

Stage 2 Recourses for Tourism Businesses

1st June 2020

RESOURCES FOR TOURISM AND EVENTS BUSINESSES

Tourism industry decision tree - use this simple flowchart to understand when you can operate, with how many patrons, and what documentation you need to have in place.

Tourism and events industry frequently asked questions - including how to calculate how many patrons you can have on a boat or bus, rules for ferry operations, and sector-specific questions.

Fact sheet - COVID Safe Planning for tourism and events businesses - including understanding which Industry Association is writing which Industry Plans, what you need to do if you'd like to have more than 20 patrons, and how events need to develop COVID Safe Plans.

Draft Industry Plan - QTIC's draft Industry Plan for tourism experiences and accommodation is available on their website. Once the Chief Health Officer approves the plan it will be published on the Queensland Government's COVID-19 website (near bottom of page) and businesses who wish to have more than 20 patrons will need to adhere to the plan and complete a compliance declaration.

[More information can be found here.](#)

ACCOMMODATION

Accommodation providers can operate in Stage 2 for both essential reasons, like someone travelling for work, and for recreational purposes like a holiday. This includes campgrounds. There is no limit on the number of customers for accommodation providers.

Some accommodation providers are required to have a health management plan to manage preventing the spread of COVID-19. For example, a backpacker hostel or a bed and breakfast. If you rent out part of your home using an online hosting platform such as Airbnb and your guests share your kitchen and/or bathroom, you will also need a health management plan. Fully self-contained apartments or houses will not require a health management plan.

You can find more information about a health management plan [here](#).

TRANSPORT

Transport and leisure travel (eg, boat and bus trips, rides and attractions)

- Wherever practical businesses will practice and promote social distancing.
- Businesses will ensure that seating in vehicles (including buses, trains, rides, attractions, cars and boats) will be spaced to adhere to the 1.5 metre distancing guidelines wherever it is possible and practical to do so. Family/residential groups are permitted to sit in closer proximity but will be advised to maintain distance to other individual and family/residential groups.

- When it is considered acceptable for flexibility in the application of social distancing in vehicles and vessels, businesses in this sector will ensure significantly increased emphasis on the following mitigation strategies; ~ Time within the confines of the vehicle will be limited wherever practical (e.g. if there are stops during which it is safe and practical to disembark then passengers will be encouraged to do so). ~ Pre-screening will be enhanced to ensure that prior to boarding passengers and staff are asked about symptoms and risk factors for COVID-19 and if any are present, travel/entry will be deferred. ~ Hand hygiene will be enforced upon entry and businesses will provide a mechanism whereby this is observed and enforced prior to/upon boarding. ~ While the use of masks by all passengers is not likely to be of benefit, businesses will provide masks wherever possible (particularly for longer trips). For people who are or become unwell in transit, (particularly those with obvious respiratory or flu like symptoms), masks should be supplied both for the person exhibiting symptoms and everyone within a 1.5 metre radius (including any staff attending to them).
- Businesses will undertake enhanced cleaning between trips with particular attention to high-touch surfaces.
- Businesses will ensure that appropriate cleaning products are available on the vehicle/vessel such that cleaning of potentially contaminated surfaces can occur in transit (where safe and practical) particularly if any passengers or staff display any respiratory or flu like symptoms (or there is a blood or body fluid contamination of the environment) in transit.
- Businesses will ensure that all staff working on/operating vehicles/vessels in which social distancing measures are not able to be routinely applied are trained in the appropriate strategies (outlined above) to ensure adherence.
- Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on.

WILDLIFE PARKS

Wildlife parks can have up to a maximum of 20 people attending at any one time and social distancing adhered to. Venues also need to have a plan in place to manage entry and exit so there is limited crowding.

Wildlife centres can also have more than 20 people in attendance if they are operating under a Site Specific COVID Safe Plan.

TOURS

Tourism experiences can operate for up to 20 people. This includes tour operators and attractions such as dive boats and fishing charters, and boat operators, who take passengers as individuals or in tour groups can also operate.

While at times it can be difficult to maintain social distancing, tour operators should make every effort to adhere to the guidelines outlined in the Public Health Directions, use common sense and follow social distancing principals, including:

- Ensure you or your staff stay home if they are sick or have flu-like symptoms, no matter how mild, and get tested for COVID-19
- Encourage your customers to rebook if they are sick or have flu-like symptoms, no matter how mild, and encourage them to get tested for COVID-19

- wherever possible maintain 1.5 metres distance from other people
- one person per four square metres
- practice good hand hygiene by washing your hands regularly with soap and water, and use alcohol-based hand sanitiser

To ensure you are maintaining a safe environment for patrons and staff, make use of available resources for [best practice cleaning](#) and additional resources in the Safe Work Australia COVID-19 [Resource Kit](#).

RESTAURANTS AND CAFÉ'S

You can have up to 20 patrons at your business premises at any one time providing you have suitable indoor and outdoor space to meet the requirement for no more than one patron per four square metres and have a completed and signed COVID Safe Checklist on display.

In each discrete area patrons access there can only be one person per four metres up to a maximum of 20 patrons. For example across the whole venue you could have 20 patrons using the indoor and outdoor space where there is insufficient room for all 20 to be inside as the indoor capacity is too small. Certain eligible businesses, including restaurants and cafes may be allowed more patrons if they comply with an approved Industry COVID Safe Plan. More information about COVID Safe Plan [can be found here](#).