

TOURISM SANITIZATION GUIDANCE ATTRACTIONS

This document has been created to provide tourism partners who operate attractions in the Cayman Islands with guidance on safety and health-related measures, in response to the COVID-19 pandemic.

Following collaboration with Government partners such as the Ministry of Health, Department of Environmental Health, private sector stakeholders, and principles of international health entities such as the UK Health Security Agency (UKHSA) (formerly Public Health England), these standards of practice have been developed to establish industry guidelines for sanitization.

Each operator is responsible for ensuring that current regulations and legislation of the Cayman Islands Public Health Law regarding the prevention, control, suppression, and management of COVID-19 are adhered to. Please verify the most current laws and regulations with official Government sources. This document is in addition to the public health policy and guidelines, is created to support the “Readiness Plan” for **Phase 4** implementation, and should be reviewed and revised upon the implementation of new phases in the future.

Recommended Guidelines for all attractions in the Cayman Islands

1. An official COVID-19 sanitization, health and safety policy should be created by all attraction centers. Information on how to draft your own policy can be found here: <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>.
2. All staff members should be trained with regard to this official policy and any new protocols that will be put in place by the establishment.
3. All Attractions will adhere to official guidelines with regards to personal protective equipment (PPE) as outlined by the Cayman Islands Government (CIG).
4. Any new protocols that are established by the CIG will be adhered to, as necessary.
5. Testing of employees as required by the CIG.
6. Additional information can we found at www.gov.ky or email sanitization@caymanislands.ky.

For more information on the National Policy: [NATIONAL POLICES LFT](#)

This guidance document is based on CARPHA (2020). Caribbean Public Health Agency Technical Guidance for Tourism: Guidelines and Checklists for Reopening of Caribbean Tourism and Travel (Sites and Attraction) COVID-19 Series.

Best Practice Measure	What are the risks to your customers and staff?	Where are the risks?	Actions to help control risks?	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control Check
1	Lack of information	Displayed on attraction website and Visit Cayman Islands	Information from HSA and Ministry of Health.	Policy placed within the lobby and at the front desk.	Accommodation	Updated as needed	
2	Cancellation Policy	Displayed on attraction website	Provide clear information on cancellation policy in place during COVID-19.			Check daily as required	
3	Car Park	Open bins	All bins around this area should be clear of rubbish.	Bins should have disposable bin liners and lids.		Empty regularly	
4	Entrance/Gift Shop	Door handles Physical distancing	Signage and hand sanitiser to be available both inside and outside of main entrance. Create a queuing system outside of Gift Shop with physical distancing markers on the ground.	All guests to use hand sanitiser before entering the attraction. Permit only 3-4 customers at a time in Gift Shop.	Staff should monitor and manage physical distancing between customers.	Ongoing	
5	Accurate information	Bookings	Provide staff with clear and consistent messages to guests			Checked daily as required	

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			enquiring about booking their tour via phone and email and containment measures that have been put in place.				
6	Shaking Hands/Greeting	Reception/Entrance	Encourage staff to greet guests without contact – do not shake hands with guests.	Sign to be placed at reception explaining this to guests.		At all times	
7	Washing hands	Reception/Entrance	Clear signage at entrances and at desk level reminding guests to frequently wash their hands.			At all times	
8	Close contact with visitors	Reception/Entrance	Signage should be displayed asking visitors to refrain from close contact.	Signage to be displayed.		At all times	
9	Untrained Staff	Reception/Entrance	Ensure that training is provided to all staff on signs and COVID-19 measures			Ongoing	
10	Countertops and reception areas	Reception/Entrance	All hard surfaces to be disinfected regularly.	Regularly as outlined by HSA/Ministry of Health.		Disinfect after each customer	
11	Booking of tours	Reception/Entrance	Pre-booked tours encouraged via website/email/phone to maintain physical distancing.				Immediately
12	Tours	Tour Management	All tours should be booked at capacity no exceeding current	Clearly communicate policy through	Gift Shop Staff	At all times	

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			<p>applicable guidelines in effect (e.g. public transport, public gatherings, etc.).</p> <p>Install traffic arrows on the floor to indicate the preferred direction for visitor traffic flow.</p>	<p>website/social media/email confirmations. Advise visitors of the purpose for floor arrows.</p>			
13	Staff Training	Tour Guides	<p>Ensure that all tour guides are briefed on attraction policies and how to enforce.</p>	<p>Provide training for tour guides on attraction sanitization policy.</p>			Immediately
14	Waste Bins	Tours Guides	<p>Ensure that there are adequate garbage bins throughout the property for proper disposal of trash.</p>	<p>Bins placed throughout attraction.</p>		Empty and disinfect regularly	
15	Visitor Management	Tour Guides	<p>Ensure that there is only the dedicated number of persons per tour in line with attraction operational guidelines.</p>	<p>Outline and install floor signage indicating maximum number of persons allowed in a designated area at a time.</p>	Gift Shop Staff	At all times	
16	Staff and Visitor PPE	Reception	<p>Ensure that all staff and guests have face masks or covering before beginning the tour/entering the attraction</p>	<p>Mask wearing is mandatory and anyone without a mask will not be allowed to enter the attraction.</p>		At all times	

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17	Proper hand hygiene	Tour Guides	Hand sanitiser should be placed throughout the tour/offered to guests frequently.			At all times	
18	Waiting Areas	Entrance/Waiting areas	Ensure that there is adequate space for guests to wait while adhering to physical distancing requirements.	Place signage throughout attraction with reminders on physical distancing.		At all times	
19	Public restrooms	Disinfect all surfaces in restroom	Provide hand sanitiser outside bathroom entrance or prior to entering the bathroom. Additional signage in restroom with guidance on proper hand washing.	Deep clean should be done daily.		Cleaned frequently	
	Café/Food Areas (As applicable)						
26	Cross Contamination	Dining Areas	All customers should follow hand hygiene policy and use of sanitiser prior to entering café.	Signage outside café. Information shared with guests via email ahead of time.		At all times	
27	Physical greeting	Dining Areas	Verbal greetings only. No hand shaking.	Signage displayed to discourage physical contact.		At all times	
28	Table layout	Dining Areas	Follow current regulations in effect regarding spacing	Signage to be displayed.		At all times	

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			between tables. Outside dining encouraged.				
29	Menus	Dining Areas	Present menu offerings via blackboards, QR codes/digitally or verbal communication – avoid hard copy menus where possible.			At all times	
30	Contact Tracing		If contact tracing has determined that an infected person has visited an attraction, Public Health will send notification to the management of the attractions so they can enact any testing or isolation policies	Impacted staff to conduct test and isolation procedures as necessary. Facility may close temporarily for sanitisation purposes based on the seriousness of cases.			
30	Order taking	Dining Areas	Physical distancing to be enforced for order taking.	Pens and writing pads provided to each member of staff. Disinfect pens frequently.		Disinfect often	
31	Hygiene Practices	Dining Areas	Proper hygiene practices as outlined by DEH and the Ministry of Health.	Review requirements from DEH and guidelines of		DEH and Ministry of Health documents up to date.	

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				Ministry of Health.			
32	Handling of equipment (glassware, cutlery, crockery and condiments)	Dining Areas	Minimal handling of utensils and condiments.	Proper disinfecting and use of disposable sachets for condiments.		At all times	
33	Buffets	Dining Areas	No buffets should be allowed in the café.	No open displays.		At all times	
34	Kitchen	Kitchen	Practices should be aligned with the DEH inspection.	Food safety and handling guidelines as outlined by the DEH food handling course and inspection.		At all times	

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