



CHANGES IN TRAVELLING HABITS FOLLOWING COVID-19

Instructions to companies involved in tourism

Following the Covid-19 outbreak, the habits and needs of tourists can be expected to change. Tourists of the future are likely to want to travel to less populated destinations and to become more aware than before of their environment and their involvement with other people. As a result, they will make greater demands on companies and expect a visible response from them to the changed circumstances.

It is important that tourism companies should be guided by tourists' new requirements and demands for safety and quality. Staff training and the providing of clear information to customers are crucial in coping with the changes in their habits and requirements.

In order to support travel companies in dealing with the new circumstances, Hæfnisetur ferðaþjónustunnar (Skill Sets for Tourism), Samtök ferðaþjónustunnar (SAF) (the Tourism Association), and Ferðamálastofa (the Tourism Office) have set out the following instructions for managements to follow.

Further information available on [covid.is](https://www.hafni.is).



What can we do to cope with the new situation ?



Analyse the working environment and prepare to reorganize the services you offer

Keep well-informed about requests from the government and pass them on to others.

Instruct staff members about new priorities and procedures, so that they can both protect themselves and inform customers clearly and simply about the prevention of infection and how to respond to certain situations.

Take measures and create procedures for the isolation of individuals if an infection is suspected.

Try to reduce the number of shared contact surfaces.

Organize the disinfection of shared contact surfaces.

Look at any possibilities of increasing automation, so that direct contact is not required.

Organize service and guest areas so as to avoid crowding as far as possible, and prepare appropriate instructions which take into account customers' needs.



Inform customers about safety provisions

Inform customers what your response to the situation has been and what measures have been taken to prevent infection.

- Publicize this information in your marketing material and on your website, and put information leaflets in vehicles, guest rooms and anywhere possible.
- Display cleaning and disinfection programmes and ensure that these are carried out.

Inform customers and/or travel agents, etc. well before guests' arrival, if in some cases it is not possible to guarantee social distancing.

Have to hand information about the situation in Iceland and the number of infections in locations and areas around the country.

Give information about the correct response should there be a suspected infection, and the role of staff members in reacting to this situation.

Give information about how staff are trained to respond to an infection.



Cleaning and disinfection

Thorough cleaning is the basis of disinfection. How often contact surfaces are cleaned/disinfected varies according to circumstances, but once a day should be aimed for as a minimum, with further cleaning/disinfection as required.

Hand-washing is the best form of disinfection. Hand sanitizer should be used instead of hand washing when a wash hand basin is not available.

For best results, surfaces should be washed with soap before disinfectant is used.

It is important to display general information about disinfection as widely as possible and in several languages.

On the covid.is website, there are posters which are useful for the instruction of guests and staff.

The posters are available veggspjöldin [here](#).

Accommodation

Instructions for disinfection



Have hand sanitizer available, for example at the entrance, at reception, in lifts, and at the entrance to the dining room, and encourage guests and staff to use it. Also encourage them to wash their hands.



Display disinfection instructions at the entrance, see posters on covid.is.



Make sure there is good ventilation/air conditioning.



Consider the possibility of eliminating contact areas, such as bell pushes at reception, magazines, pens in guest rooms and so on.



Consider whether changes are needed in the way staff members work, for example, in helping guests to use equipment or carrying suitcases.

Disinfect all main contact surfaces:

Communal areas

- ✓ Handles, knobs, handrails
- ✓ Switches (light switches)
- ✓ Contact surfaces and knobs on doors
- ✓ Service counters and cash desks
- ✓ Baggage trolleys
- ✓ Telephones

Lifts

- ✓ Doors, buttons, support bars and seats

Guest rooms

- ✓ Switches (light switches)
- ✓ Contact surfaces and knobs on doors
- ✓ Contact surfaces and knobs on wardrobes/ shelves/pegs/coat hangers
- ✓ Contact surfaces and knobs on windows and curtains
- ✓ Contact surfaces on all tables, such as bedside tables, writing desks, side tables, and waste bins/trash cans
- ✓ Contact surfaces on appliances, such as televisions, radios, kettles and coffee pots
- ✓ Disinfect TV remote control handsets, and put a label on them to confirm that this has been done
- ✓ Contact surfaces in bathrooms, such as doorknobs, WC's, tables, mixer taps, soap dispensers, toilet paper stands, WC brush handles, hair dryers, towel rails, pegs, and waste bins/trash cans

Restaurants

Instructions for disinfection



Have hand sanitizer available, for example at the entrance and by the lifts, and encourage guests and staff to use it. Also encourage hand washing.



Display instructions for disinfection at the entrance, see posters on [covid.is](https://www.covid.is).



Make sure there is good ventilation/air conditioning.



Consider using plexiglass (sneeze barriers) and/or closed containers, together with disinfection of contact surfaces and utensils at the buffet table. Have hand sanitizer by the table and observe the 2 meter minimum distance rule.



Menus should preferably be in digital form or disposable.

Disinfect all main contact surfaces:

- ✓ Chairs
- ✓ Tables
- ✓ Menus (if reusable)
- ✓ Salt and pepper pots
- ✓ Contact surfaces in bathrooms/restrooms, such as doorknobs, WC's, tables, mixer taps, soap dispensers, toilet paper stands, WC brush handles, towel rails, pegs, and waste bins/trash cans

Leisure and display areas



Instructions for disinfection



Have hand sanitizer available at the entrance, at the service/reception desk, in display areas, and by vehicles, and encourage customers and staff to use it. Also encourage hand washing.



Display instructions for disinfection by the entrance, see posters on covid.is.



Make sure there is good ventilation/air conditioning.



Explain to customers clearly about cleaning of safety equipment and clothing, and what measures have been taken to avoid infections.

Disinfect all main surfaces on all equipment and other contact surfaces:

- ✓ Lights, torches, helmets, spikes, ice axes, abseiling belts, saddles, reins, bicycles, skis, wet and dry suits, life vests, goggles, inflatable 'sphering' balls, etc.
- ✓ Handles and support bars
- ✓ Seats, seat backs and tables
- ✓ Display stands

Vehicles

Instructions for disinfection



Have hand sanitizer available at the entrance, and encourage passengers and staff to use it when going in and out.



Display instructions about disinfection by the entrance, see posters on covid.is.



Make sure there is good ventilation/air conditioning.



Make sure that thorough, regular cleaning is carried out in the vehicle's passenger space.

Disinfect all main contact surfaces:

- ✓ Handles and support poles/rails at the entrance(s)
- ✓ Seat backs and tables
- ✓ Handles in front of, between and at the side of seats
- ✓ Headrests and sides of seats which passengers may touch
- ✓ Side windows by passenger seats which passengers may touch
- ✓ Buttons/handles for adjusting passenger seats
- ✓ The front of the baggage rack above the passenger seat
- ✓ Handles for opening and closing roof panels/sunroofs
- ✓ Inform passengers and/or travel agents, etc. before the trip, if in some cases it is not possible to guarantee social distancing