



**THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF NATURAL RESOURCES AND TOURISM**



**NATIONAL STANDARD OPERATING PROCEDURES
FOR THE MANAGEMENT OF COVID-19 IN THE
TOURISM BUSINESS OPERATIONS**

JUNE, 2020

HEALTH
& SAFETY
we care!

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FOREWORD

Hon. Dr. Hamisi A. Kigwangalla (MP)

Tanzania is indeed well positioned to tap into the growing potential of the high-yield and ever-expanding tourism industry. The country is endowed with world renowned biodiversity, culture and wildlife attractions. Our strategic location, economic stability and the best of multi-cultural hospitality make the country a top-of-mind destination for business activities. In 2019, Tanzania received 1,527,230 million tourists and generated more than US\$ 2.6 billion, which comprised of more than 25% of the total exports earnings. The sector also supports nearly 1.6 million direct and indirect jobs.

In December 2019 the world had experienced an unexpected invasion of COVID-19, an infectious disease caused by Corona Virus, which was for the very first time reported in Wuhan, China. COVID-19 pandemic has had a huge impact on the worldwide tourism. The countries that bring us the most tourists have been severely affected by COVID-19 and have prevented their citizens from traveling abroad. As a result major airlines have missed passengers and therefore cancelled their flights to many destinations in the world including Tanzania. While the world tourism has grounded to a halt amid discussions on possible measures for lifting restrictions, health and hygiene will play a vital role in choosing a holiday destination. In recent days we have noticed indications that some countries are beginning to allow their citizens to travel abroad and that several airlines have also planned to resume international flights.

In view of foregoing, the government in collaboration with the tourism private sector through the guidance of the Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDEC) and the World Health Organization (WHO) jointly developed Standard Operating Proce-

dures (SOPs) to prevent the spread of Corona virus in the tourism related activities in the country. The two main goals of SOPs are: firstly, to ensure that tourists entering the country do not bring Corona virus. Airlines are responsible for making sure that all passengers are screened for Corona virus, and those found with the virus are not allowed to travel. Tanzania will only allow tourists to enter the country once there is evidence that those tourists are not infected with COVID-19. Secondly, to ensure that when tourists enter the country they are safe and not infected with COVID-19.

SOPs serve as guidance on how to receive and serve tourists from the time they arrive at the airport to the rest of their stay in the country and the time they leave. In general SOPs will ensure that the entire tourism business chain, from airport, land transport, accommodation, food and tourist destinations, comply with the guidelines of the MoHCDEC and WHO. It is in the interest of the tourism industry in Tanzania to ensure that tourists stay safe while in the country. Government and the Private Sector will ensure that this guidance is adhered to and will monitor its implementation closely.

Through this SOPs, I would like to assure tourists and the general public two things as follows: first, tourism business operations will continue in the country while making sure that the health of Tanzanians is a priority. Secondly, tourists coming to the country will be COVID-19 free. We will make every effort to keep them safe.

Tanzania, truly unforgettable



Hon. Dr. Hamisi A. Kigwangalla (MP)

MINISTER OF NATURAL RESOURCES AND TOURISM

INTRODUCTION

Tourism is one of the key economic sectors in Tanzania. Over the past few years, the sector's impressive growth has enhanced macro-economic diversification from the traditional reliance on agriculture. Tanzania is endowed with a variety of tourist attractions categorized into nature and non-nature based. The existence of these attractions appeals to significant number of tourists both from within and outside Tanzania, thereby supporting the economy.

In December 2019 the world experienced an unexpected invasion of infectious disease caused by SARS-COV-2 virus (Corona Virus Disease-2019 or COVID-19), the disease was declared by WHO as a pandemic on 11th March 2020. The United Nations World Tourism Organization (UNWTO) and the World Health Organization (WHO), through a joint statement issued on 27th February, 2020 asked countries in the world that, their response to the outbreak of COVID-19 be measured consistently and proportionately to the threat posed for public health (put people first).

In recognition of the importance of health, safety and security of tourists and the general public, Tanzania's tourism industry is presenting detailed protocols regarding control measures and procedures towards preventing the spread of COVID-19. The protocols referred to as Standard Operating Procedures (SOPs) have to be adopted and customized by all tourism entities (companies, authorities and other related service providers dealing with tourists) to prevent the spread of COVID-19. The Government institutions, tourism business operators and other stakeholders are under instructions to continuously monitor on advisories issued by the Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDGEC). Standard Operating Procedures (SOPs) form a general guideline and have been based on the WHO and other international guidelines. This is a living document and will be updated periodically as and when more information becomes available on the pandemic.