and out of the water. It is not allowed to have more than two people on the stern platform (lower back deck).
- First-aid kits, antipyretics and adequate protective equipment are provided.
- Ordering food onboard is from a set menu (kitchens onboard will follow the above mentioned regulations).

### **E) Precautionary measures when a guest shows symptoms of COVID-19 is onboard a safari boat or "liveaboard"**

- One cabin is allocated onboard all boats for quarantine, avoiding the cabin where the boat emergency exit is located at the bottom of the "liveaboard".
- If any guest or worker shows any COVID-19 symptoms, they should inform the boat crew and isolate themselves in the designated quarantine cabin immediately.
- Use of ACs inside the boat cabins is minimized in order to allow fresh air to circulate regularly.

## **2- Desert Safari Trips**

- Operating at 50% of the total capacity, maintaining regular disinfection of the vehicles used and all touch points, providing personal protection equipment to customers and staff, and ensuring safe physical distancing.

- Wearing face masks is required for customers and staff.
- Allowing only canned drinks and meals that are pre-prepared in establishments that acquired the "Hygiene Safety Certificate".

### 3- Cultural Tourism Activities

All types of tourism activities, related to cultural tourism (hot air balloons, Feloukas, sail boats...etc) will operate with a maximum of 50% of their total capacity and abide by hygiene and safety regulations regarding staff, disinfection and safe physical distancing.

### 4- Tourist Commodities Shops

- Gloves and face masks are provided to customers and disposed of safely.
- Floor signs are placed to maintain physical distancing.
- Signs instructing clients not to touch the exhibits are placed inside the shop.

## VII- Regulations for the Means of Transportation for Tourists (Bus, Limousine, Golf Cars)

- All means of transportation for tourists will operate with a maximum of 50% of their total capacity; leaving a vacant seat next to each passenger on the bus and in golf cars, with a maximum of two passengers in a limousine.
- Passengers and drivers are required to wear face masks at all times during the journey.
- Disinfectants and hand sanitizers are provided; thorough cleaning, disinfection and proper ventilation is carried out before and after each trip.

## VIII. Regulations for Tourist Groups Visiting Archaeological Sites and Museums

- All museums and archeological sites(open for visitors) will receive Egyptians and tourists as of September 1, 2020.
- All touch points and floors in museums and visitor centers in archeological sites are disinfected daily before opening hours.
- Tourist groups are not to exceed 25 people in museums and archeological sites.
- Tour guides are required to wear face masks and use audio equipment inside museums. Ear pieces are sterilized after each use.
- Tourism companies are to provide face masks to tourists and drivers.
- Temperature of employees is checked daily (and visitors before entering museums and indoor archeological sites).
- Safe physical distancing is maintained (at least 1 meter).
- The maximum number of visitors allowed inside museums and indoor archeological sites is:

- 100 visitors per hour in all museums (200 visitors per hour in the Egyptian Museum in Tahrir).
- 10 - 15 visitors inside any pyramid or tomb (depending on its dimensions).
- Schools, universities and governmental organizations' trips must be pre-notified to archeological sites and museums, at least 48 hours prior to the planned visit, with no more than 15 persons per trip, with a maximum of 5 trips per day.

### **IX. Incentives for Tour Operators**

1. Tourists arriving directly to Red Sea, South Sinai, Matrouh, Luxor, and Aswan governorates are exempt from visa fees until April 30, 2021.
2. The current Aviation Incentive Program is extended until December 31, 2020.
3. Aviation fuel prices are reduced by 10 cents per gallon.
4. A 50% discount on landing and housing fees in airports of touristic governorates until April 30, 2021 is granted.
5. A 20% discount on ground handling fees in airports of touristic governorates until April 30, 2021 is granted.
6. Tourists arriving onboard Egypt Air and Air Cairo will enjoy a 20% discount on entry ticket prices to all archeological sites and museums.
7. Tourists will enjoy a 50% discount on entry tickets prices (similar to the students discount) of museums and archeological sites in Qena, Luxor, Aswan governorates during the months of June, July, and August of each year (with and exceptional extension until 31 October, 2020 this year).
8. Increase in the prices of entry tickets of museums and archeological sites (which was due to take place in November 2020) is postponed until May 1, 2021.

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