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MEMORANDUM CIRCULAR NO. 2021 - 001**AMENDED HEALTH AND SAFETY GUIDELINES GOVERNING THE OPERATIONS OF TOURIST ATTRACTIONS SUCH AS PARKS, NATURAL SITES, HISTORICAL LANDMARKS, AND MUSEUMS UNDER THE NEW NORMAL**

WHEREAS, on 21 December 2020, the Department of Tourism (DOT) issued Memorandum Circular No. 2020-011 or the Health and Safety Guidelines Governing the Operations of Tourist Attractions such as Parks, Natural Sites, Historical Landmarks, and Museums under the New Normal;

WHEREAS, on 11 February 2021, the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID), through IATF Resolution No. 99 approved the reopening and further expansion of industries including Limited Tourist Attractions (e.g. parks, theme parks, natural sites, and historical landmarks) and Museums;

WHEREAS, there is a need to amend DOT MC No. 2020-011 to provide updated health and safety protocols in the operations of Tourist Attractions such as Parks, Natural Sites, Historical Landmarks, and Museums under a New Normal Scenario;

NOW, THEREFORE, based on the foregoing, these Amended Health and Safety Guidelines for Tourist Attractions such as Parks, Natural Sites, Historical Landmarks, and Museums Under the New Normal are hereby issued:

I. GENERAL PROVISIONS

Section 1. Short Title. – This Circular shall be known as the *“Amended New Normal Health and Safety Guidelines for Tourist Attractions”*.

Section 2. Definition of Terms. – For purposes of this Circular, the term:

- a. “Barangay Health Emergency Response Team (BHERT)” refers to a team established by DILG MC No. 2020-023 to help implement local prevention and mitigation, preparedness, and response measures for COVID-19 (*DOH and DILG JAO No. 2020-0001*).
- b. “Cleaning” refers to the removal of microbes, dirt, and impurities from surfaces. It is the physical removal of contaminants such as dirt, and organic material such as blood and secretions from surfaces, using cleaning agents such as soap and water, among others, as first step in preparation for disinfection and sterilization.
- c. “Confirmed COVID-19 case” refers to an individual with laboratory confirmation of COVID-19 infection, irrespective of clinical signs and symptoms. (DOH DM No. 2020-0439)
- d. “Contact Tracing” refers to the identification, listing, assessment, and monitoring of persons who may have come into close contact with a confirmed COVID-19 case. Contact tracing is an important component in containing outbreaks of infectious diseases. (DOH DM No. 2020- 0439)
- e. “Contact Tracing Form” refers to the form a person must fill out to provide contact information through a mobile application such as StaySafe.Ph, substantially following the template in Annex A-2 of the DTI-DOLE Joint Memorandum Circular No. 20-04-A.

- f. “Community Quarantine” refers to the restriction of movement within, into, or out of the area of quarantine of individuals, large groups of people, or communities designed to reduce the likelihood of transmission of COVID-19 among persons in and to persons outside the affected area. (*IATF-EID Omnibus Guidelines updated as of 18 February 2021*)
- g. “Disinfection” refers to the process of reducing the number of viable microorganisms on a surface to a less harmful level. It involves use of chemicals including but not limited to a bleach solution, and is more effective if done after cleaning.
- h. “Health Declaration Form” shall refer to a form that a person must fill out, using a mobile application or other contactless means, to declare his or her current health condition and travel history for the past fourteen (14) days substantially following the template in Annex A-1 of DTI-DOLE Joint Memorandum Circular No. 20-04-A.
- i. “Historical Landmark” refers to a structure that has significant historical, architectural, or cultural meaning and that has been given legal protection from alteration and destruction.
- j. “Management” shall refer to the owner, proprietor, manager, supervisor, administrator or other officer with control and supervision of operations of the Tourist Attraction.
- k. “Minimum Public Health Standards” refers to guidelines set by the Department of Health (DOH), as well as sector-relevant guidelines to aid all sectors in implementing non-pharmaceutical interventions (NPI), which refer to public health measures that do not involve vaccines, medications, or other pharmaceutical interventions, which individuals and communities can carry out in order to reduce transmission rates, contact rates, and the duration of infectiousness of individuals in the population to mitigate COVID-19 (*IATF-EID Omnibus Guidelines updated as of 18 February 2021*).
- l. “Museum” refers to an institutional establishment where a collection of valuable objects and artifacts on history and culture, arts and sciences are put on exhibition for the general public.
- m. “New Normal” refers to the emerging behaviors, situations, and minimum public health standards that will be institutionalized in common or routine practices and remain even after the pandemic while the disease is not totally eradicated through means such as widespread immunization. (*IATF-EID Omnibus Guidelines updated as of 18 February 2021*)
- n. “Natural Sites” refer to natural features, geological and physiographical formations and delineated areas that constitute the habitat of threatened species of animals and plants and sites of value from the point of view of science, conservation or natural beauty. It includes nature parks and reserves, zoos, aquaria and botanical gardens.
- o. “Parks” refer to an area of natural, semi-natural or planted space set aside for human enjoyment and recreation or for the protection of wildlife or natural habitats. Theme parks, water parks, and other amusement parks shall be considered part of this definition.
- p. “Personal Protective Equipment” or PPE refers to protective garments or equipment worn by individuals to increase personal safety from infectious agent.
- q. “Physical distancing” or “Social Distancing” refers to the strict maintenance of a distance of at least one (1) meter radius between persons in a public setting.

- r. "Probable COVID-19 case" refers to an individual that meets the clinical criteria provided under DOH DM No. 2020-0439 or the Omnibus Interim Guidelines on Prevention, Detection, Isolation, Treatment, and Reintegration Strategies for COVID-19.
- s. "Theme Park" refers to an amusement park with defined and designed space that features themed rides and attractions.
- t. "Tourist Attraction" refers to a place of interest where tourists visit, typically for its inherent and/or exhibited natural or cultural value, historical significance, natural or man-made features, offering leisure and education.

Section 3. Scope and Application. This Memorandum Circular shall apply to all Tourist Attractions which shall include, but is not limited to Parks, Natural Sites, Museums, and Historical Landmarks, operating in areas where a Community Quarantine is no longer in place.

II. OPERATIONS UNDER A COMMUNITY QUARANTINE

Section 4. Suppletory Application to Administrative Order No. 2021-001. For Tourist Attractions in areas declared to be under Community Quarantine, Administrative Order No. 2021-001 or the Amended Guidelines on Tourist Attractions under Community Quarantine shall primarily govern, and this Memorandum Circular shall apply in a suppletory character.

III. EMPLOYEE MANAGEMENT

Section 5. Health Declaration Form. All Tourist Attractions are required to secure online platforms or other contactless means for Health Declaration Form (HDF) to be filled out by their employees upon entering the building premises or workplace. If based on the HDF, the employee meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home:

- a. Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
- b. Employee had a face-to-face contact with a Probable or Confirmed COVID-19 case within one (1) meter and for more than fifteen (15) minutes for the past fourteen (14) days;
- c. Employee provided direct care for a patient with Probable or Confirmed COVID-19 case without using PPE for the past fourteen (14) days; or
- d. Employee travelled outside the Philippines in the last 14 days. (DTI- DOLE JMC No. 20-04-A)

Section 6. Body Temperature Check. The Management must ensure the monitoring of body temperature of all employees every time they report to work. Unwell employees or those with mild flu-like symptoms shall be directed to consult a doctor or to stay at home.

Section 7. Personal Protective Equipment. The Management must provide all its employees their respective PPEs while they are on duty.

Section 8. Regular Briefing of Safety and Health-Related Information. The Management shall conduct regular briefings to all employees that will highlight the importance of personal hygiene, proper handwashing/hand hygiene, respiratory etiquette, proper use of PPEs, strict observance of physical distancing, use of contactless greeting, and other safety protocols while interacting with visitors. Likewise, other related information shall be disseminated by installing a safety bulletin board or display of Information, Education and Communication (IEC) materials in the working premises.

Section 9. Employee Testing. The Management shall ensure that its employees undergo

RT-PCR (Reverse Transcription-Polymerase Chain Reaction) test, as may be required under applicable issuances of the DOH, Department of Labor and Employment (DOLE), or the Department of Trade and Industry (DTI). (DTI-DOLE JMC No. 20-04-A)

IV. VISITOR HANDLING POLICY

Section 10. No Face Mask and No Face Shield, No Entry Policy. A “*No face mask and no face shield, no entry policy*” shall apply to all visitors. Face masks and face shields shall be worn properly at all times except when eating and drinking, or engaging in strenuous physical activities that induce labored breathing. Children ages between two (2) to eight (8) years old once allowed by the IATF to visit Tourist Attractions shall wear face mask and face shield under adult supervision.

Section 11. Mandatory Screening. All visitors must be screened prior to entry to the Tourist Attraction through:

- a. Body temperature check using a thermal scanner or thermometer gun;
- b. Completion of Health Declaration and Contact Tracing Form using a mobile application such as StaySafe.Ph or other contactless means.

Only visitors who are cleared during temperature screening and have accomplished the Health Declaration Form shall be allowed to enter the Tourist Attraction. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms will not be allowed to enter, and will be referred to the doctor on duty, if any, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with the DOH- prescribed protocol. Accomplished Health Declaration and Contact Tracing Forms shall be handled and processed with confidentiality and in accordance with the Data Privacy Act, and shall be disposed of after thirty (30) days from the date of accomplishment, unless a longer period is required by the authorities.

Section 12. Special Assistance. Senior citizens, Persons with Disability (PWDs), and pregnant women, once allowed by the IATF to visit Tourist Attractions shall be provided with an express lane, or otherwise given priority.

Section 13. Contactless Transactions. Tourist Attractions shall implement guest services through digital means such as online reservations or appointments, online and mobile purchases of tickets, use of digital maps and menus, or any other contactless transactions.

Cashless or online modes of payment using payment applications shall be utilized by the Tourist Attractions. If online payment is not possible, Tourist Attractions shall create a method for no-contact payment schemes, such as receiving and handing cash using small trays or other options.

Section 14. [Removed]

Section 15. Reduced Operating Hours. Tourist Attractions may reduce their operating hours in order to minimize prolonged exposure of visitors.

Section 16. Physical Distancing. Strict observance of physical distancing by maintaining at least one (1) meter is mandatory. The Management shall deploy roving personnel to monitor the compliance of visitors on physical distancing and other health policies, including crowd control in parking lots.

Section 17. Use of Wireless Devices. Tour Guides inside Tourist Attractions are highly encouraged to use lapel microphones to minimize hand contact and to avoid clustering of visitors while on tour.

Section 18. Isolation Areas. The Management of the Tourist Attraction shall designate an isolation room or area where persons who start to feel unwell while at the premises may be brought to before referral to the doctor on duty, if any, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with the DOH prescribed protocol.

V. EVENTS HANDLING

Section 19. Hosting of Events. Events and gatherings to be held within the Tourist Attraction premises, if any, must adhere to prevailing government issuances on mass gatherings and conduct of events.

Section 20. Arts and Cultural Activities. Museums may be used by arts and culture practitioners and volunteers for honing their craft such as trainings, rehearsals and filming (e.g. for digital broadcast), but these should not involve members of the public, subject to the relevant provisions of these Health and Safety Guidelines.

Section 21. *[Removed]*

VI. VENUE OR SITE HANDLING

Section 22. On-site Safety Standards. The following shall be complied with within the premises of the Tourist Attraction:

A. Control and Safety Measures

1. Pre-registration and allocated time slots shall be followed for controlled visitor entry into the attraction to avoid overcrowding.
2. The use of technology such as scanners, QR Codes, etc. shall be maximized to facilitate seamless access of visitors at entry and exit points. As much as practicable, strategic and clearly designated one-way entrance and exit guest flow shall be in place.
3. Control measures such as floor markers, demarcation lines, stanchions, or reminder signages shall be provided to create a logical traffic flow and avoid bottlenecks. Registration, queueing, and waiting areas shall be properly marked to ensure physical distancing.
4. A distance of at least one (1) meter between tables, seats, and seat rows in waiting areas and lounges shall be maintained. If seats are fixed, alternate seats shall be marked out.
5. The maximum allowable visitors in a specific area at a given time shall be determined by the Management to avoid the concentration of visitors in one area.
6. A “*Dos and Don'ts for Visitors*”, including health and safety-related information shall be displayed and / or aired in conspicuous areas of the attraction.
7. Barriers, such as acrylic glass, plexiglass, plastic shields and other forms of barriers shall be set up at the service counters, help desk, food and beverage outlets, security checkpoints, etc. for additional protection. Such barriers shall be cleaned frequently.

8. Self-service stations or self-service food or drink areas shall be prohibited. Food, condiments, and other items shall be provided directly to visitors upon request.
9. Facilities, attractions, and services where physical distancing is difficult or impossible to maintain and those that promote shared usage among visitors, such as playgrounds, gaming arcades, kiddie karts, bikes and other forms of electro mobiles, drinking fountains, and umbrellas shall be temporarily suspended. If not viable, such amenities shall be disinfected after each use and a sanitizer/alcohol station shall be in place beside them.
10. An emergency directory must be available in strategic areas with the emergency hotlines of the following:
 - a) Clinics and Hospitals located in the city or municipality within the Tourist Attraction;
 - b) Police and Fire stations located in the city or municipality where the Tourist Attraction is located; and
 - c) Such other emergency responders whether public or private located in the city or municipality of the Tourist Attraction.
11. Newly introduced animals at the attractions, if any, shall be quarantined.
12. No pets shall be allowed inside the attraction premises, except assistance dogs guiding PWDs.
13. No-spitting, no-shouting, no-talking-while-eating policies shall be implemented.

B. Venue Cleaning, Disinfection, and Ventilation

1. Cleaning and disinfection of the premises, especially frequently touched surfaces and items such as door handles, handrails, counters, toilet fixtures, baby changing facilities, etc. shall be conducted at least twice daily.
2. Public facilities and electronic screens inside Tourist Attractions shall be disinfected twice daily.
3. 70% solution alcohol or alcohol-based hand sanitizers or handwashing stations must be installed in easily accessible locations, such as entrances, exits, and communal dining areas.
4. Hand-washing sinks and toilet flushing facilities must be functional at all times.
5. Public restrooms must be supplied with clean water, hand soap, and tissue paper or paper towel.
6. Public restrooms must be cleaned and sanitized every after two (2) hours or as may be necessary.
7. Foot pedal or sensor-operated trash bins with lid and a separate trash bag or bin with cover for used PPEs, wet wipes, and other cleaning disposables shall be provided in key locations of the Tourist Attraction.
8. There shall be preventive maintenance of ventilating equipment and monitoring of sufficient air exchange and dehumidification at least three (3) times a week;
9. Attractions that cannot comply with strict disinfection measures and without good ventilation or good air quality are not allowed to open.

10. The Guidelines in the Workplace and Public Transport Ventilation to be issued by the Department of Labor and Employment (DOLE), where applicable, shall be complied with;
11. If one confirmed case of COVID-19 is detected in the Tourist Attraction, the premises shall be disinfected with an appropriate disinfectant solution (0.5% bleach solution). The conduct of a comprehensive disinfection by trained personnel is recommended.

The attraction must be locked down for twenty-four (24) hours prior to disinfection to lessen transmission to disinfection personnel. During the disinfection process, all doors and windows, if any, should be opened to maximize ventilation. The attraction may only be opened twenty-four (24) hours after the disinfection process. (DTI-DOLE JMC No. 20-04-A)

VII. OTHER PROVISIONS

Section 23. Compliance with Other Relevant Issuances. Tourist Attractions shall comply with other relevant IATF-EID, DOT, DTI, DOLE, or DOH issuances on health and safety standards for the New Normal, as well as rules and regulations imposed by the local government unit (LGU) having jurisdiction over the Tourist Attraction.


Section 24. Penalties. Any violation of the provisions of this Circular may subject the Management of the Tourist Attraction to the appropriate fines and penalties, including the revocation of the Tourist Attraction's DOT accreditation, if any, in accordance with relevant laws, rules and regulations.

Section 25. Separability Clause. If any portion or provision of this Circular is declared null and void or unconstitutional, the other provisions not affected thereby shall continue to be in force and effect.

Section 26. Effectivity. This Circular shall take effect immediately upon publication in a newspaper of general circulation or the Official Gazette and upon filing with the University of the Philippines-Office of the National Administrative Register (UP-ONAR). This Circular shall remain effective until otherwise superseded, amended, or repealed accordingly.

For guidance and strict compliance.

08 March 2021.


BERNADETTE ROMULO-PUYAT
Secretary 