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Reopening measures of Chinese travel industry

Hotels

In high-risk areas, where the epidemic prevention and control level is high, single room accommodation services for a single person can be provided, and the overall occupancy rate should be controlled within 50%.

Meeting and training receptions are suspended.

All personnel will be measured body temperature before entering hotels and customers are required to wear masks all the time.

It is forbidden to provide dine-in catering services for guests, and room services and take-out dining services are provided.

In medium-risk and low-risk areas, where the epidemic prevention and control levels medium and low, it is advocated to provide single room accommodation services, and the overall occupancy rate should be controlled within 75%.

Limited meeting and training reception services can be provided in accordance with the standard of no more than 50 people in a single venue and a social isolation distance of not less than 1 meter.

All personnel will be measured body temperature before entering hotels and customers are required to wear masks all the time.

Gathering dining should be avoided and it is advocated to set up outdoor dining areas with limited customers. Customers who line up to take meals, the separation distance should be kept not less than 1 meter.

Ctrip Hotel Guardian Alliance Initiatives

- No confirmed or suspected cases found in the past 14 days.
- Strictly implement daily disinfection.
- Equipped with necessary disinfection equipment and materials.
- Staff daily temperature measurement.
- In-store guest temperature measurement.
- Get a discount through booking hotels with "Health Guard" label.
- Some hotels provide "contactless services" such as robot delivery.

Tourist Attractions

Reopening evaluation by regions and divisions into levels.

The opening of tourism attractions in high-risk areas have been suspended temporarily, and the reopening of tourism attractions in medium-risk and low-risk areas should be comprehensively evaluated for the conditions and necessity.

Strengthen Epidemic Prevention and Control Training- all employees should be trained with the epidemic prevention knowledge and emergency response measures to ensure that employees have the necessary knowledge and abilities to prevent and control epidemic before taking up their posts.

Limited Reopening during the epidemic prevention and control period. tourism attractions are only allowed to open outdoor areas and indoor venues are temporarily closed.

Tourism attractions shall not receive more than 30% of the approved maximum carrying capacity. All tourism attractions should evaluate the implementation of temporary preferential policies carefully to prevent passenger traffic from exceeding the limit.

Establish Appointment System - tourist attractions should establish an appointment system through different channels including mobile applications, official websites and telephone reservations to implement time-scheduled tour reservations and guide tourists to enter the attractions in different time slots. On-site ticket purchases and collections are strictly prohibited.

Implement Real-name Registration - the real-name ticket purchasing system should be implemented, and tourism attractions should use appropriate methods to completely record the contact information and round-trip transportation of visitors. Tourism attractions are encouraged to actively use big data and business intelligence methods to do the dynamic monitoring of tourist information.

Restaurants

In low-risk areas, catering service units can provide normal catering services, and large-scale gathering meals are suspended.

In medium-risk areas, limited dine-in services is allowed, and the dining hall is open for 50% of the reception capability.

In high-risk areas, the gathering dining and catering business units are suspended from providing dine-in services, allowing catering service units to provide take-out services and contactless delivery services.

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Sincerely,

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