

ADVICE FOR TOURISM OPERATORS

Current 29.03.21

In the fight against COVID-19, we are all in this together and it is everyone's responsibility to protect the community from the spread of COVID-19. We need to rapidly respond to outbreaks by testing and self-quarantining, so we can stop the spread. Queensland's tourism industry is one that is at the frontline of our response, welcoming visitors from around the state and country.

Tourism industry's role

As businesses operating at the frontline, by accepting visitors from around the state and country, it is important for tourism businesses to remain up to date with the current health advice, hotspots, Public Health Directions and restrictions that may be in place.

What you need to do

- ✓ Follow your WHS and/or COVID Safe Plan.
- ✓ Allow for physical distancing wherever possible, in line with your COVID Safe Plan.
- ✓ Collect information for contact tracing – [electronically](#) if you operate a hospitality business.
- ✓ Implement increased hygiene and cleaning protocols.
- ✓ Make your guests aware of their responsibility to follow these directions and restrictions (for example, use signage to notify people who've been in Brisbane since 20 March 2021 that they should be following the lockdown restrictions).
- ✓ You must insist that anyone with symptoms will not be able to participate in your tourism experience. This should be advised to guests as part of the booking process and prompted with signage at check-in/the entrance of your business.
- ✓ You have the right to refuse service if a traveller refuses to comply with Public Health Directions.
- ✓ You are not expected to enforce compliance. You can contact your local Public Health Unit if you have concerns about a guests' health; or Queensland Police if you have concerns that guests are not abiding by Public Health Directions.

Greater Brisbane restrictions – March 2021

Restrictions for residents of Greater Brisbane, and anyone who has been in the Greater Brisbane region since 20 March 2021 will be in place from 5:00pm AEST Monday, 29 March – 5:00pm AEST Thursday, 1 April 2021.

- During this time, these people can only leave home (or their accommodation) for essential reasons and must wear a mask when outside of their home/accommodation.
- Businesses in Greater Brisbane will need to operate within the restrictions outlined for their industry (e.g. takeaway food only). [See the restrictions here](#).
- Businesses in other parts of Queensland may also be subject to changes in the way they can operate (e.g. seated dining; reduced patrons per square metre). [See the restrictions here](#).
- Anyone in any part of Queensland is required to carry a mask if they leave home and must wear it when indoors. [Details here](#).
- [A poster is available](#) for businesses to alert visitors who've been in Greater Brisbane as to their responsibilities.

[More information on the Greater Brisbane restrictions is available here](#), with some common issues for tourism businesses covered at the end of this fact sheet.

Assuring travellers of a safe travel experience

Given the ongoing challenges of COVID-19, ensuring that your business delivers on new traveller expectations will be vital for longer term success. Consumer research highlights the need for tourism experiences to consider how they can clearly and effectively communicate the efforts they are making to protect public health.

Queensland Health has a large [range of posters](#) that can be used by businesses, as well as [cleaning and disinfection recommendations](#).

There are also [translated resources here](#), that are updated as restrictions change.

Questions

If, after reading through all the information on the [COVID-19 website](#) and [Queensland Health COVID-19 webpages](#), you still have a question, you can contact the Queensland Government's dedicated hotline for questions specific to your business.

Phone: 134 COVID (134 268)

Email: tourismresponse@dtis.qld.gov.au

Stay up to date

[Queensland Health media releases](#)

[All Public Health Directions](#) (including subscription link at the bottom to be alerted when an update is made)

[Current contact tracing alerts](#)

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[Queensland Tourism Industry Council](#) news and announcements

GREATER BRISBANE LOCKDOWN – KEY TOURISM ISSUES

What does this mean for tourism operators in Brisbane?

- People can continue to arrive to Greater Brisbane from outside the region to return home, stay at a residence such as a family member's home or hotel, or for an essential purpose such as work or for essential health care. However, if they do, they are required to comply with all the requirements of the lockdown.
- If you have guests from the Brisbane area due to check in after 5:00pm AEST today and over the next three days, they will be unable to. Brisbane residents can only leave home for essential reasons and leisure travel is not one of the reasons.
- Guests who are currently on an island within the Greater Brisbane region can return home during the lockdown period. However, these guests should travel directly home and then continue to comply with the stay at home direction, only leaving home for essential reasons.

What does this mean for tourism operators outside of Brisbane?

- If you have guests already staying with you who have been in the Greater Brisbane area since 20 March 2021, these people should stay where they are and follow the lockdown restrictions as though they were in Brisbane – i.e. they should only go out for essential purposes and should wear a mask when doing so. They should also check the [contact tracing alert](#) and follow Queensland Health's advice if they have been in any of the locations listed.
- If you have guests from the Brisbane area who made a booking for today and/or arrived today before 5:00pm AEST, you can take those bookings, however those guests will also need to follow the lockdown restrictions wherever they are. You also have the right to refuse service, if you wish.
- If you have guests from the Brisbane area due to check in after 5:00pm AEST today and over the next three days, they will be unable to. Brisbane residents can only leave home for essential reasons and leisure travel is not one of the reasons.
- If you have guests who need to return home to Brisbane, they can do so. They should travel directly home and then continue to comply with the stay at home direction, only leaving home for essential reasons.
- Restrictions have also changed across Queensland outside of Brisbane – including a requirement for seated dining, mask wearing in indoor areas and lowered gathering numbers. All businesses outside of Brisbane must adhere to the restrictions outlined in the ['Restrictions for Queensland' Direction](#).

Visitors transiting through Brisbane

Visitors can travel through the Greater Brisbane area to get from one destination to another (e.g. From the Gold Coast to the Sunshine Coast; or from another area of Australia to an area of Queensland outside of Brisbane – e.g. fly from Adelaide to Brisbane Airport and then on to Cairns). If driving, they must do so without stopping and must travel in a private vehicle, such as their own car, a rideshare car or taxi. They must not transit through the Greater Brisbane area by any other mode of transport – i.e. public transport. If flying, they must not leave the airport.

We recommend that you encourage interstate guests to check any local restrictions that may be in place for their return to their home state. Many states have announced restrictions today.