

COVID Safe Guide

A safe and responsible return to travel



CAMBODIA

In all of our destinations we have implemented new health and hygiene protocols, in accordance with local and national governmental legislation. In addition to this we consider recommendations from the 'World Travel & Tourism Council's (WTTC) Safe Travel Protocols For Tour Operators'.

Although this Covid-safe Guide has been compiled in good faith, it is essential that you check the latest entry requirements before you travel, as they are not always the same for all nationalities and are subject to change at very short notice.

Below you will find the measures we've taken to keep you safe and healthy on holiday.

1. Health screening and reporting.

We recommend that you've commenced and completed a COVID vaccination program.

Full details of Covid-19 travel restrictions can be found on our website at the following link:

<https://www.onthegotours.com/COVID-19-restrictions-everything-you-need-to-know>

Full details about the e-visa application can be found here: <https://www.evisa.gov.kh/>

Travellers must wear a mask at all times in public, and the temperature of each passenger will be measured at the terminal entrance.

Welcome briefings will be held in open-air areas where possible and will also clarify local Covid procedures, including the provision of contact information for the local team.

We ask that any travellers who are feeling unwell report this immediately to the Guide who will then contact the doctor and assist with additional Covid formalities if necessary.

2. Hand Sanitation

Personal hygiene including frequent hand washing and not touching your face are essential to minimizing the spread of the COVID-19 and other viruses.

Although disinfectant spray is largely made available to guests, it is also recommended that travellers bring along enough sanitiser and wipes for personal use during the trip.

3. Social distancing

Throughout the tour your guide will ask you to respect a distance of 1.5m from all other persons except those in your travelling party.

Your guide will always coordinate the embarking and disembarking of guests from vehicles/coaches to ensure social distancing rules are kept. Your guide will also facilitate check in at each hotel including the collection the groups passports before arrival to each new property.

Social distancing guidelines will be followed at all times including during the entry to facilities, sites, and vehicles. Where possible, the Guide will hand all tickets to site inspectors so that guests can maintain social distancing.

4. Air conditioning & Respiratory Precautions

All AC systems are maintained annually, and filters are cleaned and replaced as needed. Where possible, doors and windows will be kept open to encourage a constant air flow and increase air circulation.

5. Sanitation of transportation and luggage

Transportation will be cleaned and sanitised daily. Drivers have been trained to make sure all vehicles used throughout the tour are thoroughly cleaned at the start of and during the day.

COVID Safe Guide

A safe and responsible return to travel



It is recommended that you carry your own luggage where possible, however, assistance can be provided where required.

We recommend you have your luggage sanitised at the hotel before it is taken to your room.

6. Included meal arrangements

Hotels are still offering the buffet meals. Extensive precautions are being taken, including regular cleaning of the shared food areas as well as the wearing of masks.

Where available, meals will be taken in the hotel or restaurants outdoor seating area.

7. Guides & staff in contact with clients

All guides, drivers and other local team members have been trained on the new health and hygiene protocols. They will sanitise their hands on a regular basis. Guides and drivers are temperature checked daily before starting their shift.

Guides will facilitate the entry to monuments and museums where possible, removing the need for guests to carry and authenticate individual tickets.

Your guide will also ensure that the collection of your entrance fees and tipping kitty is done in a safe and socially distanced way.

8. Hotels

All decorative items or items that are not deemed essential have been removed from hotel rooms. All common areas in hotels have social distancing guidelines in place.

9. Further instruction

All arrivals may be subject to a medical evaluation to check for symptoms of Coronavirus, this evaluation will include a temperature check.

It is mandatory to wear a face mask in all public places. This includes places of business, airports, museums, ancient sites, beaches, parks and whilst using public transportation including taxis. You may remove your mask only when seated at a restaurant or bar, when swimming or when lying on a sunbed by the pool or beach.

10. Playing your part

We ask all guests to please act responsibly and adhere to our guidelines as well as those presented locally.

Although this Covid-safe Guide has been compiled in good faith, it is essential that you check the latest entry requirements before you travel, as they are not always the same for all nationalities and are subject to change at very short notice.

Please travel only if you feel completely healthy.