

RESUMPTION OF TOURISM IN CYPRUS



General Information

Since the 4th of May the Cypriot Government eased the State of Emergency and has been gradually reopening all services following new safety regulations/recommendations for the protection of the local population and visitors.

The use of face masks and social distancing of 2 meters are now mandatory in all areas of Cyprus, public services, shops, supermarkets and restaurants, as well as in all indoor public spaces and outdoor gatherings.

In order to prevent the spread of the virus and its transmission, all services will take hygiene and sanitation measures according to the indications of the General Health Authorities, with specific rules for various sectors of activity which have been opening doors to the public at different times.

Cyprus currently has the 2nd highest testing rate per population within the EU having tested almost 15% of it's population. During the last 7 days 15,000 COVID-19 tests have been carried out among the general population, with only 26 cases positive to the virus of which 18 referred to repatriated citizens in quarantine.

General Information - International Airports

FROM 9th – 19th OF JUNE:

- ✓ Submit proof of testing to COVID-19 up to 72 hours prior to flight arrival at Cyprus by a certified National or International laboratory
- ✓ Countries of origin have been divided into categories A and B based on internationally available epidemiological data;
- ✓ Group A : Malta, Greece, Bulgaria, Norway, Austria, Finland, Slovakia, Hungary, Israel, Denmark, Germany, Slovenia, Lithuania
Group B: Switzerland, Czech Republic, Poland, Romania, Croatia. These groups will be updated weekly.

FROM 20th of JUNE onwards:

- ✓ No restrictions or test needed for people with their recent residency being a Group A country
- ✓ **Submit** proof of testing to COVID-19 up to 72 hours prior to flight arrival at Cyprus for countries in group B

OR

- ✓ Mandatory test upon arrival at the airport in a designated area.
 - This test will be charged at €60 per person and payable by the passenger
 - Tests will take about 15 minutes per passenger and will be performed by the regional health authorities (staff to be adapted to speed up the process)
 - Passengers will receive results in maximum 24h, until then they will be asked to self isolate in their accommodation
- ✓ Contactless solutions to minimize exposure
- ✓ Walkthrough camera system for temperature control at the airports
- ✓ Fulfil questionnaire of the Regional Health Authority
- ✓ Use of masks in public or private transport

IMPORTANT Note: Group A and B countries will be updated on weekly basis. For latest info and procedures please visit <https://www.visitcyprus.com/index.php/en/cyprus-covid19-travel-protocol>

General Information – Hotels

Hotels have started resuming operations as from 01st June.

All Hotels are following the new H&S Protocols established by the Cyprus Health Authorities, related to space and employees' personal hygiene as well as to the required social distance between staff and Guests.

The protocols range from staff training measures to cleaning and disinfection regimes, social distancing.

Mandatory use of face mask and compliance with the proper hand hygiene by the floor staff and the raw material supply staff.

Attempts are made so that the staff works in permanent formed groups so that the possibility of virus spread is minimized.

Regulation of breaks and staff lunch schedule, so that there is no staff overcrowding.

Placing posters/guidelines for personal hygiene and markings for compliance with the physical distancing guidelines in public areas (e.g. the areas of customers' arrival, dining rooms, etc.).

Disinfection of all room keys/entrance cards after the customer's departure.

Appropriate distance between umbrellas and sunbeds around pool areas and disinfection after use.

Extended mealtimes applied to minimize queues during meals.

«Random audits» by local authorities will ensure protocols are being adhered to.

Clients tested positive in Cyprus

How will we deal with travelers who test positive during their stay in Cyprus, and what is our capacity to do so? What happens to their close contacts i.e. their co-travelers or family members? Who will cover the cost of hospitalization and treatment?

- a. The Cyprus government is committed to taking care of all travelers who test positive during their stay, as well as their families and close contacts. The government will cover the cost of lodging, food, drink, and medication, in all cases mentioned above; the traveler will only need to bear the cost of their airport transfer and repatriation flight, in collaboration with their agent and/or airline.
- b. A COVID-19 hospital with 100 beds will be made available exclusively for travelers who test positive, and these can be increased at very short notice if required. If travelers show critical symptoms, an additional 112 intensive care units are available for their treatment, with 200 respirators on hand at any time for their perusal.
- c. 500 rooms in dedicated quarantine-hotels will be made available for close contacts of persons who test positive, and again these can be increased at very short notice if required. This will not only ensure that they are properly taken care of, but it will also provide peace of mind to other travelers, that their accommodation establishment is free of COVID-19. Should therefore an accommodation establishment be found to host a person who has tested positive, it will not be ordered into a 14-day quarantine; instead, rooms used by the person who tested positive and close contacts, will undergo a deep clean and disinfection, before being utilized again.

General Information - Transportation

Transports

- Public transports - mandatory use of face mask and gloves by drivers
- Mandatory mask for clients.
- Frequent aeration and disinfection of vehicles
- Disinfection of all touch points after each route

General Information - Beaches

21st May - Beginning of the bathing season. Access to the beach is conditioned by rules of circulation and use.

- Social distance required between each group 1,5 m and sunshades should distance at least 2m between them.
- Sunbeds and umbrellas are disinfected after each use
- Distance of 4m between umbrellas to safeguard 2m distance between sun loungers.

General Information – Others

Access to commercial premises and catering and beverage establishments

In supermarkets, pharmacies and stores of essential goods, customers are expected to keep the safety 2m distance and might have to wait for their turn outside if the maximum capacity of the establishment is reached, while respecting the safety distance. The use of face masks is optional for clients. Mandatory for all staff members to wear masks and gloves.

Restaurants, cafes, bakeries and outdoor terraces must comply with mandatory social distance between customers (1,5m). Mandatory for all staff members to wear masks and gloves.

Museums, cultural spaces and leisure spaces

Opening with reduced capacity and social distance.

Events

Events or gatherings with more than 10 people are not allowed, unless in open space where the maximum number increases to 50. Capacities increase after the 24th June to 50 and a 100 respectively.

Religious Ceremonies

They resume from 23rd May, adhering to social distancing and number of people .

Sports

Individual outdoor exercise is permitted (without use of changing rooms and swimming pools). On 23rd June gyms and thematic parks are opening , under specific restrictions .

Indoor Night Clubs, Discos, Music Dancing Halls, Entertainment Venues

Remain closed till further notice

In case of Covid -19 symptoms

- ✓ If a person feels any symptoms related to Covid-19, they should not leave the hotel.
They should remain in the room and call the hotel reception, who will contact the dedicated section of the Cyprus Health Authorities
- ✓ The Local health authority will then evaluate the state of health of the patient
- ✓ The person(s) should not go to any health centre, private medical practice or to the ER of any hospital
- ✓ Wait for the instructions of the health professional who will assist and assess their clinical situation
- ✓ The local health authority may opt to send the person to the referenced local Covid-19 hospital or not, depending on person's clinical situation.

The Cyprus Government is committed to taking care of all travellers who test positive during their stay, as well as their families or co travellers, covering accommodation, board and medication for the duration they need to stay. Guests will only bear their transfer and flight cost only.

Note: Random testing will be done, some guests might be asked to undergo a COVID-19 test upon arrival irrespective of country of origin. The cost will be borne by the Cyprus government

MTS Airport Welcome Desk

- ✓ Our representatives will undergo thermal screening before entering duty and will be taken off in case they present fever or any symptoms related to Covid-19
- ✓ Our representatives will wear face masks and gloves at all time
- ✓ Our representatives will maintain the distances stipulated by the government
- ✓ The MTS welcome desk will be disinfected regularly
- ✓ Our welcome desk will have a protective acrylic barrier

MTS White Label Reps

- ✓ Our representatives will undergo thermal screening before entering duty and will be taken off in case they present fever or any symptoms related to Covid-19.
- ✓ Our representatives will wear face masks at all time
- ✓ Uniforms will be changed daily, washed/disinfected and ironed.
- ✓ Our representatives will keep a social distance stipulated by the government regulations
- ✓ During welcome meetings, the rep will organize the space in order to assure 2m between guests

Transfers / Excursions

Drivers Hygiene

- ✓ Gloves and masks
- ✓ Handwashing and respiratory hygiene
- ✓ Social Distancing – 2 meters
- ✓ Body temperature- routine evaluation

Personal Protective Equipment (PPE) - clients

- ✓ Masks are mandatory for passengers
- ✓ Gloves
- ✓ Alcohol / gel solution



Vehicle

- ✓ Daily cleaning/sanitising performed by the driver between services
- ✓ Deep weekly disinfection
- ✓ Passengers should enter through the rear door
- ✓ Alcohol gel available to customers

Visits

- ✓ Guide will do most of the explanation inside the bus or outside the monuments
- ✓ Monuments/indoor sites will have reduced capacities according to m2
- ✓ The use of masks by passengers during visits is optional

National Monuments and Museums

Each space will have its own internal protocol which should follow these general rules:

- ✓ Promote sanitary prevention measures, in terms of hand hygiene, respiratory etiquette, social distance, surface hygiene and disinfection, symptom monitoring and individual protection
- ✓ Guarantee the definition of a maximum capacity for the indoor exhibition spaces
- ✓ Apply social distance (2 meters) between visitors
- ✓ When possible, ensure one-way routes with visible signs
- ✓ Minimize points of visitor's concentration
- ✓ Avoid paper promotional materials that allow undifferentiated handling

Activities & Boat Trips

WATER SLIDE PARKS

Water Parks are closed until further notice due to Covid19.
Information will be updated as soon as possible.

BOAT TOURS

All our Boat Tour Partners are expected to resume operations on July 1st

All will be respecting the new protocols established by the Cyprus Health Authorities, related to space and employees' personal hygiene as well as to the required social distance between staff and guests.

Jeep Safaries

JEEP TOURS

Waiver & Risk Assessment

Before starting the tour, it is mandatory to sign a **waiver stating:**

- Has not had contact with anyone infected with Covid-19 in the past 30 days
- Confirms that has no symptoms of Covid-19
- Commits to keep the social distance between others, not speaking directly to someone / others and only touching what is necessary
- Follow and obey to all the Organizer's instruction during the tour

Safety Measures

It will be implemented all hygiene and health safety measures that the government of Cyprus decrees, maintaining security and making constant updates to hygiene procedures.

During the Tour

- We avoid proximity speech and keep a minimum distance of 2 meters
- Vehicle windows and roof will remain open when possible
- We make stops for disinfecting hands and door handles
- We control as much as possible all customer movements inside and outside the vehicles to avoid risks

Other Safety Measures

On board, guests have our "Clean & Safe" kit made up of disposable masks, disinfectant / gel and first aid to be used and handled according to the Guide / Driver's instructions. The "Clean & Safe" literature for Covid-19 is posted on board

Food & Beverage

Our Suppliers

All our suppliers (Food & Beverage - restaurants, cafes and bars - nautical partners, wineries, farms, artisans or distilleries) comply with specific safety standards regard to "Clean & Safe".

These rules are always applied and explained to customers by our guide / driver during the tours.

Before starting the tour and with all participants properly equipped with hygiene and safety material, the guide disinfects everyone's hands and explains what procedures to adopt during the tour regard to:

- Opening and closing doors
- Social distance
- The place where the guests will be seated (it will not be possible to change places)
- When in contact with hands
- Visits and points of interest during the tour, namely how they should behave to avoid unnecessary risks with third parties
- Use of the contaminated waste bin on board
- Recognition and compliance with the group's hygiene rules imposed

Rent-a-Car

The association of Rent-a-cars reinforced hygiene conditions of the vehicles and created additional measures to ensure health & safety conditions for both customers and employees.

Vehicle hygiene procedures

I. Equipment to be used by the employee:

The employee who cleans the vehicle must be equipped with a surgical mask, gloves and protective clothing. Hands should be washed before placement and after removing gloves.

II. Hygiene procedures

The vehicle's hygiene procedures comprises of two phases:

- a. Cleaning: removal of garbage and any objects that are inside the vehicle and that are not part of it;
- b. Disinfection: cleaning the vehicle surfaces with a product suitable for removing viruses, bacteria and fungus, which should be effective in eliminating the COVID-19 virus.

The surfaces to be cleaned, in particular those referred to in vehicle hygiene procedures, must be cleaned as follows:

- a. Clean with a cloth moistened with water and detergent;
- b. Disinfect with a cloth moistened with disinfectant or alcohol at 70%
- c. Allow to dry.

In a nutshell

IMPORTANT NOTE :

All the above regulations may change at any time , should the Health situation with pandemic changes.

Cyprus already boasts several characteristics that should make it a Safe Travel Destination in this new corona virus world.

Recent EU figures rate Cyprus as having the Cleanest waters in the EU

Apart from a long coast with many sandy beaches and astonishing wild cliffs, social distance should not be an issue.

Some of the best experiences around here are outdoors: sailing, surfing, watersports at sea, hiking or biking, etc.

The implementation of the measures under the Clean & Safe Programme allows visitors to have more confidence in our services and thus be able to relax during their stay getting more and more natural, healthy and safe memories of Cyprus.





**Looking forward to welcoming
guests back to Cyprus !**