

ADVICE FOR TOURISM OPERATORS

Current 20.01.21

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 Public Health Directions and 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 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.

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@dtis.qld.gov.au

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