

Distinct Destinations

SAFETY GUIDELINES & PROTOCOLS



In the wake of the Covid-19 outbreak, Distinct Destinations has remodelled its SOPs to provide greater care to our valued guests.

Our new initiative- 'Distinct Destinations' - offers an unparalleled touchless experience designed inline with government guidelines, keeping the highest of hygiene and safety measures in place.

OFFICE PREMISES

- ❖ Our office premises shall be sanitized regularly and deep cleaning would be conducted twice a week
- ❖ Hygiene and sanitation equipment shall be available at all times

- ❖ Contact details of a medical practitioner/hospital for effective response to emergencies will be readily available
- ❖ Emergency numbers will be displayed at all office rooms, vehicles and will be made available to all employees
- ❖ Separate area will be earmarked to accommodate in case of sudden illness of any employee/visitor
- ❖ Masks, gloves etc. will be disposed carefully based on usage guidelines
- ❖ Premises will have fully functional CCTV cameras to ease tracking and tracing of infected personnel movement

OFFICE STAFF

- ❖ All staff will wear masks and practice social distancing and hygiene within the office premises
- ❖ Offices shall operate with restricted number of employees and staff roster shall be maintained
- ❖ All employees will download Aarogya Setu mobile application to remain informed if they've crossed paths with someone who has tested positive for Covid-19
- ❖ Daily temperature check via thermal gun thermometer will take place
- ❖ Proper attendance logs of entry and exit will be maintained
- ❖ All employees shall undergo medical screening and will be covered under a comprehensive health insurance plan
- ❖ Training of employees in hygiene and sanitation practices and troubleshooting risks will be done
- ❖ Health condition of staff and upkeep of vehicle/facilities, etc. will be updated on a regular basis

AIRPORT

- ❖ Our representatives will undergo thermal screening before proceeding for any assignment
- ❖ All representatives will be wearing masks and gloves during client engagement or baggage handling
- ❖ Tourists will be greeted with "Namaste" only and no handshakes would be offered
- ❖ Floral garlanding upon arrival shall be put on hold temporarily
- ❖ Thermal scanning of all guests at the exit gate of the airport will be done
- ❖ 'Safe' status on Arogya Setu App would be checked for all tourists
- ❖ Masks, gloves and sanitizers will be provided to each guest on arrival
- ❖ Our representatives will carry sanitation equipment at all times
- ❖ Temperature will be checked before tourists board the vehicle

- ❖ Documents kit would be discontinued and only e-documents shall be offered
- ❖ Check-in and check-out of groups shall be worked out with hotels to ensure minimum wait time and smooth dispersal from lobby

VEHICLES

- ❖ All private buses and cars used for guests will be thoroughly disinfected daily and after every assignment
- ❖ Sick or unwell tourist(s) will be immediately taken for check-up to the nearest hospital in a separate vehicle

TOUCHLESS CHECK-IN

- ❖ All information will be pre-registered via an app link provided by the hotel
- ❖ The guest would be asked to show his/her matching id and credit card to confirm the reservation by the hotel

LUGGAGE

- ❖ All luggage will be disinfected on arrival at the hotel

TOUCHLESS DINING

- ❖ Restaurant menus will be available on your phone via hotel app thereby reinforcing touchless dining experience

GUIDES/DRIVERS/REPRESENTATIVES

- ❖ All tour guides, helpers and representatives will be in masks and gloves at all times
- ❖ Tuk-tuk & rickshaw drivers and other partners will be chosen as per their adherence to our safety guidelines
- ❖ They will undergo thermal screening before and after every assignment
- ❖ Their health/temperature will be checked on a regular basis
- ❖ Our guides and representatives shall recommend places that are safe to visit
- ❖ Limitation of passengers and social distancing will be maintained on shuttle rides, boat rides, jeep safaris, ropeways, etc.
- ❖ Temperature will be checked before entering a destination
- ❖ Tickets will be bought online for a destination if available to avoid queuing and long halts

- ❖ At monuments/museums, gloves will be worn
- ❖ Microphones and headsets will be used to maintain physical distance during tour sightseeing
- ❖ Audio guides/audio system will be provided to tourists wherever available

HOTELS, RESTAURANTS AND HIGHWAY STOPS

- ❖ The government is yet to announce guidelines to be followed by hotels, restaurants and highway stops in order to ensure the safety of travellers to India. We shall communicate the information to you as soon as it is announced

EVENTS/VENUES

- ❖ The government is yet to announce the permitted number of guests that can congregate at a banquet or event venue. We shall communicate the information to you as soon as it is announced

SOCIAL DISTANCING

- ❖ Social distancing will be practiced at all times from seating arrangements in vehicles to hotels and restaurants

This programme shall come into force as soon as borders are unsealed and international flights are reinstated. This document shall be routinely updated as per new developments and government directives.

Please reach out to your relationship manager for any further information.