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Reopening measures of Chinese travel industry

General requirements for customers:

- Wearing masks;
- Temperature check, must be under 37.3c
- Check “health guard” label, only green color label that shows the person hasn’t been to high risk areas for the past 14 days can be accepted.

1. Airports and airlines

The CAAC released that airports shall be categorized into two levels, high-risk and low-risk airports. If flights coming from heavily impacted countries (with over 5000 existing confirmed cases) landed in a local airport, the airport shall therefore be deemed as high-risk airport.

All airports should be equipped with body temperature screening non-contact thermometers in terminals, and provide hand sanitizers to passengers, and quarantine areas for feverish passengers should be set up. Once feverish passengers are found, they should be required to wear facial masks, register personal information immediately. Medical departments and local health departments should be informed and provide supports.

Flights carrying passengers with suspicious symptoms shall be parked in remote stands, and special passages for passengers should be set up.

Flights can be divided into three levels: high, medium and low-risk flights.

- For low risks flights, non-contact thermometers should be required for body temperature check, if there are passengers with fever, fatigue and dry cough, medical departments should provide supports immediately.
- For medium and high-risk flights, except for body temperature check before boarding, if the flights are longer than 4 hours, then body temperature should be taken several times during

flight operation. If there are passengers with fever, fatigue and dry cough, medical departments should provide supports immediately and flights crew should communicate with the destination airport timely and cooperate in the handover of the passengers after landing.

Advice for In-flight Service: for all fights, cold dishes, cold meat/fish and edible ice cubes should be cancelled. While for low risks flights, normal meal service should be provided, for medium risk flights food-preparation procedures should be simplified, pre-packaged food should be provided. Flights crew should clean their hands before and after meals preparation. Lavatory should be cleaned once every 2 hours. The last three rows of seats on international flights should be reserved as a quarantine area for handling possible in-flight emergencies. For high risk flights, Flight attendants should be assigned to provide service in their designated areas, avoid close contact with passengers and only provide necessary in-flight service. Flight attendants could be designated to provide basic service for flight crew members when needed. It is recommended to provide pre-packaged food and bottled water before or during passenger boarding. Except for special needs, catering service should not be provided onboard.

Lavatory should be cleaned once every hour during flight. Passengers should be arranged to sit separately. The last three rows of seats should be reserved as a quarantine area for handling possible in-flight emergencies. If there are passengers who lived or travelled abroad within the past 14 days, the airlines concerned should make arrangement for them to board after all others have boarded, wear a mask throughout the flight, and sit at the back of the cabin at least two rows away from other passengers. Except for special circumstances, inflight catering service should no longer be provided to them.

2. Tourism Attractions

The opening of tourism attractions in high risk areas have been temporarily suspended. For medium and low risk areas, tourism attractions are only allowed to open air and outdoor areas while indoor venues are temporarily closed. Tourism attractions shall not receive more than 30% of it's maximum carrying capacity thus appointment system is established, and tourists are required to make an appointment and register real name through official website and telephone call in advance.

Before entering attractions, tourists are required to do temperature check, bring and show their ID cards, apply for health code and in exchange for green sign and wear masks all through the touring. If any suspicious person is found, the person shall be dissuaded from entering, temporarily isolated, and immediately notify the local health department for timely disposal.

Attractions should optimize the setting of tour routes to prevent tourists from crowding. It is necessary to strengthen patrol inspection, guide tourists to do a good job in safety protection, and keep the distance between people in places such as ticket purchase, sightseeing, rest, catering, etc. It is necessary to set up special personnel at the entrances and exits of tourist attractions, important tourist spots and other areas where people are likely to gather, strengthen the facilitation, avoid congestion and ensure the prevention and control.

3. Railways

The railway department took eight measures to control the transportation. First, arrange transportation capacity scientifically. They encourage passengers to buy tickets online and can change or return tickets free of charge, then use this data to arrange trains scientifically.

To strengthen the management of ticket sales, non-seat tickets are not allowed to be sold, the total tickets sold should not exceed 50% of the maximum capacity and passengers should be arranged to seat separately.

The second is to avoid the gathering of passengers to the greatest extent. Disperse measures shall be taken for passengers who are waiting for, purchasing and returning tickets in the station. Non-contact thermometers and face recognition equipment are adopted while check-in, the distance between two passengers should be at least 1 meter, passengers in dense compartment should be arranged to other compartments. The dining compartment is closed, food will be delivered to the passenger seat by the train staff; passengers are advised to move around as less as possible to avoid personnel gathering.

Third, strengthen the ventilation and cleaning of railway stations. The air circulation should be improved every 5 to 10 minutes, filters of the air conditioner should be often disinfected; for trains

that has no air conditioner, the windows should be open as much as possible and increase the cleaning of key parts such as toilet door handles, washstand faucet, waste box, etc.

Fourth, organize publicity for epidemic prevention and control. The railway department use train stations, TVs and loudspeakers on train to broadcast health protection knowledge launched by the state authority to passengers and employees, distribute easy to understand brochures at the station.

Fifthly, cooperate with the local government epidemic prevention department to measure the temperature of passengers in and out of the station, also during the operation of the train. Reserve a certain seat at the end of the vehicle as the isolation place for fever passengers; if fever passengers are found on the train, they should be moved to the isolation seats immediately, and sent to the inspection station or local health department in time.

Sixth, provide support to close contacts if confirmed cases are found on the trains, keep accurate record of passengers' information and phone number.

Seventh, provide timely and efficient delivery of medical personnel and materials, establish green channel and special train to guarantee the transportation of medical personnel, prevention and control materials and living materials in Hubei and other key areas.

Eighth, strengthen the protection of railway workers. It is required that employees must wear masks at work, conscientiously implement the protection requirements such as frequent hand washing, frequent ventilation and non-gathering, strengthen the psychological guidance of employees, relieve anxiety and tension.

4. Hotels

All customers and personnel will be measured body temperature before entering hotels and masks should be wear all the time. Gathering dine-in services in hotels are forbidden, dining services are provided to rooms.

In low and medium-risk areas, it is advocated to provide single room accommodation service and the overall occupancy rate should be controlled within 75%, limited meeting and training reception

service can be provided with the standard of no more than 50 people in a single venue and a social isolation distance of not less than 1 meter.

In high risk areas, single room accommodation service for a single person can be provided, customers should register personal information, show their health code and bring negative result of nucleic acid test. The overall occupation rate should be controlled within 50%, meeting and training receptions are suspended.

5. Restaurants

Restaurants in attractions, B&B, bars and rural catering centers are forbidden to provide service, large scale of catering is also forbidden. Both customers and personnel are required to wear masks all the time and show health code before entering the restaurant. Personnel with fever, dry cough or fatigue are forbidden to work at the restaurant, if customers are found with fever, dry cough or fatigue, the local health department should be noticed on time. In low and medium risk areas, dine in service is allowed, but can't reach 50% of its reception capacity. Dining table should be arranged with distance of no less than 1 meter, customers should also be arranged to sit with distance of no less than 1 meter. In high risk areas, the gathering dining and catering business are suspended, take-out service and contactless delivery are allowed.

Sincerely,

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Israel Ministry of Tourism