Safe Travels Scheme

Safe travels by WORLD TRAVEL & TOURISM COUNCIL / Falkland Islands TOURIST BOARD

Safe Travels Stamp of Approval for the Falkland Islands

What is the Safe Travels Stamp?

Introduction

As the tourism industry rebuilds following the COVID-19 pandemic, very high standards of health and hygiene are expected to be adopted by all tourism businesses around the world. Destinations and tourism providers have a key role to play and businesses that take a collective approach demonstrate a clear commitment to rigorous global health and cleanliness standards.

The World Travel & Tourism Council (WTTC) alongside its members, governments, health experts and other tourism industry experts has developed the Safe Travels Stamp to help tourism providers and destinations to reassure travellers and stimulate recovery of the tourism sector through meaningful action. A comprehensive set of protocols underpin the use of the Safe Travels Stamp which is designed to help travellers recognise destinations and tourism providers around the world that have adopted the Safe Travels health and hygiene global standardised protocols.

The Falkland Islands Tourist Board (FITB) has aligned the wide range of COVID-19 policies, prevention plans, and protocols developed by the Falkland Islands government alongside the WTTC Safe Travels Protocols. As a result, the Islands have earned a global stamp of approval as a Safe Travels destination for its handling of the COVID-19 pandemic and the high level of health and hygiene protocols adopted in the Falklands.

Application Process

How the Scheme Works

The scheme is based on self-evaluation by tourism businesses through the completion of an online questionnaire that commits the provider to a high level of health and hygiene methods.

Businesses that comply with the protocols and join the scheme will be issued with the Safe Travels Stamp and Certificate they can display at their property. They will also be able to include the Stamp on their business website and it will be added to their business profile on the FITB website.

FITB will carry out random spot check visits to tourism businesses to ensure compliance. Those in breach of the protocols are required to remove the logo immediately. Businesses may reapply and once compliance has been reapproved, providers may use the Stamp once more.

The next stage of the process is to review the health and safety practices implemented in your business against the Safe Travels Protocols, outlined in the following section.

Safe Travels Protocols

The Safe Travels Protocols for the Falkland Islands are aligned with those developed by the WTTC in conjunction with the World Health Organisation and the Centers for Disease Control. Your business will be evaluated against them to ensure your business complies.

Please evaluate the health and safety measures you have implemented alongside the Safe Travels protocols, making sure you read all the relevant documentation on the Falkland Islands Government Covid-19: Information and Guidance Page before completing the Compliance Questionnaire. Once submitted, your entry will be assessed by FITB who will contact you to confirm compliance with the scheme or discuss next steps.

A   PREPARING BUSINESSES AND STAFF

1.   The Falkland Islands Government has developed a wide range of COVID-19 policies, prevention plans and protocols to help businesses understand what measures are in place to support them. They should be referred on a regular basis:

- Escalation on a Page – Responding to COVID-19 in the Falkland Islands
- COVID-19 Advice for Hotels
- COVID-19 Cleaning Information
- Protecting Your Workforce – Personal Protective Equipment (PPE) Requirement for essential non-health workers
- Feeling Unwell – poster
- Infectious Diseases Control (Coronavirus) Regulations 2020
- Update - Infectious Diseases Control – August 2021
- FAQs
- Business Support

2.   You provide guidelines for staff safety and health, including 'regular testing' as required, and 'stay at home' strategies for anyone displaying symptoms or testing positive (PCR/LFT).

3.   Where required, distancing protocols are implemented in office spaces, e.g., hotels, offices, attractions etc.

4.   Where required, social distancing signage is prominently displayed for both staff and guests.

5.   *Food Handling:* businesses have implemented enhanced protocols and guidelines for food safety in all establishments that serve food – food prep, food handling, serving food, deep cleaning.

6.   *Training:* Additional training on protocols and safety guidelines provided to staff as required. All training is informed by the latest advice from Falkland Islands' health authorities.

B   ENSURING A SAFE EXPERIENCE

1.   Disinfecting and sanitising products provided for staff and visitors are suitable for task.

2.   Enhanced cleaning processes take into account all different areas:

- Guest bedrooms and bathrooms
- Communal washrooms
- Common areas – sitting rooms, dining rooms
- High frequency touch points – door handles, light switches, appliances, remote controls, key cards/keys, desktops, phones, bedside tables and lamps, toilets, shower door handles

3.   Social distancing, handwashing and hygiene signage is prominently displayed for both staff and guests, as required.

4.   Procedures issued to follow legislation introduced/re-introduced as required: face masks, social distancing, temperature checks.

5.   Regular cleaning of coffee/tea making machines and other self-service machines. Where possible, operated by staff.

6.   *Food and Beverage Establishments:* Enhanced cleaning/disinfecting at tables/bars once guests have left, following a meal/drink.

7.   *Food and Beverage Establishments:* Implementation of physical distancing of tables, as required.

C   REBUILDING TRUST AND CONFIDENCE

1.   Business has provided clear communication of health and hygiene protocols on business website/FITB website/social media channels, as appropriate.

2.   Clear signage for staff/guests throughout property/establishment, as appropriate.

3.   Clear guidelines on up-to-date advice from health authorities on masks, hand hygiene and social distancing.

The Compliance Questionnaire

Once you are satisfied that your business complies with all the Safe Travels Protocols and you are ready to join the Scheme, please click on the following link to complete the questionnaire:

https://www.research.net/r/safe-travels-compliance-questionnaire