



THE REPUBLIC OF THE GAMBIA

**MANDATORY GUIDELINES AND REGULATIONS FOR THE OPENING OF
THE TOURISM INDUSTRY IN THE GAMBIA**



August 2020

OPERATION STARTUP; OCTOBER 2020

Procedure

Section	Description	Personnel Responsible
1.0	Before arrival of flights	
1.1	<p style="text-align: center;">Arriving passengers</p> <ol style="list-style-type: none"> 1. All passengers must be informed by the airline prior to confirming their flight tickets, about the Health & safety guidelines of the Ministry of Health in The Gambia. 2. The relevant teams of MOH, GIA & Civil Aviation should receive the following information of the flight: <ul style="list-style-type: none"> ● The number of passengers and places of embarkation. ● Nationality of the passengers ● Expected date and time of arrival 3. All Passengers are required to wear a facemask whilst exiting the plane and all throughout the airport. 4. All Passengers must have available a hand sanitizer which must be applied before disembarkation. 5. To avoid Quarantine, all arriving passengers are required to show a Negative Covid19 test that was taken within 72 hours before date of departure. 6. Anyone arriving without a negative test as stipulated in Point 5 above will be required to undergo mandatory quarantine at a designated government hotel at their own cost. 	Civil Aviation Authority Supported by GIA, MOH & GTB
1.2	<p style="text-align: center;">Departing passengers</p> <ol style="list-style-type: none"> 1. All Passengers are always required to wear a facemask upon arrival at the airport. 2. All Passengers must have available a hand sanitizer which must be applied before embarkation. 3. All passengers must be at the airport at least 3.5 hours before departure due to new procedures, which must be adhered to in order to avoid any delay. 4. Only departing guests and airport / travel agent staff on duty are allowed inside the airport terminal 	GCAA supported by GIA, Airline staff, MOH

2.0	Arrival of passengers:	
2.1	<p style="text-align: center;">Arrival at the airport</p> <ol style="list-style-type: none"> 1. Adequate Airport shuttle buses must be available at the terminal before the flight opens the gate. 2. Shuttle busses must be properly disinfected as per WHO guidelines after every shuttle. 3. Passengers to disembark airplane in an orderly manner (preferably by seat numbers (to prevent unnecessary contact) when getting on shuttle busses. 4. Announcement to be made where passengers should be informed to wear masks and respect social distancing at all times. 5. Passengers to be informed to have their Covid19 test results at hand for compulsory health screening before immigration and to self-report to Health team if they have any Covid19 symptoms. 6. Passengers to be handed before landing the Gambian Disembarkation forms, which are to be filled ready to be delivered at the immigration desk. 	GCAA, GIA, Airline staff, MOH
2.2	<p style="text-align: center;">Screening Area</p> <ol style="list-style-type: none"> 1. All passengers must be screened for symptoms of fever and Covid19 before entering the immigration areas 2. All passengers will be asked to report to the MOH TEAM if they show any sign of Covid19 symptoms before going through to immigration. 3. All passengers should provide the Health staff their Negative covid19 test, which should be properly checked to ensure it is valid and not beyond the 72 hours' time period. 4. Any passenger self-reporting or showing signs of Covid19 should and will be asked to step aside and will be referred to the Public Health Office where necessary protocols will be followed. 	MOH, GCAA, & GIA
2.3	<p style="text-align: center;">Immigration and Luggage Collection</p> <ol style="list-style-type: none"> 1. All Baggage handlers must be equipped with Mask and gloves which are to be changed after every flight arrival / departure. 2. All immigration and airport staff in frequent contact or interaction with passengers to be equipped with proper PPEs. 3. A Desk with only One designated Head Porter should be available for passengers to be able to request help if needed. The Head Porter will contact via walky-talkies or VPN other porters in coordinating the demands for porter service as and when needed. Porters contacted should be equipped with Mask and gloves! 4. Designated personnel from the airline / GCAA to be always available to ensure that the required physical distancing is respected throughout the process. 5. Adhere to Section 6.4 regarding airport staff. 	Immigration Officers & GIA & MOH, GCAA / Airline staff

3.0	Isolation / Quarantine!	
3.1	<p style="text-align: center;">Immigration, Transfer & Quarantine procedure</p> <ol style="list-style-type: none"> 1. One Quarantine Transfer bus must be available at the airport before arrivals. 2. Passengers that self-report or show signs of Covid-19 will be transported in an ambulance or other vehicle fit for purpose to a designated quarantine center until a Covid test can be performed at their own cost. 3. Passengers without a valid test negative covid-19 test at least 72 hours before travel will be placed under quarantine at a designated government hotel at their own cost and shall be transported in a vehicle for the purpose. 4. All Passengers going into quarantine will be required to hand over their passports to immigration officers before entering transfer busses to quarantine hotels. 5. Passports will be kept safe and handed back to the passenger at their respective quarantine sites when another COVID-19 test has been successfully completed and result is negative. 6. A health officer and a security officer will accompany all individuals due to be quarantined on the transfer bus. 7. Health & security officer to ensure that 1-meter physical distance is kept on the bus and that all passengers wear facemasks. 8. Information on which quarantine sites guests have been dropped off should be recorded including their telephone numbers and allocated room numbers to ensure a smooth return of passport upon a negative Covid19 test result. 9. Quarantine transfer buses should be immediately disinfected after each transfer following WHO guidelines. <p style="text-align: center;">Once In The Quarantine Site</p> <ol style="list-style-type: none"> 10. Individuals should always stay inside their rooms. 11. Food to be served inside guest rooms 12. Individuals to be provided with cleaning materials at the quarantine sites to ensure they keep rooms clean and hygienic. 13. If for any reason an individual needs to leave their rooms, a designated health worker must be informed to monitor movement. 14. Guest to be informed by health staff regarding Covid-19 testing date and time. 15. Once a negative test is obtained, airport officials together with health officials will hand over passports and obtain a signature confirming receipt. 16. Quarantine period will be for a minimum of 72 hours and maximum period is based on obtaining a negative test result. 17. Any guest who turns out positive and has severe symptoms will be transferred to a treatment facility until recovered. 	MOH, & Security staff.

4.0	Use of Face Masks in The Gambia	
4.1	<p style="text-align: center;">Face Mask & Physical Distance Requirements</p> <ol style="list-style-type: none"> 1. Everyone (except children aged 6 or below) is required to wear a facemask that covers both nose and mouth when venturing outside their accommodation facilities. 2. This includes and is not limited to the following: <ul style="list-style-type: none"> ● Visiting essential businesses such as Supermarkets, markets and Pharmacies. ● Entering public transportation ● Entering a personal car with another individual. ● Visiting health care providers ● When interacting with vendors, employees, guests and co-workers. ● When feeling sick, coughing and /or sneezing 3. In addition to the above, it is always also important to keep in mind the need to avoid crowds and maintain physical distance plus respect peoples' personal space. 	
5.0	Arrival Through The Gambian Road Borders	
5.1	<p style="text-align: center;">Truck drivers and Public / Private transportations</p> <ol style="list-style-type: none"> 1. All Drivers and passengers attempting to cross the border into Gambia are required to show certified negative test result for Covid-19 obtained within 72 hours before arrival. 2. All drivers and passengers must be screened for fever and symptoms of Covid-19 before being allowed to cross the border into The Gambia. 3. Any driver / passenger without a Negative Covid-19 result or showing signs of Covid-19 will not be allowed to cross the border into Gambian territory. 4. All passengers in a vehicle with one or more suspected COVID-19 cases will only be allowed to enter Gambia if they agree to be quarantined based on the guidelines under section 3.0 	

<p>6.0</p>	<p align="center">Accommodation providers</p> <p align="center">Applicable for and not limited to the following: Hotels, Lodges & Guest Houses catering to both domestic and inbound tourism.</p>	
<p>6.1</p>	<p align="center">Operating Requirements</p> <ol style="list-style-type: none"> 1. Each accommodation provider is required to have a Health professional to serve as infection prevention and control officer working in continuous coordination with the ministry of health. A maximum number of 5 businesses around the same location may choose to jointly hire and have on contract the services of a health professional to serve as an infection prevention and control officer. Health Workers will be required to follow the accommodation providers employee Rules and regulations. 2. All accommodation providers shall be responsible for ensuring the availability and use of WHO approved personal protective equipment and sterilization material. 3. Coordination with the Occupational health and safety Unit as Well as the Water, Sanitation and Hygiene Unit of the Ministry of Health regarding the availability of Hand Washing facilities and/or Hand Sanitizing Stations. 4. All accommodation providers are obliged to provide PPE (personal protection equipment) for all employees (disinfection and sterilization tools – mask-gloves... etc.). Extra to be made available for either sale or Free of charge to guests depending on their policy. 	
<p>6.2</p>	<p align="center">Preventive Measures</p> <ol style="list-style-type: none"> 1. If an elevator is available, the maximum load is restricted to 50% and hand sanitizer station should be available outside the elevator. 2. All public areas such as restaurants, public toilets etc. must be properly ventilated. 3. Awareness signs to be placed throughout the facility describing ways to prevent the spread of infection. 4. The use of facemask is mandatory for all staff in public areas. It is also mandatory for guests when wanting to approach staff. 5. Designate at least 5% of rooms for quarantine of minor / non critical and suspected in-house cases 	

<p>6.3</p>	<p style="text-align: center;">Hosting Guests</p> <ol style="list-style-type: none"> 1. Check-in procedures for guests are to be done electronically or with disposable pens or any other method which encourages limited contact 2. Accommodation providers are encouraged to sterilize luggage of the guests before checking in and out of the hotel. 3. Measuring guest temperature every time they enter the establishment and any guest with a fever must be isolated and reported to the health ministry by calling 1025. 4. Providing hand sanitizer in the reception area and various high contact zones at all times. 5. Cleansing all public areas regularly with bleach or any other WHO approved disinfectant. 6. Accommodation providers are urged to Use physical barriers where practical, such as Plexiglas or face shield around cashiers or reception / guest relation desks. 7. Ensuring physical distancing by placing floor or wall signage to mark out 1-meter distance between persons for queues and waiting areas. 8. Posting those measures on the accommodation providers websites and /or social media outlets to inform the guest about them before arrival 	
<p>6.4</p>	<p style="text-align: center;">The condition regarding Employees</p> <ol style="list-style-type: none"> 1. All establishments shall be committed to using the minimum required number of staffs for effective management of the hotel taking into consideration the need for physical distancing. 2. Workers returning from vacations in countries with active local transmission of Covid-19 will be required to present a certified negative Covid-19 as per section 2.0 3. All staff shall be subject to routine screening and testing by officials of the Ministry of Health 4. Direct staff to stay at home if they are sick or go home immediately if they become unwell 5. Encourage staff to report when they have been at close contact with a confirmed case of coronavirus (COVID-19) 6. Taking the temperature of workers daily and keeping such records for audit purposes. 7. Elderly workers or those suffering from chronic disease are not to be employed in work that requires contact with the guest. 8. All staff shall be trained on all basic preventive measures against COVID 19 as well as the symptoms of the disease before operations! Please liaise with your registered associations for guidelines or contact GTB. 	

<p>6.5</p>	<p style="text-align: center;">Swimming Pool and Beach Service</p> <p style="text-align: center;"><i>(Also Applicable for independent pool / beach bars)</i></p> <ol style="list-style-type: none"> 1. Regular maintenance and disinfection of swimming pools and use of a maximum chlorine concentration (5 mg/L) to neutralize the COVID-19 virus. 2. The Use of swimming pools, to regulate the maximum number of people allowed will be based on the 1 person per 4 square meters rule. 3. Cleansing the area around the beach and pool including tables, deck chairs, sunbeds, utensils, etc. After being used by guest as well as after the end of the run time 4. Leaving at least two meters between sunbeds of guests who are not in the same social circle. 5. Accommodation providers to deliver beach towels in room for guests and independent pools and beach bars to ask guests to bring their own towels to reduce unnecessary contact among people. 6. Minimizing recreational / contact activities on beach and swimming pools example volleyball, football, water polo etc. 7. Ensure there is security on the beach to prevent authorized and licensed beach / juice sellers trying to approach guests and not respecting social distancing. 8. All independent pool and beach bars to also adhere to Section 6.4 regarding Employees. 	
<p>6.6</p>	<p style="text-align: center;">Gym & Spa Services</p> <p style="text-align: center;"><i>(Also Applicable for independent Gyms and Spas not located inside hotels and other accommodation providers)</i></p> <ol style="list-style-type: none"> 1. Cleansing surfaces every hour, completely disinfecting the area after being used by guests and separating the devices properly. 2. Preventing showers in the Gym and Banning of the use of Jacuzzis, Saunas, Steam and massage sessions until otherwise stated by MOTC / MOH. 3. Cleansing and disinfection of all bathrooms inside the gym. 4. All staff and visitors must wear a mask at all times 5. All independent Gyms and Spas to also adhere to Section 6.4 regarding Employees. 	
<p>6.7</p>	<p style="text-align: center;">Casinos, Betting and Gaming Parlors</p> <p style="text-align: center;"><i>(Also Applicable for independent casinos and Gaming Parlors not located inside hotels and other accommodation providers)</i></p> <ol style="list-style-type: none"> 1. Cleaning surfaces every hour, completely disinfecting the area after being used by guests and separating the gaming accessories properly. 2. Recommend and reinforce frequent staff and customer hand hygiene behaviors (e.g., before, during, and after touching gaming tokens, cards, and other frequently touched surfaces) and have signs posted around the premises! 3. Provide hand washing facilities at all entrances and provide hand sanitizer that contains at least 60% alcohol at strategic places within the establishment 4. Independent establishments to adhere to Section 6.4 regarding Employees. 	

6.8	<p style="text-align: center;">Internal Supervision and laundry services</p> <ol style="list-style-type: none"> 1. Cleaning of rooms shall be done on the request of the guests. It must be done using approved PPE and disinfectants. 2. Cleaning and sterilizing all touched surfaces every hour in public places and public toilets by using disinfectants that are approved by the Ministry of Health & WHO. 3. Cleansing passages daily and cleansing rooms thoroughly after guest leave. 4. Taking practical measures to disinfect furniture and fabrics as much as possible. 5. Washing dirty cloth and pool towels at a high temperature and disinfecting the sink after completing the daily washing process. 6. Do not change bedding daily and rely more on self-service in cleaning rooms. 7. Safe disposal and management of waste in collaboration with the Ministry of Health and the Ministry of Environment 	
6.9	<p style="text-align: center;">Restaurants, Cafes, Bars & Clubs</p> <p style="text-align: center;"><i>(Also Applicable for independent Restaurant, Cafes, bars and clubs not located inside hotels and other accommodation providers)</i></p> <ol style="list-style-type: none"> 1. Hand sanitizers to be available in strategic locations for staff and guests including entrance/exits 2. Ensuring physical distancing by placing floor or wall signage to mark out 1-meter distance between persons for queues & waiting areas. 3. Smoking is strictly forbidden indoors and only allowed in designated outdoor areas. 4. All guests shall have their temperature taken & shall provide personal information such as name, contact number, physical address, email address date and time of visit to ensure contact tracing in event of a confirmed case 5. There shall be a distance of no less than 2 meters between dining tables and lounge tables. 6. All staff shall use appropriate PPE including but not limited to face masks at all times in public places and when approaching guests. 7. All restaurants are encouraged to use disposable cutlery where possible or at least have them upon request. Alternatively, all used utensils must be soaked in hot water and washed with soap and running water. 8. Frequently touched surfaces must be disinfected using approved disinfectants, including bathrooms. All guest tables and chairs should be cleaned / disinfected after every departure. 9. All establishments to display educational guidelines around for guests to see. 10. Use physical barriers where practical such as Plexiglas or face shields around cashiers 11. Encourage guests to book prior to arrival in your establishments so you can pre-allocate seating. Also ensure no seating-no service rule. 12. Free seating should be discouraged and all guests with or without bookings should be escorted and seated by a waiter or a host. 13. Contactless menu to be made available for guests to use or an option of laminated menus that are cleaned after every use. 14. Adhere to Section 6.4 regarding Employees 	

7.0	Transport services / Tours guide / Tourist markets & Shops	
7.1	<p style="text-align: center;">Ground Tour / Travel Operator transfers</p> <ol style="list-style-type: none"> 1. Social distancing announcements made available for guests lining up to enter vehicles. 2. All waste generated onboard vehicles especially water bottles shall be kept in bin bags and appropriately disinfected before disposal. 3. Signs to be made available to remind tourists of hand sanitizing and obligation to wear a mask when getting on the bus at all times. 4. All guest temperature to be taken prior to transfer 5. All Employees including drivers and guides to be provided with Masks 6. Have small sanitizers and sealed masks for guests upon request which can be sold or given FOC depending on company preference. 7. All vehicles to be disinfected before and after use especially taking note of frequently touches surfaces leaving at least 6 hours between uses. 8. Hand Sanitizing station to be setup for guests before they enter vehicles or the guide / driver can spray on people's hand before entering. 9. Employee handling Guest luggage for transfers to ensure he/she wears a mask and gloves which is to be changed after every loading / offloading. 10. All staff to be re-trained on how social distancing etiquettes and new ways of greeting guests without invasion of privacy 11. Ensure there is sufficient ventilation by limiting AC's and opening windows in vehicles where possible. 12. Adhere to Section 6.4 regarding Employees / drivers / Guides 	
7.2	<p style="text-align: center;">Car Rentals</p> <ol style="list-style-type: none"> 1. Provide personal protection supplies to employees (masks and gloves and sterilizers) and adherence to obligations of not removing masks and gloves during working hours. 2. Daily office sterilization, before beginning and end of business hours. 3. Sterilizing the vehicles thoroughly using disinfectants that are approved by the Ministry of Health, WHO or the USEPA during receiving and delivery and having recordings of this for inspection. The vehicle should be sealed with a "clean seal" sticker put between doors. 4. Ensuring all used vehicles are left vacant for 6 hours minimum before next rental 5. Preserve files containing renters' names, addresses and phone numbers. 6. Adhere to Section 6.4 regarding Employees / Drivers 	

7.3	<p style="text-align: center;">Green Tourist Taxis:</p> <ol style="list-style-type: none"> 1. Provide hand sanitizer in the car and having the driver wear masks and gloves while exchanging them periodically 2. Sticking to sanitizing hands consistently and without taking off the mask at all inside the taxi 3. Do not load passengers that are not wearing masks 4. Sterilizing the vehicle completely from the inside and the outside before starting on the daily using disinfectants that are approved by the Ministry of Health, & WHO. Records to be filed for inspection. 5. Sterilizing inner and outer door handles after every trip 6. Ensure only passengers that are a family / in the same social circle can ride together. 7. Do not use rubbing alcohol or highly flammable substances as sanitizers inside the vehicle 8. A taxi stand with maximum of one designated Head taxi driver should be available in a hotel or cluster for guests to request if needed. The Head will coordinate via walky-talkies or VPN and contact other drivers upon request basis only. 9. Adhere to Section 6.4 regarding drivers / employees 	
7.4	<p style="text-align: center;">Tourist Guides / Birdwatchers:</p> <ol style="list-style-type: none"> 1. The tour guide must always wear facemask, and they are also obliged to change their gloves on a regular basis especially when contaminated. 2. The tour guide must maintain the decided social distancing distance, which is 1.5m between them and the accompanying guests. 3. They are also obliged to wash their hands / sanitize as many times as possible and at several times throughout the day. 4. They are also obliged to keep a hand sterilizer and spare gloves with them during the trip. 5. The tour guide must call the emergency number 1025 to report to the committee immediately if any person accompanying him suffers from high fever, coughing, sneezing, or flu during a trip. 6. A guide stand with maximum of one designated Head guide should be available in a hotel or cluster for guests to request if needed. The Head will coordinate via walky-talkies or VPN and contact other guides upon request basis only. 7. Adhere to Section 6.4 regarding guides / employees 	

7.5	<p style="text-align: center;">MUSEUMS, GALLERIES AND SITES REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Fumigation of museum and galleries before opening. 2. Thorough regular cleaning of artifacts, objects and Strictly No Touching of objects on display. Notices to be on display for all to see! 3. Staff to wear hand gloves and face masks always 4. All Guests must wear face masks at all times 5. Hand washing / sanitizer facilities to be stationed at entrance of all museums, galleries and sites 6. Museum, gallery, site attendants and guides to maintain 1 meter distance from guests; 7. Use of temperature takers at each museum, gallery and site before visitors allowed in; 8. Take basic data like contact address of all visitors to museums, sites and galleries. 9. Adhere to Section 6.4 regarding guides / employees 	
7.6	<p style="text-align: center;">Tourist Markets and Shops</p> <ol style="list-style-type: none"> 1. All frequently touched surfaces and items for sale must be disinfected using approved disinfectants such as 1% hypochlorite solution. 2. Display educational guidelines around for guests to see 3. Ensure products displayed are not too overcrowded so guests can see what you have for sale and encourage No Touching of objects on display. Notices to be on display for all to see! 4. Staff to wear hand gloves and masks always 5. All Guests must wear face masks at all times 6. Hand washing / sanitizer facilities to be stationed at entrance of all markets and shop entrances 7. Sales agents to maintain 1 meter distance from guests 8. Routine (bi weekly) fumigation of markets 9. Adhere to Section 6.4 regarding employees and sales agents. 	