



Kingdom of Morocco
Ministry of Tourism, Handicrafts,
Air Transport and Social Economy
Tourism Department
Directorate of Regulation, Development and Quality

COVID-19-RELATED HEALTH SAFETY RECOMMENDATIONS FOR MOROCCAN TOURIST OPERATORS

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Foreword

This set of recommendations summarises the main health and safety measures that tour operators should implement to ensure a gradual and successful resumption of activities. The objective is to work and provide quality services in a safe and healthy environment.

The reflection in the development of this collection has placed the safety and health of the client and staff at the heart of the concerns. It reconciles health requirements, ease of deployment, economic efficiency and the social dimension. Likewise, this compendium has been elaborated by capitalizing on the practices observed at the international level and by aligning with the recommendations of the World Tourism Organization and thus supports the guides and documents elaborated by the various Moroccan authorities responsible for health, safety, hygiene and employment.

In this regard, the Tourism Department is currently developing an in-depth health reference system for tourist establishments, which will support the measures taken and will be validated by the competent Moroccan health authorities. Besides, the relevant authority is elaborating training sessions for the staff of these establishments.

Finally, this system is part of an integrated quality approach planned by the Tourism Department.

The recommendations proposed at the level of this collection may evolve over time and will need to be aligned with the guidelines that will be put in place by the relevant health authorities.



COMPENDIUM SECTIONS:



Tourist Accommodation Establishments



Tourist restaurants



Travel agencies



Tour guides



Tourist transport
(production in-progress)



Tourist Accommodation Establishments (TAE)

#1 General recommendations (1/2):

- Designate a COVID-19 referent who will be responsible for the application of safety and health procedures against COVID-19. They must have the necessary information on emergency numbers and hospitals and centers dedicated to the management of covid19 suspect/ positive cases.
- Ensure regular disinfection and aseptisation of all TAE departments according to national guidelines and standards.
At the entrance of each tourist accommodation establishment and at the level of the access and / or high traffic areas in the various departments, place a disinfectant and non-slip mat (by immersing the soles in a disinfectant solution).
- Treat and disinfect carpets regularly.
- Reinforce precautionary measures in the laundry.
- Organize training sessions for staff.
- Encourage teleworking for functions that do not require on-site presence.
- Develop a communication policy using awareness-raising materials that remind customers and staff of the health and safety measures to be adopted.
- Hang up plasticized awareness notes, favour video capsules over flyers



Tourist Accommodation Establishments (TAE)

#1 General recommendations (2/2):

- Limit the number of customers who can access the TAE at the same time: respect of social distancing measures at the level of common areas such as the reception, the entrance hall, or the restaurant.
- Set up a special COVID 19 HR unit to ensure daily control of staff temperatures, report emergency cases of suspicious cases, brief teams daily on the correct actions to adopt and review the HR policy of the TAE: rotating shifts and reinforced health and safety instructions.
- Update in a compulsory and systematic way all COVID 19 protection procedures.
- Provide staff with personal protective equipment masks, visors, hydro-alcoholic gels, permanently disinfected uniforms.
- Provide masks for customers, in accordance with current standards.
- Set up a lockdown and disinfection procedure in case of client(s) and/or employee(s) declared positive and requiring quarantine.
- Notify customers and provide in the conditions of sale the possibility of re-accommodating if the need is expressed or the situation requires it.



Tourist Accommodation Establishments (TAE)

#2 Recommendations by department

Reservation, check-in et check-out:

- Favour advance and online bookings.
- Digitize the registration process (offer pre-registration online or via email).
- Delay check-in and check-out times from one customer to another to avoid the risk of overcrowding.
- Promote online or credit card payment and send invoice statements by email.
- Avoid printing reservation forms or invoices only when necessary or at the customer's request (give preference to mailings to be sent directly to the customer).
- Plan a 6-hour gap between each reservation.
- Disinfect the luggage at the check-in and when handing over the keys by the customers at the check-out.

Welcome and reception (1/2):

- Plan an occupancy rate corresponding to the capacity of the TAE to comply with the health and distancing measures.
- Make markings on the ground to avoid the gathering of tourists in the reception hall.
- Equip, as far as possible, the reception desks at the TAE with separation screens (Plexiglas protective screens).
- Equip reception with a medical kit specific to receptionists including: disinfectant gels, disinfectant wipes to clean surfaces, gloves, disinfectant spray for payment cards and POS.



Tourist Accommodation Establishments (TAE)

#2 Recommendations by department

Welcome and reception (2/2):

- Display, permanently, specific health and safety measures for COVID 19 on screens 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.

Common areas :

- Ensure that social distancing measures are respected.
- Make it mandatory to wear a mask at staff premises as well as in common areas for customers.
- Rearrange the kids clubs so as to comply with the rules of prevention and protection against COVID 19 (limit the capacity of reception and reinforce hygiene measures).
- Continuously raise awareness on the right gestures and preventive measures against COVID 19.
- Install hydro-alcoholic gel dispensers in common areas.
- Set up reinforced cleaning and disinfection rules in common areas.
- Reinforce the cleaning of air filters and increase ventilation to renew the air and promote natural ventilation.
- Disable the electric hand dryers installed in the common sanitary facilities.
- Disinfect vehicles in the parking area.



Tourist Accommodation Establishments (TAE)

#2 Recommendations by department

Rooms and floors :

- Set up a strict cleaning protocol in the rooms ;train and inform staff on the new measures: mandatory wearing of masks and household gloves.
- Limit the use of bathroom welcome products to a single use.
- Equip the TAE laundry with certified cleaning products and train staff to avoid contact between dirty and clean laundry.
- Reinforce the cleaning of air filters and increase the ventilation level of air conditioning systems to renew the air more regularly while promoting natural ventilation (open bedroom windows).

At the restaurant (1/2):

- Respect a minimum distance of 1 meter between 2 tables at the TAE restaurant.
- Provide table service or buffet service on condition that social distancing measures are respected (Plexiglas separation screens, management of customer flows, service provided by dedicated staff).
- Establish rules with suppliers to verify compliance with COVID-19 safety measures: delivery and receiving personnel must be trained to properly; disinfect, unpack and clean products from outside suppliers.



Tourist Accommodation Establishments (TAE)

#2 Recommendations by department

At the restaurant (2/2):

- Train kitchen and service staff on the rules of hygiene to be adopted: handling cutlery, service respecting social distancing measures.
- Encourage room service to avoid queues.
- Room service should consider , whenever possible , options such as disposable packaging to avoid excessive handling of utensils (lunch box, breakfast tray, etc.).
- Reinforce the cleaning of air filters and fume hoods in kitchens.

Swimming pools and beach access (for TAEs located in the seaside area) (1/2)

- Respect social distancing measures and hygiene rules in swimming pools.
- Respect social distancing measures when installing parasols.
- Carry out a site zoning in the beaches



Tourist Accommodation Establishments (TAE)

#2 Recommendations by department

Swimming pools and beach access (for TAEs located in the seaside area) (2/2)

- Disinfect and regularly change and clean deckchairs and beach towels.
- Ensure a permanent display of the safety and hygiene measures to be adopted by customers in this area of the TAE.

Gym/ Hammam and Spa :

- The sports halls , hammam and Spa must respect the directives which are implemented by the competent health authorities.

Seminar rooms and special events

- Possibility of keeping the seminar rooms open while ensuring compliance with social distancing measures and hygiene rules (hydro-alcoholic gels and removal of participant kits, ...).
- Strengthen communication on measures to prevent the spread of COVID19.



Tourist restaurants(1/2)

- At the entrance to each tourist restaurant and at the level of the landings of the access and/or high-traffic areas (kitchen entrance, delivery area, etc.), place a disinfectant and anti-slip mat (by immersing the soles in a disinfectant solution).
- Reduce the capacity of the restaurant room and separate the tables by a minimum distance of 1 meter (including terraces).
Ensure the proper functioning of air conditioning systems to renew the air more regularly and promote natural ventilation of the premises whenever possible.
- Ensuring that social distancing is respected and control the flow of customers.
- Entertainment activities must respect social distancing measures. Establish health safety rules related to COVID-19 for staff (temperature control) and for suppliers.
- Ensure training of staff on good health and safety practices against COVID 19.
- Put up awareness posters on prevention and protection measures against COVID 19.
- Respect the social distancing measures and the hygiene and safety rules in the kitchen and the different rooms of the restaurant.



Tourist restaurants(2/2)

- Maintain the obligation to wear a mask (to be renewed every 4 hours) for staff including servers who must stand at least one meter away from customers when taking an order.
- Suspend operations that require customers to use common utensils or dispensers, such as salad bars, buffets and beverage dispensers.
- Favour electronic payment
- Provide customers and staff with hydro-alcoholic disinfectants.
- Regularly disinfect door handles, stair railings, chair armrests, tables, electronic payment terminals and any other frequently touched work tool.
- Disinfect the equipment and accessories made available to customers before and after use.
- Place groups of clients at a maximum of 4 people per table and ensure that the minimum distance is respected (members of the same family are excluded from this restriction).
- Dedicate an area for ready-to-go service and home delivery.
- Practise social distancing during home delivery by opting for "contactless" deliveries: send text messages or call when deliveries are ready.

Travel agencies (1/2)

- At the entrance of each travel agency and at the level of the access areas and areas with heavy movement of people, place a disinfectant and non-slip mat (by immersing the soles in a disinfectant solution).
- Ensure that the premises are disinfected in accordance with the instructions and the national benchmarks.
- Inform and sensitize staff and customers on the rules of hygiene and prevention.
- Put hydro-alcoholic gels at the entrance of the agency and in the staff areas.
- Ensure compliance with the mandatory wearing of masks by both staff and clients within the agency and report suspected cases of contamination.
- Redesign offices to respect social distancing.
- Provide the counsellors receiving clients with equipment and/or protective barriers.
- Limit and control the flow of customers: maximum of two customers with respect to distancing measures within the agency (compulsory ground markings outside the agency).
- Encourage teleworking for functions that do not require on-site presence.

Travel agencies (2/2)

- Develop online booking channels with secure payment to market the services offered by the agency.
- Set up a hotline and ensure the agency's presence on social media in order to answer the various questions of clients and professionals and thus avoid going to the agency's head office.
- Guarantee transparency and inform customers of all the preventive and hygiene measures required when preparing the trip.
- Distribute guides to good health and safety practices on the agency website or on social media.
- Establish rules with suppliers and partners to verify compliance with COVID-19-related health safety.
- Notify customers and provide in the conditions of sale the possibility of re-accommodating if the need is expressed or the situation requires it.



Tour guides (1/2)

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 :

- Have the health and emergency center numbers available.
- Have a hygiene kit available (masks, gloves, disinfectants, etc).
- Be equipped with adapted audio equipment (e.g. audiophone) provided by the travel agencies organising tours in order to facilitate interpretation.
- Make sure that clients are provided with their own masks (to be renewed every 4 hours).
- not work if COVID 19 symptoms are present, or if in contact with infected



Tour guides (2/2)

During the service, the tour guide and clients 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.
- Respect the safety instructions: adequate minimum distance between each person during the visit and during breaks and stops, wearing a mask is mandatory (if the mask is disturbing for the guide during interpretation, the use of an audio phone and/or a protective visor 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).



Next Steps

1. Finalization of the in-depth sanitary reference frame for TAEs and its validation by the Moroccan health authorities (deadline: 10 June).
2. A self-assessment platform is now online (deadline: 10 June).
3. Deployment of the device
 - 3.1 Training and capacity building of hotel operators on in-depth health standards (deadline: June 25).
 - 3.2 Opening of the TAE according to the following process:
 - a) Checklist provided by the hotelier.
 - b) Sending by the hotelier of a notification e-mail to the tourism delegation and the governor's office. It will include :
 - The consolidated evaluation carried out via the self-evaluation platform.
 - A declaration on honour of the accuracy of the information resulting from the evaluation.
 - The forecast or confirmed date of resumption of activity.
 - 3.3 A posterior control of the establishment will be carried out by the competent authorities.



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