



PATA®

Pacific Asia Travel Association

CAMBODIA CHAPTER

Safe travels

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Content

- The vision
- The goal
- Global Protocols



The Vision

- We must come together to effectively address COVID-19 and mitigate its present and future impact, it is essential for Travel & Tourism to join forces to plan a coordinated and consistent approach, together with governments and health experts to ensure speedy and effective recovery once the crisis has stabilised



The Goal

- Aims to support the sector in achieving an effective recovery by developing meaningful action plans that optimise sector-wide recovery efforts and providing the public and private sectors with the insights and toolkits for interaction and implementation
- In its approach, we will consider the perspectives of governments, health experts, the private sector, and travellers; working together on joint solutions and protocols to ensure that people are and feel safe. We envision a future of travel which is safe, secure, seamless and provides an authentic and meaningful experience to the traveller across the journey; one which supports the livelihoods of millions and contributes to sustainable economic growth



Global Protocols

- Specifically, we should create short protocol documents for at least ten industries within Travel & Tourism so as to align the private sector behind common standards to ensure the safety of its workforce and of travellers as the sector shifts to a new normal. We will collaborate with governments and health experts whilst ensuring that the needs of the private sector are considered and integrated within public policies.

Global Protocols (cont)

The proposed initial industries within Travel & Tourism are:

- Hospitality
- Attraction site
- Aviation
- Airports
- Outdoor Retails
- Tour Operation
- Convention Centre and MICE
- Car Rental
- Insurance
- Shopping Malls

Global Protocols (cont)

Outdoor Retailers

We have divided this into five main points

1. Restarting Operations
2. Ensuring a Responsible & Secure Experience
3. Rebuilding Trust & Confidence
4. Integrating Innovation
5. Implementing Enabling Policies

Hospitality

1. Operational and Staff Preparedness
2. Ensuring a Safe Experience
3. Rebuilding Trust & Confidence
4. Implementing Enabling Policies

Shopping Protocols through the Guest Journey

1 Pre-arrival Guest & Partner Communication

- Communication of new Shopping Protocols to brand partners and local travel and transport partners
- Communication via: website, app, digital and social media, email



2 Arrival at the Village

- Social distancing on train and Shopping Express®
- Village occupancy limits
- Car park management
- Thermal scanning
- Guest code of conduct



3 Guest Services

- Digital navigation
- Washroom deep cleaning
- Contemplation room deep cleaning
- Playground closure
- Valet Parking suspension
- Digital services: roving Concierge, e-HFS, eVIP, etc



4 In The Village

- Deep cleaning
- Social distancing
- Digital navigation
- Queue management
- Face masks
- Hand hygiene



5 In The Boutiques

- Brand and staff training
- Control of merchandise to shop floor
- Social distancing
- Queue management
- Boutique occupancy limits
- Contactless payment
- Cleaning protocols for boutique and fitting rooms
- Face masks
- Hand hygiene
- Boutique code of conduct



9 Our Staff & Reopening the Villages

- Team training
- Community outreach
- Social distancing
- Deep cleaning
- Face masks
- Hand hygiene



6 Restaurants, Cafés & Kiosks

- Supply chain control
- Food handling and preparation
- Restaurant Protocols
- Face masks
- Hand hygiene
- Social distancing (interior and exterior, including terraces)
- Deep cleaning
- Digital menus
- Queue management

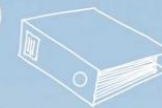


7 Private Client Spaces

- Reserved parking
- F&B control
- Deep cleaning
- Social distancing
- Face masks
- Hand hygiene
- Digital services: Virtual Personal Shopping, e-HFS, eVIP, etc



8 Research





WHY PROTOCOL DURING POST PANDEMIC ERA

Protocol are designed to help to rebuild confidence among the global tourism sector .

It helps to ease service providers of the destination when the travel conditions is safe to resume travel .

It serves as a guidance to travel providers, operators and travelers as “dos and donts” mainly on the new norm approach to health and hygiene in the post pandemic era travel .

It will allow alignment and consistency to ensure safety of travelers and the workforce of the destination

BEST PRACTICE FOR SAFE TRAVEL – POST

- ✓ **At all times use PPE and observe the safety and care protocol of the destination and have your daily have your temperature monitored.(minimum 3 times per day)**
- ✓ **Use a tracking form or APP to record your daily temperature when leaving or returning from the hotel , restaurant and attractions**
- ✓ **Seek medical assistance or report when there are signs of unwell Prior to departing from Cambodia – all visitor will be required to take a PCR or Antigen test before departing to airport or bus terminal for their onward journey**

✓



BUILDING CONFIDENCE

- ✓ **Countries NEED to have confidence in each other pandemic handling , knowing the conditions of the travelers using best practice is in-place for the travelers.**
- ✓ **A public forum platform in form of a APP that allows travelers to post or share their positives while visiting the destinations and also the area where we need to be “careful” or alert .**
- ✓ **Observe and adhere to the destination SAFE policy - wearing mask wearing, distancing, avoid crowd, practice good hygiene and sanitization habits**

RESPONSIBILITIES

What do ALL Need to Do?

- ✓ **Back to basic –observe all the set safety and care protocol .**
- ✓ **Always be transparent and seek help if needed**
- ✓ **Observe , report and care for other travelers and service provider and report to authority on any non-compliance behaviour**



Thank you for your Attention
Stay Safe and continue to fight with
Covid-19 together