

## **Travel Industry Guidelines for Inbound Group Travel**

Approved September 30, 2022

### **I. Requirements for inbound tourists and the tourism industry**

(1) In order to avoid the cross-border spread of pandemic-related illness, overseas confirmed cases will be suspended from flying to Taiwan for seven days from the date of collection/testing. Quarantine requirements for inbound passengers will follow the latest regulations of the Central Epidemic Command Center (CECC). Inbound travelers are required to abide by the "Regulations for Self-Health Management" during their stay in Taiwan.

(2) Those in the tourism industry that receive inbound tourists must ensure that foreign tourists are clearly informed by overseas agents or agencies about Taiwan's current epidemic prevention regulations, the necessity of taking out overseas medical insurance, and any related matters, such as potential out-of-pocket expenses related to the pandemic.

Before coming to Taiwan, overseas tourists are advised to purchase relevant insurance, including overseas medical insurance, in order to cover relevant out-of-pocket expenses in the event of virus infection. Individuals who do not agree to cooperate with relevant disease testing and treatment measures are not allowed to sign up for inbound tours.

(3) Tourism industry operators (such as in the travel, lodging, and entertainment industries) that receive inbound tourists must comply with relevant measures set by the Tourism Bureau, Ministry of Transportation & Communications and other domestic epidemic prevention regulations. In addition, they must conduct epidemic prevention educational lectures and training for their employees, implement relevant prevention measures, and assign tour guides who have received appropriate epidemic prevention training.

### **II. Tourism product planning and itinerary management**

(1) Travel agencies must assist in ensuring that the dining, lodging, sightseeing and transportation arrangements of their group itineraries comply with all CECC health and hygiene regulations and the epidemic

prevention and control measures of relevant city/county governments. Itineraries should be arranged accordingly.

(2) Tour operators should confirm entry-related regulations of the countries to which their passengers will be going upon departing Taiwan. This includes confirming whether a negative PCR test report is required. If such a test report is required, arrangements to visit a local medical facility to perform the test should be included in the tour itinerary.

### **III. Epidemic prevention measures during the trip**

(1) During the period of self-health management, tourists should take a rapid antigen test. If the test result is positive, they should cooperate in finding a designated place for care and medical treatment in accordance with the provisions of the self-health management guidelines.

(2) Travelers planning to leave their hotel/residence during the self-health management period must take a rapid antigen test within two days of arrival in Taiwan. They can depart the hotel/residence once a negative test is obtained. Masks should be worn at all times in public areas, and appropriate social distancing should be maintained. Masks may be temporarily removed when eating/drinking, but should then be worn again immediately afterward.

(3) Tour guides should pay attention to the condition of group members at all times. If COVID-like symptoms are observed, they should immediately assist in performing a rapid antigen test and follow the provisions in Section IV below.

(4) Food: Travel agencies should arrange meals at restaurants that comply with the "Catering Industry Epidemic Prevention Management Regulations" issued by the Taiwan Food and Drug Administration. When in a restaurant, tourists and local residents should not dine at a shared table, and all attendees must follow relevant food-related regulations. Masks should be worn when leaving the seat and immediately upon finishing the meal.

(5) Accommodations: Tourists staying in general accommodations (such as hotels and homestays) with family members or other tourists are not limited to a "one person/one room" regulation. However, the list of occupants may not be changed during their stay. In order to receive foreign tourists, hotel operators must follow epidemic prevention guidelines, including the following:

1. Strengthen cleaning measures and provide alcohol sanitizers in public

areas for guests to use at any time.

2. Hotels with attached restaurants should follow the provisions of "Section III Part 4" above and other relevant measures, such as those related to the health management and hygiene of catering employees, cleaning and disinfection of catering facilities, management of customer meals, and proper response to confirmed cases in catering establishments. The "Catering Industry Epidemic Prevention Management Regulations" must be followed.

(6) Tours: If a tourist site has its own pandemic prevention requirements, tourists should cooperate with the procedures at that location.

(7) Shopping: Tourists should abide by the pandemic prevention regulations of all shopping venues.

(8) Travel: If a passenger has not undergone a rapid test, the travel agency should arrange for a car or tour bus to pick up the passenger. Travelers must follow pandemic-related measures regarding transportation.

#### **IV. In the event a tourist is suspected of having COVID-19**

**(Note: Subject to change depending upon the latest CECC guidelines.)**

(1) If a tourist has COVID-19 symptoms, the tour guide should immediately assist in rapid testing. If the result is negative, the trip may continue.

(2) If the rapid test result is positive, the travel agency should assign a qualified person to assist the tourist, identify an appropriate nearby location for the tourist, immediately notify the local health authority, and follow the instructions of the authority to ensure that the tourist receives proper care. Any medical expenses are the responsibility of the tourist. The tourist must comply with all epidemic prevention regulations and depart Taiwan upon being released from isolation.