

## ADVICE FOR TOURISM OPERATORS

Current 12.01.21

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 2 January 2021 that they should be wearing a mask).
- ✓ 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 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 – January 2021

Restrictions for residents of Greater Brisbane, and anyone who has been in the Greater Brisbane region since 2 January 2021 (unless 14 days have passed since they were in the region) will be in place from 6:00pm AEST Monday, 11 January – 1:00am AEST Friday, 22 January 2021.

- During this time, these people will be able to leave their homes or accommodation for any reason, and are allowed to travel anywhere in Australia (in line with other states' entry requirements).
- They should follow the health advice as if they were still in Greater Brisbane, where possible. This means they carry a mask wherever they go and should wear it when indoors (other than at home, or in their accommodation) and when outdoors if they cannot maintain 1.5m social distancing.
- Businesses in Greater Brisbane will need to operate within the restrictions outlined for their industry (e.g. seated eating and drinking only; reduced patrons per square metre).
- Events occurring in the Greater Brisbane region have reduced capacities during this time.
- Businesses in other parts of Queensland can continue to operate as they were prior to the Greater Brisbane restrictions coming into place. [See the roadmap here.](#)
- A poster is available for businesses to alert visitors who've been in Greater Brisbane as to their responsibilities to wear a mask.

[More information on the Greater Brisbane restrictions is available here.](#)

## Other restrictions currently in place – New South Wales

There are still some restrictions and requests for testing if people have been in Greater Sydney or parts of regional New South Wales (Orange, Nyngan or Broken Hill), that visitors to Queensland should be aware of. [More information is available here.](#)

## Assuring travellers of a safe travel experience

As the tourism industry re-opens and travellers begin to return to hotels, tours and destinations, 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.

## Resources, posters and information you can use in your business

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@ditid.qld.gov.au](mailto:tourismresponse@ditid.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](#)

[Subscribe](#) to Tourism and Events Queensland's 'Eye on Q' industry updates

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