



Government of Goa

Department of Tourism

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No.N5/3(571)2020-DT/172

Date: 16/10/2020

CIRCULAR

Government has permitted a phased re-opening of tourism activities in areas outside the containment zones in the State of Goa from July 2, 2020 onwards. Accordingly, the State Government had now decided to permit all River Cruises and Watersports operators registered under Goa Registration of Tourist Trade Act 1982, with the Department of Tourism to commence their operations with effect from 15th October 2020.

A comprehensive 'Safety and Hygiene Guide' detailing the SOPs and guidelines on preventive measures to be adopted by all operators of Watersports and River Cruise activities, in order to prevent and contain the spread of COVID-19 virus, has been prepared by the Department. A copy of the Guide is enclosed herewith. All Watersports and River Cruise operators shall strictly abide by the SOPs/ Guidelines and ensure that all requirements are in place as specified in the Guide before they commence their activities.




(Menino D'Souza)

Director of Tourism

To,
All concerned.



Department of Tourism, Government of Goa



COVID-19

Safety and Hygiene Guide

for Water Sports & River Cruise
activities in Goa

GUIDELINES FOR WATER SPORTS & RIVER CRUISE ACTIVITIES

1. APPLICABILITY

The guidelines are applicable to all Water Activities registered with Department of Tourism, Govt. of Goa (DOT). Any Water Activities not yet registered with DOT is required to complete their registration before (re)starting their operations in the state. Any violation found in this regard will lead to severe action from DOT, under Goa Registration of Tourist Trade Act 1982.

Following are the list of water activities:

Barefoot Skiing	Boating	Kayaking	Surfing	Stand up paddle surfing
Canoeing	Jet Skiing	Wake Boarding	Rafting	Sit-down hydrofoiling
Skim Boarding	Parasailing	Wake Surfing	Rowing	Water Scooters
Kite surfing	Wake Skating	Dinghy Sailing	Skurfing	Others (as specified during registration)
Scuba Diving	Yachting	Cable Skiing	Flow Boarding	
Wind Surfing	Body Boarding	Sailing	Kite boating	

In addition, the guidelines were provided for river cruise / 1-hour evening cruises activities too.

It must also be clearly understood that any instructions issued by the State Government or other Competent Authorities from time to time will be binding and will override the provisions in this document and must be strictly complied with.

2. PRE-REQUISITES FOR OPERATOR

The following list of essentials shall be required to be complied by all water activity operators to commence the business.

2.1. CONSUMABLES AT BOOKING OFFICE PREMISES / TICKET COUNTERS / ENTRY EXIT POINTS OF WATER SPORTS ACTIVITIES / JETTIES (IF APPLICABLE)

- Hand Sanitizer at key locations in office / ticket counters / entry and exit point of water sports activities / Jetties and extra pairs of face masks
- Handwash in all washrooms
- Tissue Paper in all washrooms (no towels)
- Adequate cleaning equipment & materials

2.2. PRE-REQUISITES FOR STAFF

- a) The activity operator / in-charge should ensure that all staff members, both skilled and unskilled, have downloaded Aarogya Setu application or provided their details on feature and landline phones via IVRS (Interactive Voice Response System).
- b) Identify if any staff member is suspected to have COVID-19 symptoms:
 - Temperature check through thermal gun

- Enquire if the staff has any COVID-19 symptoms (like fever like fever, cough, shortness of breath, persistent pain in chest)
 - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to Govt. declared red zones or those places reported of any positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- c) If any staff member is suspected to have COVID-19 symptoms:
- The staff should be escorted to the nearest COVID health care center / hospital for testing.
 - The activity operator / in-charge should advise the employee to follow the quarantine / isolation instructions, as suggested by health care center / hospital
 - The booking office should also maintain a record of temperature of all the staff members in a register (apart from the details that they normally collect about their staff).

2.3. STAFF TRAINING

- a) Provide training to staff in hygiene and sanitation practices and troubleshooting risks.
- b) All staff members shall be briefed about orders from State Government and Ministry of Health & Family Welfare, GOI regarding Do's & Don'ts at home, public area & workplace and ensuring that they follow them including no spitting, no removing masks Infront of people / tourists, use of gloves, coughing, use of handwash / hand sanitizer & all safe practices as prescribed by the Government authorities.
- c) Any new notification / order from State Government and Ministry of Health & Family Welfare, GOI shall be informed & explained to the employee by the activity operator.
- d) Staff to be briefed about the SOPs provided in this document.
- e) Staff to be briefed about personal hygiene.

2.4. STAFF SANITATION AND HYGIENE PRACTICES

- a) Wearing a face mask at all times at work is compulsory.
- b) Hand Sanitizer shall be used to clean hands as often as possible.
- c) Maintain social distancing of 2 m (6 feet). at all times.
- d) If the staff carries any food, the same to be brought in reusable containers that are washed every day.

3. PROTOCOLS FOR WATER SPORTS ACTIVITIES

The following guidelines are to be followed by all the staff members directly or indirectly involved with the operations of any water sports activity:

3.1. BOOKINGS

- a) Booking and travels plans are to be accepted for tourists with no medical history of the virus in the last 28 days.
- b) All activity operators should seek Information on age, medical history, allergies, past covid-19 test etc. in the form of Self-declaration (Appendix-1) from all the customers.

- c) It encouraged to take bookings online or via an online platform with cashless transactions only.
- d) The activity operator shall explore different options for operations, where possible, such as advanced tickets, timed entries, smaller groups.
- e) Proper record and logs are to be maintained for each customer.
- f) Inform the customers (at the time of booking) regarding new measures and service limitations that the customers may expect in the State due to Covid-19 situation. The operator needs to explain that same is essential for health and safety of customers and local public including encouraging customers to maintain social distancing, face masks, and use sanitizers etc. The same is mandatory in case of group activities.

3.2. PROTOCOLS FOR EQUIPMENT'S USED FOR ACTIVITY

- a) All Equipment's, including life jackets, floating devices etc. must be thoroughly disinfected prior to boarding of customers.
- b) High touch areas (handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, etc.) should be sprayed with disinfectant surface cleaner regularly.
- c) Hand sanitizer dispenser and masks must be kept available before using of any activity equipment.
- d) Ensure all information provided to customers is strictly through digital means (this may include activity itinerary; safety precautions for hygiene and disinfection)

3.3. PROTOCOLS BEFORE COMMENCEMENT OF WATER TOURISM ACTIVITY

- a) Greet the customers saying "Namaste". No shaking of hands is recommended
- b) Ensure that customers are taken in small groups and physical distance of 2 feet is maintained between customers during the activity. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare. In case of groups, the occupancy of activity, at a time, shall not be more than 50% of their total capacity.
- c) Ensure queue markers with enough distancing at boarding and de-boarding points of the water activity.
- d) Screen all customers at entry point for symptoms of COVID-19 such as temperature (using non-contact type thermometer/ thermal guns), cough, cold, etc. Temperature Screening should be conducted while maintaining privacy.
- e) The staff of the operator should wear the appropriate protective gears as per the guidelines (face masks/face shield/ gloves)
- f) Those with temperature more than 37.5 °C (99 °F) and/or flu like symptoms shall not be permitted for the water activity. The management should record their contact details and be empathetic towards such customers, while advising them to return and seek medical help.
- g) Customers showing any of the symptoms of COVID-19 will be recommended to visit a doctor and the administrative / health authorities shall be notified of such visitors for further protocol.

3.4. SOCIAL DISTANCING

- a) All vessels such as boat, sea rafting etc to operate with not more than 50% of its seating capacity excluding the equipment operator.

- b) A safe physical distance of at least 2 metres (6 feet) is recommended to customers at all the times. Physical distance markings at all waiting areas like entrance, ticketing should be done for customers to stand during the queue.
- c) Clear Signages on “safe physical distance of at least 2 metres (6 feet)” to be displayed at frequent places at the booking Stations/ ticketing areas/ Area of Boarding /de-boarding to reinforce social distancing behaviour among the staff and customers.
- d) Rearrangement of common sitting / gathering areas at the waiting areas / ticketing area. Seating arrangement should be done following social distancing norms.

4. PROTOCOLS FOR RIVER CRUISES

4.1. ENTRY & EXIT POINTS

- a) Thermal screening of visitors/staff is to be carried out at entry points. Only asymptomatic individuals shall be allowed to enter the jetty premises.
- b) Provisions for hand sanitization should be made available at all entry points and in work areas.
- c) Designated queue markers shall be made available for entry and exit of the audience from the boat and the jetty premises.
- d) The Exit should be done in a staggered row-wise manner to avoid crowding.
- e) Sufficient time interval between successive river cruises on a single boat as well as on various boats on a jetty shall be provided to ensure row-wise staggered entry and exit of the audience.

4.2. SEATING ARRANGEMENTS

- a) The occupancy of the boats shall not be more than 50% of their total seating capacity.
- b) Seating arrangement inside the boat to be made in such a way that adequate physical distancing is maintained.
- c) Seats that are “Not to be occupied” shall be marked as such during booking (for both online booking and at the counter sale of tickets). Note: The “Not to be occupied “seats inside boats should either be taped or marked with fluorescent markers to prevent people from occupying these seats so as to ensure adequate physical distancing at all times.

4.3. PHYSICAL DISTANCING NORMS

- a) Proper crowd management outside the jetty premises—duly following physical distancing norms shall be ensured.
- b) Efforts shall be made to avoid overcrowding in the common areas and washrooms during the river cruise. Audience may be encouraged to avoid movement. Longer intermissions may be used to allow audience seated in different rows of the boats to move in a staggered manner.

4.4. STAGGERED CRUISE TIMINGS AT THE JETTY

- a) Staggered cruise timings shall be followed for multiple boats to avoid crowding.
- b) The cruise commencement time, intermission period and finish time of a cruise on any boat shall not overlap with the commencement time, intermission period or finish time of a cruise on any other boat on the jetty.

4.5. BOOKING AND PAYMENTS

- a) Digital no-contact transactions should be the most preferred mode for issue/verification/payments for tickets, food, and beverages, etc. by using online bookings, use of e-wallets, QR code scanners, etc.
- b) Contact number shall be taken at the time of booking of tickets to facilitate contact tracing.
- c) The purchase of tickets at the main ticketing office shall be open throughout the day and advance booking shall be allowed to avoid crowding at the sale counters.
- d) Sufficient number of counters at the main ticketing office shall be opened with adequate physical distancing norms, to prevent crowding during physical booking of tickets.
- e) Floor markers shall be used for physical distancing during queue management at the main ticketing office.

4.6. SANITIZATION OF THE PREMISES

- a) Frequent sanitization of the entire premises, common facilities, and all points which come into human contact, e.g. handles, railings, etc. shall be ensured.
- b) The boats shall be sanitized after every screening.
- c) Regular cleaning and disinfection of the main ticketing office, food and beverage areas, employee and staff lockers, toilets, public areas, and other office areas shall be ensured.
- d) Measures for the safety of sanitization staff such as adequate provisions for rational use of gloves, boots, masks, PPE, etc. shall be undertaken.
- e) Disinfection of the premises to be taken up if any person is found positive.

4.7. FOOD AND BEVERAGE AREA

- a) Cruise timings on the jetty to be staggered to ensure that ending & beginning of different cruises do not occur simultaneously.
- b) Customers shall be encouraged to use apps/QR codes, etc. for ordering food as much as possible.
- c) Multiple sale counters in food and beverage area be made available wherever possible.
- d) Online systems to be followed using floor stickers to maintain physical distancing at every sale counter.
- e) Only packaged food and beverages shall be allowed.
- f) Management shall ensure observance of physical distancing and preventing crowds in the food and beverages area.
- g) Safe disposal of the food and beverage waste shall be ensured by the management of the premises.

5. GENERAL GUIDELINES

The following general guidelines must be observed by the Activity Operators / river cruise operators:

- a) All staff members must wear face masks/face shield and single use gloves mandatorily while performing their duties.

- b) Digital transaction to be encouraged as much as possible for booking and purchase of tickets. Cash handling should be avoided as far as possible. If cash handling is required to be done, staff should wash or sanitize their hands frequently.
- c) To ensure that all Activity staff use face masks, hand gloves and sanitizers while doing daily activities, they need to follow guidelines provided by MHA/ State Government
- d) Hand Sanitizers to be placed at frequent intervals for use by the customers.
- e) A well informed and trained security person and a 24x7 security guard to keep check at the entrance gate of the area and to supervise social distancing, as applicable.
- f) The activity shall provide bins with liner bags and regular disposal where possible
- g) Ensure proper attendance logs of entry and exit of all vehicles/ equipment's are maintained
- h) CCTV cameras must be fully functional and capture the entire premise, if applicable
- i) All touch points at the booking stations/ ticketing areas/ Area of Boarding /de-boarding (like ticket counter slabs, doorknobs, chairs in waiting areas etc) must be cleaned regularly with surface cleaner i.e. R2 Cleaner, Detergent water, Disinfectant Surface Cleaners .It is advised to use Sodium Hypochlorite 1% solution having at least 70% alcohol should be used to clean these touch points.
- j) The operator shall give guidance to cleaning team with a specific focus on high-frequency touch points, including handrails, door handles, tables, board toilets, air conditioning filters, overhead lockers and headsets if applicable. Enhance cleaning frequency as appropriate
- k) All staff / customers shall be strictly screened using thermal gun/scanner by designated trained person at entry by holding the scanner 3 to 15 cm away from the person's forehead or wrist and anybody having fever(equal to or more than 37.50 C/ 99.50 F), cold, cough, , difficulty in breathing shall not be allowed and immediately sent to seek medical advice or visit the nearest health centre.
- l) Checklist should be displayed in common area like ticketing areas, waiting areas, washroom cleaning. Cleaning checklist to be updated and monitored regularly during the day to ensure compliance by the MHA/State Government.
- m) Bio-metric machine and similar equipment's for recording staff's attendance to be discontinued. Alternate methods viz QR Code method may be devised for staff to mark attendance
- n) All the promotional material including the official website of the all service providers should clearly mention all the details with respect to permitted travelling capacity, timings and other precautionary measures taken as per the guidelines and Dos & Don'ts that the customers need to be aware of while tourism activity is going on.
- o) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to either avoid completely or limit their travel. While travelling, they are advised to take extra precautions. Service Provider to advise accordingly and the same should be communicated to visitors through promotional material and social media platforms.
- p) Customers who are at higher risk, i.e., those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- q) Anti-stigma Behaviour COVID-19 related stigmatization or unruly behaviour shall be dealt with strictly by coordination between the boat manager(s) and the local authorities.

- r) The National Directives for COVID-19 Management and the relevant guidelines issued by the Ministry of Home Affairs, Ministry of Health & Family Welfare, state government of Goa, etc. shall be strictly complied with during all activities and operations.

APPENDIX-1

SELF-DECLARATION FORM FOR CUSTOMERS

- All customers are required to submit the self-declaration form to activity operator at the time of their booking.
- In case of a group, all the members of the group should provide the following declaration. In case of minors in the group, the self-declaration form can be filled by their parents / guardians.

Self- Declaration Form

[Location, Date]

To:

The [Name of the Activity operator]

[Address of the operator]

Dear Sir/ Madam,

Subject: Self- Declaration Form

1. I do hereby confirm that I do not have any COVID-19 related symptoms like temperature more than 37.5 °C (99 °F) and/or flu like symptoms.
2. I do hereby agree to follow all the guidelines (Dos and Don'ts for the customers) provided by the operator and shall support them by adhering to the guidelines to prevent the possible spread of COVID-19 within your activity.
 - a. Customers are recommended to carry their own sanitizer and wet wipes for personal use.
 - b. Adherence to the social distancing measures. Customers to always keep a safe distance of at least 2 meters (6 feet).
 - c. Hands should be washed frequently with the soaps/sanitizers provided at the common places by the activity operator.
3. I do hereby confirm that I have downloaded and registered myself on Aarogya Setu app, Government of India.
4. My details are as follows:

S. No.	Information	
1.	Date	
2.	Name	
3.	Age	
4.	Gender	
5.	Mob number	
6.	Email id	
7.	Nationality	
8.	Permanent address	

9.	Coming from (with details of destination and route)	
10.	Going to (with details of destination and route)	
11.	Mode of transportation while going back with details of flight/train	
12.	Arrival date and time	
13.	Departure date and time	
14.	Room no./ Floor no.	
15.	Signature	
16.	Purpose of the visit	
17.	Check out time	
18.	Valid ID proof	
19.	Travel history	
20.	E-pass wherever applicable	

I, _____, do hereby confirm that the above information provided is correct and to the best of my knowledge. I do hereby give my permission to activity operator to share my details with the authorities with required for the purpose of preventing possible spread of COVID-19 and its tracing.

Signature: _____

Date: _____

Place: _____

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