



ASSOCIATION OF INCOMING TOUR OPERATORS OF UKRAINE

COVID-19 RELATED HEALTH SAFETY RECOMMENDATIONS FOR TRAVELING TO UKRAINE

**A STEP BY STEP
PLANNING guide
for travelers
in POST-COVID WORLD
V.4: 11.08.2020**

Document will be updated
in next versions, according to
new procedures and protocols

CONTACTS: facebook.com/AITOUkraine



V.4: 11.08.2020

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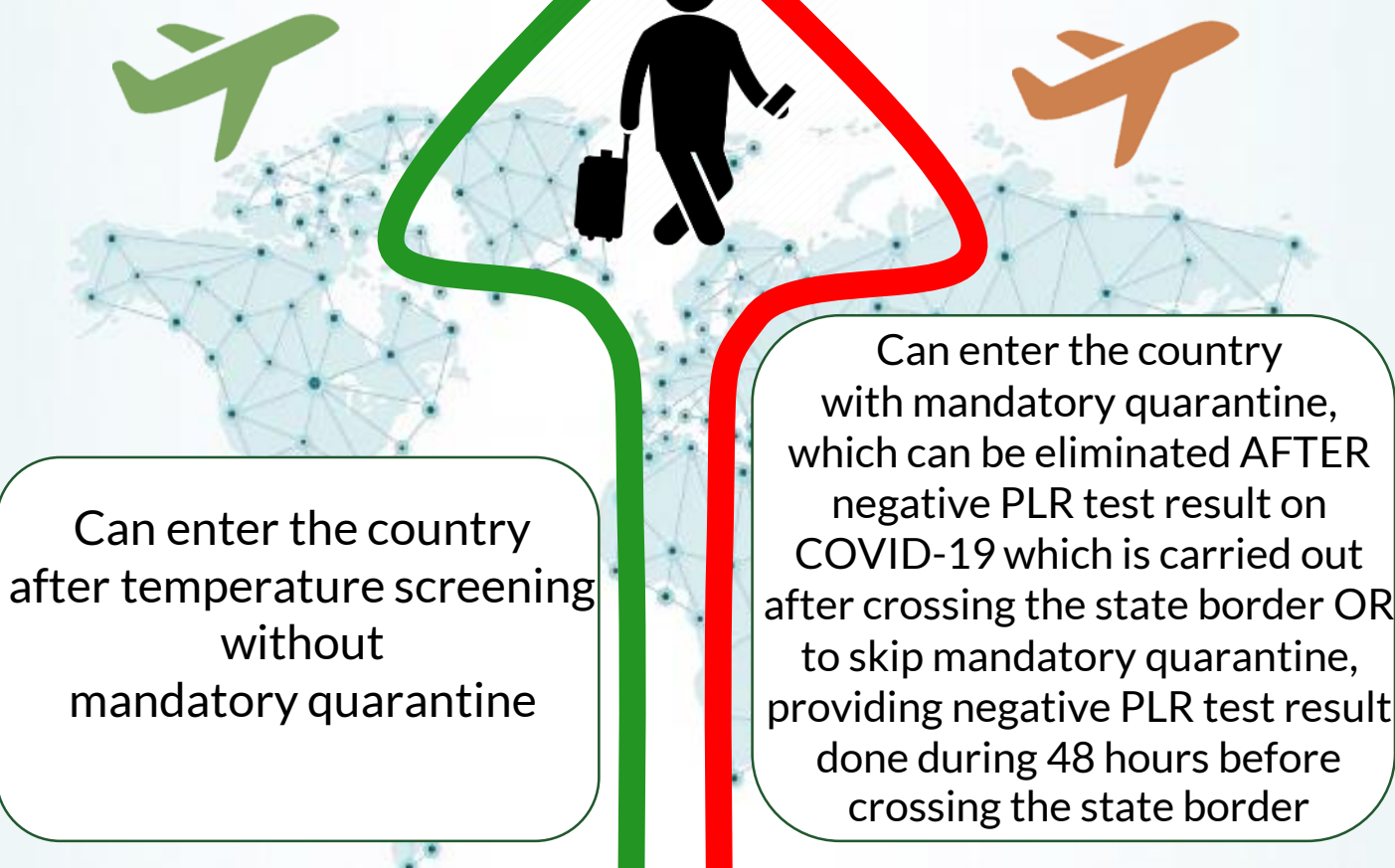


REGULATIONS FOR ENTERING THE COUNTRY

Travelers arriving from

GREEN ZONE

RED ZONE



IMPORTANT:

! Medical insurance covering all expenses related to COVID-19 treatment while on the territory of Ukraine is **MANDATORY** in both cases.

! Travelers without such insurance will be refused to enter
! Cost of observation and quarantine to be covered by insurance

List, indicating, which countries belong to **Red or Green zone**

is published by Ministry of Health here:

Updating each 7 days <https://bitly.su/7aks7jK5>



REGULATIONS FOR ENTERING THE COUNTRY



ADDITIONAL DETAILS FOR FOREIGN COUNTRIES CITIZENS **ARRIVING TO UKRAINE FROM THE “RED ZONE”**

PLR-method testing for COVID-19 is available to make upon arrival to Ukraine (Kyiv, Odesa, Lviv international airports)

You need to download the mobile application DIY DOMA, and negative result will be automatically upload to app, you will get notification and you can start traveling around the country.

You can bring Negative result of PLR-method testing for COVID – 19 done during 48 hours before crossing the state Ukrainian border in order to enter the country without quarantine and no need to download an application. PLEASE NOTE that certificate of the negative result must be in English, with clear date and time of making, Full name and passport number.

PLEASE NOTE THAT INSURANCE WITH COVERAGE OF COVID-19 TREATMENT AND OBSERVATION IS MANDATORY IN ALL CASES

EXPENSES FOR TESTING ARE COVERED ON YOUR OWN

RESOURCES – Briefing of the Minister of Health

In order to avoid the spread of COVID-19 infection and reduce the risk of coronavirus infection, we ask you to follow the new standards, introduced by air transport in accordance with the recommendations of the International Air Transport Association (IATA), the European Civil Aviation Safety Agency (EASA) and the European Center for Prevention and disease control (ECDC).



ACCESS TO AIRPORT TERMINALS

Only airport passengers are allowed at airport terminals.

Persons escorting and meeting passengers are not allowed in the airport terminal. In cases where the passenger is an unaccompanied child or a person in need of special services, seeing off and meeting people can be admitted to the airport terminal to arrange formalities for transferring the passenger under the carrier's responsibility.



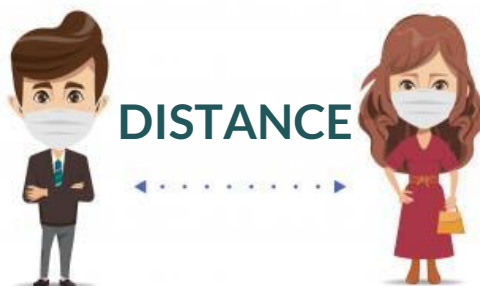
INDIVIDUAL PROTECTION

Passengers and authorized persons are **required** to use **personal protective equipment** (respirator or face shield) **from** the moment they **enter the terminal** of the airport of departure, during the pre-flight formalities, transport to the aircraft, directly on board the aircraft during the flight, **until the exit from the airport** of destination.

Passengers are advised **to use** disposable **gloves**.

Passengers who ignore the requirements for the use of personal protective equipment during their stay in service areas at the airport and directly on board the aircraft will be **subject to disciplinary action, up to and including suspension from flight**.

The **passenger** must independently **provide** himself with a **sufficient amount of personal protective equipment**.



It is recommended that the **social distance** between passengers is **1.5-2 meters**.

The airline will provide the required number of check-in desks and buses to ensure that passengers comply with this rule. In case commercial loading of the aircraft allows this, **passengers will be seated in the aircraft in compliance with the distance standards.**

We ask you to keep your **distance in check-in and boarding queues**, on the bus, and also minimize your movements on board the aircraft during the flight.

To minimize contact during pre-flight formalities, we ask you:

- register online on the airline's website and independently scan your boarding pass during formalities;
- prepare documents in advance and present them to the staff in expanded form;
- independently carry out all actions with your baggage up to the moment of baggage handing over under the carrier's responsibility





PREVENTION OF DISEASE SYMPTOMS

Temperature terminals and passenger health surveys are conducted at airport terminals.

If symptoms such as: temperature 38 ° C and above, unhealthy appearance, shortness of breath or dry cough are detected, the passenger will be referred to medical personnel for further decision on the possibility of transportation.

In case of self-identification of symptoms, it is necessary to abandon the flight by contacting the airline's contact center and consult a doctor.



SANITARY TREATMENT

All airline planes undergo regular sanitization

in accordance with the requirements of state authorities in the field of health and civil aviation. The cabin and passenger cabin of the aircraft, including luggage racks, individual tables, armrests, seat belt locks, are disinfected. Thoroughly processed toilets and luggage racks for hand luggage.

Airport terminals and passenger buses are subject to regular sanitation.

STAFF

Employees are provided **with antiseptics** and work exclusively **in masks and gloves**.

All personnel involved in the passenger service process **undergo daily health monitoring**.

ACCOMMODATION

1/3

Ukrainian hotels implemented the following steps, in order to protect guests and employees from the possible spread of COVID-19;

GUESTS ARRIVAL & CHECK-IN

- ✓ **Contactless measuring the temperature** of guests upon arrival at the hotel / employees upon arrival to work
- ✓ Receptionist work behind the **protective glass screens at the Front Desk**
- ✓ **Display**, permanently, specific **health and safety measures** for COVID 19 on screens/signs available in the reception hall. Otherwise, awareness posters can be put up.
- ✓ Carry out **regular disinfection** of the reception area: reception desks, elevators and common sanitary blocks.
- ✓ Ensure that guests **keep social distancing** during check-in

PUBLIC AREAS

- ✓ **Availability of sanitizers** for all guests in public areas (consistence of sanitizers based on recommendations of WHO)
- ✓ Installation of the **protective glass screens at the Front Desk**
- ✓ Installation of the special shop corner in the lobby, where all guests could purchase **additional protective equipment** (masks, respirators, sanitizers, gloves, etc.)
- ✓ Ensure that **social distancing measures** are respected
- ✓ **Mandatory** to wear a **mask** at staff premises as well as in common areas for customers.



Hotels continue to take all possible measures for the safe stay of guests in Ukraine.

ROOMS

- ✓ Set up a **strict cleaning protocol** in the rooms ;train and inform staff on the new measures: mandatory wearing of masks and household gloves.
- ✓ Using the **professional disinfectants** for cleaning guests' rooms and all public areas; the frequency of cleaning has significantly increased
- ✓ Using of the **professional disinfecting ozonizers in rooms** after each guest's departure
- ✓ **Permanent** functioning of the **supply-exhaust ventilation**, which prevents the spread of the virus in public areas



FOOD

- ✓ **Antibacterial disinfection of all incoming water** to the hotel **through the hard ultraviolet (UV) water treatment system**
- ✓ **Food-serving adaptation procedures** in food areas in accordance with the new sanitary standards
- ✓ Modification of the furniture disposal and **reset-up the buffet line** in the restaurant and lobby bar, for safe opening after the quarantine by taking into consideration the importance of the social distance.
- ✓ For the moment, serving **breakfast in the rooms** according to the individual preferences of guests. Providing **the food from a-la carte menu in the rooms** at a time previously agreed with the guests.

HOTEL EMPLOYEES

- ✓ The hotel **staff complies with all sanitary and hygienic norms and standards**, which are regulated by the policies of the WHO
- ✓ The **special express-tests**, which determine the COVID-19, are available for testing hotel's staff at the first symptoms of ARVI



URGENT SITUATIONS

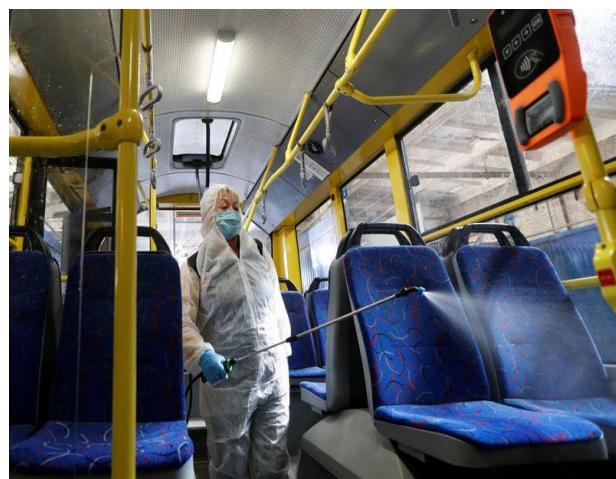
- ✓ For guests, who will inform Reception about necessity of medical support, ambulance would be called only according to the standards.
Travelers must have insurance, covered covid-19.

✓ ALL TRANSPORT

- ✓ Intensified and regular cleaning and disinfection of transport hubs and vehicles
- ✓ Personal protective equipment and everyday temperature screening for transport workers
- ✓ Face masks for passengers
- ✓ Face masks on drivers

In addition to general transport rules in TOURIST TRANSPORT and PRIVATE TRANSFERS

- ✓ Availability of sanitizers in vehicles
- ✓ Reducing the density of passengers



PUBLIC TRANSPORT

- ✓ Electronic sales of tickets
- ✓ Separating passenger flows at hubs

TRAINS

- ✓ 50% of seats available
- ✓ Sales of food is limited

RESTAURANT STAFF

- ✓ Working only in personal protective equipment (masks)
- ✓ Conducting daily temperature screening of all employees twice a day (before the start of the work shift and after its completion)
- ✓ Prevention of work of persons with any signs of acute respiratory disease, fever
- ✓ Trainings about individual preventive measures and responding in situation, when symptoms among employees or clients are noticed.
- ✓ Availability of personal protective equipment and disinfectants in a restaurant
- ✓ Providing the necessary conditions for employees to follow personal hygiene rules (washstands, soap, disposable towels, napkins, and so on)



RESTAURANT VISITORS

- ✓ Providing entrance sanitary control of visitors
- ✓ Providing social distancing in restaurants
- ✓ No more than 4 clients can be accommodated at one table (excluding children under 14)
- ✓ Recommended use of contactless menus with scanning QR-codes

RESTAURANT PREMISES

- ✓ Providing availability of disinfectants in a restaurant
- ✓ Providing ongoing disinfection measures in the premises of restaurants, every 3 hours of working time.
- ✓ Providing ventilation of the premises every 3 hours of working time
- ✓ For disinfection, a use of disinfectants registered in Ukraine, in accordance with the law
- ✓ All regulatory indicators of the microclimate in the premises of restaurants (humidity, air temperature) are adhered

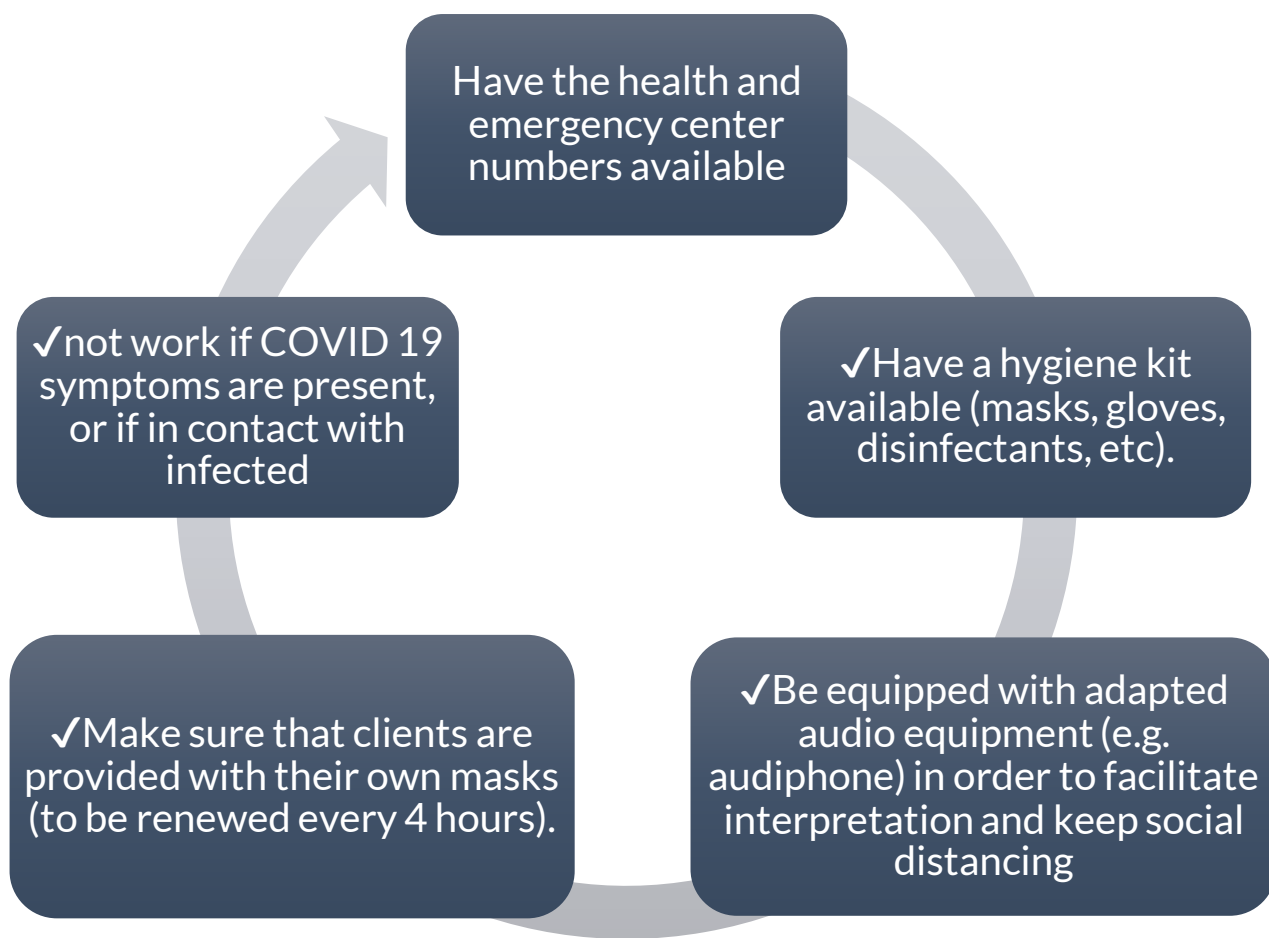
INFORMATION and CHECKs

- ✓ Providing visitors with information on established restrictions for the prevention of covid-19
- ✓ Monitoring compliance with preventive measures against the spread of covid-19
- ✓ Video recording



Protective measures against COVID 19 must be implemented: before, during and after the service (visits to tourist monuments, museums, natural sites, excursions, etc.)

BEFORE THE SERVICE, THE TOUR GUIDE MUST :



INSIDE THE TOURISTS ATTRACTIONS

- ✓ Guide must use protective measures such as an mask or face shield
- ✓ Ensure that the rules of social distancing are respected

OUTSIDE THE TOURISTS ATTRACTIONS

- ✓ On the street guide can be without protective mask or face shield, provided keeping social distance 2-2,5 meters



DURING THE TOUR GUIDES AND TOURISTS MUST:

- ✓ Ensure that the rules of **social distancing** are respected
- ✓ Be aware of the **precautionary measures** to be adopted during the visit or the circuit to be carried out.
- ✓ Comply with regulatory provisions (as part of health crisis management) regarding the **maximum number of people per group**. Administration of each region of Ukraine regulates number of people in touristic group, according to current health situation in appropriate region and city. Please, ask your tour operator before planning.
- ✓ Respect the **safety instructions**: adequate minimum distance between each person during the visit and during breaks and stops, **wearing a mask** is mandatory inside of museums. Outside mask is recommended, but not mandatory. If the mask is disturbing for the guide during interpretation outdoor, the use of an audio phone and social distancing is recommended.
- ✓ **Disinfect** their hands after each contact (door, grill, etc.)
- ✓ Systematically **disinfect the equipment** after each use (especially for the natural areas tour guides)
- ✓ Encourage **electronic payment**, If it is not made before the service is provided.

**AFTER THE SERVICE, THE TOUR GUIDE MUST:**

- ✓ Recover the material used to disinfect it (especially for the natural areas guides).

OPENING RULES

- ✓ Open-air museums are opened everywhere.
- ✓ Museums with expositions inside to be open by decision of local authorities (some are open, some are still closed)

VISITING MUSEUMS

- ✓ Temperature screening at the entrance
- ✓ **Social distancing** 1,5 – 2 m
- ✓ **Size of groups:** administration of each region of Ukraine regulates number of people in touristic group, according to current health situation in appropriate region and city. Please, ask your tour operator before planning.

INDOOR MUSEUM EXPOSITIONS

- ✓ Guides and visitors must **use personal protection** (at least, face masks) **inside** of museums

PUBLIC ZONES of MUSEUMS

- ✓ Hand **sanitizer dispensers** at the entrance
- ✓ **Intensified** and regular **cleaning** and **disinfection**
- ✓ **Personal protective equipment** and everyday temperature screening for staff

Operating due ICOM recommendations:

<https://icom.museum/en/covid-19/resources/museums-and-end-of-lockdown-ensuring-the-safety-of-the-public-and-staff-2/>

MANDATORY REQUIREMENT FOR ENTERING UKRAINE

- ✓ Each traveler **must have insurance**, purchased before start of travel in a country of origin
- ✓ Insurance can be **issued by** Ukrainian insurance companies and by **any foreign insurance company**, which has a representative office in Ukraine and/or valid Contract **with assistance company in Ukraine**.
- ✓ Insurance must **cover all expenses related to COVID-19** treatment and/or isolation while on the territory of Ukraine **(in case of COVID-19 illness of Insured person)**
- ✓ Insurance policy must **contain clear emergency contacts of assistance company, operating in Ukraine**



Document agreed with State Agency for tourism development
Погоджено з Державним Агентством з розвитку туризму

REGULATIONS FOR ENTERING THE COUNTRY

Ministry of Health of Ukraine https://moz.gov.ua/uploads/4/24641-informacia_po_aktivnih_na_100_tis_na_22_cervna_1.pdf?fbclid=IwAR29pukyOdw6lBWI7yjfUR12btRo4DzqmQ9zIkIKBtO4S9N_QV-cfes447c

Інформацію доповнено згідно змін до постанови Кабінету Міністрів України від 20 травня 2020 р. № 392: <https://bit.ly/3dBmEZq>

Department of tourism and promotion of Kyiv City Council

AIRPORTS

Protocols of Boryspil (KBP) and Zhuliany (IEV) airports

ACCOMMODATION

Protocols of Holiday Inn Kyiv (IHG group) based on WHO recommendations

Protocols of Premier Hotels

TRANSPORT

Regulations of Ministry of Health of Ukraine

Guidelines of the progressive restoration of transport services and connectivity (2020/C 169/02). Communication from the Commission.

Official journal of the European Union (C 169/17)

RESTAURANTS

Protocols of Borysov group of restaurants, based on regulations of Ministry of Health of Ukraine

TOUR GUIDES

WHO recommendations

Regulations of Kyiv City Council for size of guided groups

ATTRACTIONS

Regulations of Kyiv City Council

ICOM recommendations:

<https://icom.museum/en/covid-19/resources/museums-and-end-of-lockdown-ensuring-the-safety-of-the-public-and-staff-2/>

INSURANCE

Requirements of Ministry of Health of Ukraine

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Document will be updated on regular basis,
according to all new protocols and procedures



Association
of Incoming
Tour Operators
of Ukraine

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We wish you to stay safe & healthy!