

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Bahrain

Last update: 23 April 2020



## I. FISCAL POLICY

In response to COVID 19 crisis, the Government of Bahrain has announced an \$11.4bn (BHD 4.3bn) stimulus package (equivalent to 29.6% of Bahrain's annual GDP) to support the country's citizens and private sector. This package covers several strategic commitments for 3 months, from April 2020, by the government, including:

- exempting all tourism-related industry from tourism levies;
- paying individuals' and businesses' Electricity and Water Authority utility bills;
- exempting all individuals and businesses from municipal fees;
- exempting all businesses from industrial land rental fees.



## II. MONETARY POLICY

The stimulus package also includes:

- doubling the Liquidity Support Fund to \$529million (BHD 200 million);
- increasing the Central Bank of Bahrain's loan facilities to \$9.8bn (BHD 3.7bn) to allow debt instalments to be deferred and extra credit to be extended.



## III. JOBS & SKILLS

The stimulus package also refers to:

- a draft law concerning payment of the salaries of all private sector employees for three months from April 2020 from the unemployment fund.



## IV. MARKET INTELLIGENCE

The Bahrain Tourism and Exhibition Authority is working on developing a crisis management action plan including the following measures:

- developing a communication strategy and effective media engagement.



## V. PUBLIC-PRIVATE PARTNERSHIPS

The Bahrain Tourism and Exhibition Authority is working on developing a crisis management action plan including the following measures:

- building trust-based coalitions;
- keeping positive and in continuous contact with tour operators;
- focusing on co-marketing and joint promotion with other tourism partners;
- the redirection of all Tamkeen programmes (semi-autonomous government agency that provides loans and assistance to businesses) to support adversely affected companies, as well as the restructuring of all debts issued by Tamkeen.



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

Not available

Middle East



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

Not available

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Egypt

Last update: 29 January 2021



## I. FISCAL POLICY

The Government introduced:

- new visa programs with 5 years multiple entry valid for 90 days; and
- new markets are now able to obtain visa upon arrival reaching to 76 countries. Tourists arriving directly to Red Sea, South Sinai, Matrouh, Luxor, and Aswan governorates are exempt from visa fees until April 30, 2021.
- Postponing payment of 60% of utility bills and some government fees due during the period January-April 2021.
- Introducing a 36-months payment scheme of deferred fees and taxes.
- Postponing seizure of properties in cases of insolvency until December 2020.
- dropping real estate tax on hotel and tourist establishments for six months;
- payment of all dues on tourism and hotel establishments are to be postponed for three months without fines or delay benefits;
- exempted all bazars and cafeterias located in archeological sites from paying rent until tourism safely resumes;
- a six-month rescheduling and deferral plan on utility payments (electricity, water and gas) for tourist establishments and private airlines. The payments shall start from October 2020. Incentives for Tour Operators
- 1. The current Aviation Incentive Program is extended until December 31, 2020, and a new program is approved to be implemented from January 2021- April 2021.
- 2. Aviation fuel prices are reduced by 10 cents per gallon followed by another reduction of 5 cents. (total reduction 15 cents, effective from January-December 2021)
- 3. A 50% discount on landing and housing fees in airports of touristic governorates until April 30, 2021 is granted.
- 4. A 20% discount on ground handling fees in airports of touristic governorates until April 30, 2021 is granted.
- 5. Tourists arriving onboard Egypt Air and Air Cairo will enjoy a 20% discount on entry ticket prices to all archeological sites and museums.
- 6. Tourists will enjoy a 50% discount on entry tickets prices (similar to the students discount) of museums and archeological sites in Qena, Luxor, Aswan governorates during the months of June, July, and August of each year (with and exceptional extension until 31 October, 2020 this year).
- 7. Increase in the prices of entry tickets of museums and archeological sites (which was due to take place in November 2020) is postponed until May 1, 2021.



## II. MONETARY POLICY

The Government approved:

- the continuation of the aviation incentive program granted to airlines flying to the tourism destinations until October 2020 to strengthen market competitiveness and to promote inbound tourism from various source markets.
- The President has requested the Central Bank of Egypt (CBE) to offer tourism facilities low-interest funds, particularly for payment of salaries of employees.
- The Central Bank of Egypt (CBE) has launched EGP 50bn financing initiative to support tourism, reducing the interest rate on it from 12% to 8%, part of this initiative is to be directed to the payment of salaries and operating expenses (with an interest of 5%) guaranteed by the Ministry of Finance (3 Bn EGP worth guarantee). As part of the initiative, banks can grant credit facilities with a maximum two-year repayment period, in addition to six-months grace starting from the grant date.



## III. JOBS & SKILLS

In collaboration, the Ministry of Tourism and Antiquities and the Federal Tourism Association with its Associations issued guidelines to all staff working in the tourism industry explaining the measures to be followed for self-protective procedures. The Egyptian Hotel Association also conducted staff trainings to increase awareness in case of emergency, in addition to training on preventive measures aimed at increasing the preparedness of the sector. This was done in accordance to the guidelines of the WHO and international consulting firms like Preverisk and CDC.

The Ministry of Tourism and Antiquities activated a hotline (19654) to receive complaints and inquiries of workers in the tourism sectors.

The Egyptian Cabinet has approved a bill "Dealing with the Coronavirus Consequences". The bill stipulates that all hotels and tourist establishments should abide by employee's retention; otherwise, they shall not benefit from any facilitation or support measures provided by the Government.

A Capacity Building Program will be designed in collaboration with the Egyptian Tourism Federation and relevant tourism chambers.



#### IV. MARKET INTELLIGENCE

The government approved:

- the introduction of a new initiative promoting travel to upper Egypt during summer months (June, July and August) by offering discounts on entry fees to archeological sites in Qena, Luxor and Aswan, in addition to reduction of visa fees upon arrival at Luxor and Aswan Airports.

The Ministry of Tourism and Antiquities launched an online campaign on its websites and social media platforms under the title "Experience Egypt from Home", posting virtual tours and guided tours inside some of Egypt's museums and archeological sites everyday at 8 pm, sharing these wonders with people staying at home.



#### V. PUBLIC-PRIVATE PARTNERSHIPS

The priority is to ensure health, safety and security of all tourists as well as staff working in the tourism sector, in this respect a task force between the Egyptian Ministries of Tourism and Antiquities, Health and Population, Civil Aviation, the Egyptian Tourism Federation together with all relevant government bodies, has been established to ensure unified effective communications and recommendations addressing the tourism industry with strict instructions to report any suspected case to authorities immediately.

On the national level, there is a Crisis Management Unit at the Egyptian Cabinet. On the ministerial level, the Minister of Tourism & Antiquities has issued the ministerial decree 293/2020, whereby a Crisis Management Committee is formed.

The committee involves all stakeholders from both public and private sectors.



#### VI. RESTARTING TOURISM

As of July 1, 2020, Egypt received inbound tourism in certified hotels and resorts located in coastal governorates (Red Sea, South Sinai and Matrouh) with maximum occupancy rates of 50%. Those three governorates have had excellent epidemiological results, in addition to having equipped hospitals (public and private).

As of July 1, 2020 museums and archeological sites re-opened after being closed since the March 23, 2020.

Cultural Tourism to Egypt resumed as of 1 September, 2020.



#### VII. HEALTH AND SAFETY PROTOCOLS

After the abrupt halt of international tourism and travel due to the spread of COVID-19 worldwide, the Egyptian Government set Hygiene Safety Regulations in compliance with WHO recommendations and a Hygiene Safety Certificate has been approved as a pre-requisite for hospitality establishments tourism activities, archeological sites and museums to resume their operations. Nonobservance of these regulations will result in the suspension of the establishment's license. Regular review and updates will be available at <http://egypt.travel/en/files>. These regulations can be summarized as follows:

- Travel Precautionary measures have been established for on-board Egyptian Airlines and all airports, especially cleaning and disinfection of public places, toilets and elevators; hygiene and safety measures for staff and visitors
- Hotels Regulations of hygiene and safety are applied in receiving guests, accommodation, gym and health clubs, swimming pools and beaches in hotels, casinos, parties and social events, clinics and hospitals and floating hotels, etc....
- Regulations for dealing with tourists, in hotels, who show symptoms or test positive with COVID-19 during their stay in Egypt starts with notifying measures, reporting to health administration and disinfection and cleaning for their rooms and in critical cases to be taken to the hospital as the Ministry of Health and Population will cover the cost of medication and treatment, tourists testing positive with COVID-19 and wish to travel back to their source country do so at their own responsibility, while taking all the precautionary measures. Tourists testing positive with COVID-19 can take an alternative flight in coordination with their travel agent in case of arrival on charter flights. In case of arrival on Egyptian airlines, the alternative flight will be provided (on the same airline initially booked) with no penalty.

- Regulations for restaurants (inside and outside Hotels) shall apply all safety, hygiene and deep cleaning regulations in dining halls, Kitchens for workers and guests. All the above operating regulations of hotels and restaurants also apply to Eco-lodges.
- Regulations for tourist activities, such as Diving and Water Sports, Desert safari trips, Cultural Tourism Activities, Tourist Commodities Shops, include staff necessary training and applying all sanitizing procedures and operating at 50% of the total capacity, maintaining regular disinfection of the vehicles and providing personal protection equipment to customers and staff.
- Regulations for means of transportation for tourists also operating with a maximum of 50% of capacity, applying sanitizing, distancing and cautionary measures
- Regulations for tourist groups visiting archaeological sites and museums
- Incentives for tour operators.



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

Egypt has suspended international flights to and from the country from 19 till 31 March at all airports nationwide.

The President's directives also include seizing the halt period to upgrade the infrastructure of tourism facilities in order to be ready to receive Egyptians and tourists as soon as this situation recedes.

The Egyptian Cabinet has approved on March 11, 2020 a number of measures facilitating travel to Egypt. Such measures are effective on June 1, 2020. This includes:

Introducing a 5-year multiple entry visa, allowing the visa holder to visit the country several times with a maximum stay duration of 90 days per each visit.

Granting more nationalities the right to get visas upon arrival.

Citizens holding Schengen, USA, UK visas are allowed to get the entry visa upon arrival (except for some nationalities to be determined by the competent Egyptian authorities).

Allowing resident foreigners whose visas are expired to request a stay permit for one year.

Tourists arriving directly to Luxor or Aswan International Airports are granted a 10-dollar discount on visa price. Travel Precautionary Measures

- Starting September 1, 2020, all travelers arriving to Egypt are required to submit a recent negative PCR test result certificate for COVID-19 done in the source country within a maximum of 72 hours prior to the time of departure of their direct flight to Egypt.

- Travelers arriving from Japan, China, Thailand, North and South America, Canada, as well as London Heathrow, Paris and Frankfurt airports, will be allowed to submit a recent negative PCR test result certificate for COVID-19 done within a maximum of 96 hours prior to the time of departure of their flight to Egypt.

- Only travelers arriving to Sharm El-Sheikh, Taba, Hurghada, and Marsa Allam International Airports, who don't have a recent negative PCR test result certificate for COVID-19, can do the PCR test upon arrival to one of the four mentioned airports (tests are conducted by representatives of the Egyptian Ministry of Health and Population (at a cost of 30 USD or the equivalent in other currencies).

- Travelers are allowed to leave the airport immediately after doing the PCR test and check in at their booked hotel. Hotels will quarantine guests who test positive for COVID-19 in separate rooms, covering the costs of lodging, food and soft drinks until their departure.a)

- On-board Egyptian Airlines

- Aircrafts are rigorously disinfected before each flight.

- Wearing face masks inside the aircraft is mandatory (passengers and flight attendants).

- Only dry meals and canned drinks are served.

- Universal Protection Kits containing disinfectants, gloves, and face masks are made available (with spare quantities with the flight crew).

- Distribution of printed publications (newspapers, magazines, etc...) is prohibited onboard.

- A specific area is allocated in the aircraft for passengers with chronic diseases who are unable to wear the face mask for long periods of time.

- The last two rows in the aircraft are allocated to passengers showing symptoms of illness during the flight. A flight attendant will be assigned to attend on them and a separate toilet for their use.

b) Arrival at Egyptian Airports

- Regular sterilization and disinfection of airports is carried out.

- Employees and staff members are to follow all health and safety regulations.

- Wearing face masks is mandatory inside all airport facilities.

- Physical distancing is to be maintained.

- Temperature of all travelers and airport staff is to be checked.

- Disinfection of luggage before being placed on the luggage conveyor belt.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

**Country: Iraq**

**Last update: 23 April 2020**



## I. FISCAL POLICY

The government has been assessing the situation and studying actions to be taken in support of the tourism sector.



## II. MONETARY POLICY

The government introduced new visa programs with 5 years multiple entry valid for 90 days; and has been assessing the situation and studying actions to be taken in support of the tourism sector.



## III. JOBS & SKILLS

Not available



## IV. MARKET INTELLIGENCE

The government has established a national crisis committee to permanently assess the situation.



## V. PUBLIC-PRIVATE PARTNERSHIPS

The government has established a national crisis committee which includes stakeholders from the tourism private sector. Hoteliers have offered their hotels to be used by the Government for COVID-19 patients.



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

Not available



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

On March 17, the government imposed a nationwide lockdown and banned all flights from the country's airports. The government has extended a travel ban within the country and to and from its airports until April 11. Only the National carrier is authorized to operate and only to evacuate Iraqi citizens from other countries.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Jordan

Last update: 17 June 2020



## I. FISCAL POLICY

Additional liquidity of banks  
Waiving of license renewal fees and penalties  
Waiving of license renewal fees and penalties  
Refund of membership fees, Travel fairs and workshops that have been paid during the year 2020



## II. MONETARY POLICY

Reduction of interest rates of 1.5 points  
Soft loans to SMEs  
Waiving of rental fees at heritage sites for 2020 Heritage sites development  
Waiving of membership fees for the years 2020 and 2021  
Tour Guides loans guarantee



## III. JOBS & SKILLS

Full salary payments to employees for month of March 2020  
Health & Safety SOPS training (TOT + Online) for Tourism Sector employees  
Specialized training for Inspection teams  
Contractual obligations of employer to employee during lockdown period  
Lockdown period not deducted from length of employment contract  
No employees to be made redundant; employers obliged to pay at least 50% of salary  
Activation of Social Security unemployment fund where employer ceases operations (with approval from government)  
500 million JD of soft loans to enable SME employers to pay/keep their staff  
Deferments of Social Security payments for up to 24 months to help employers pay salaries as a priority  
Working with EBRD and Skills Council to conducted skills gaps survey, based on which training/re-training needs in the Tourism Sector will be followed up.



## IV. MARKET INTELLIGENCE

Developed two new products (Medical Tourism & Filming Tourism)  
Categorized countries into A, B, C  
Developed parameters & entry protocols for each category



## V. PUBLIC-PRIVATE PARTNERSHIPS

Use of 44 hotels to quarantine 5260 returning Jordanians



## VI. RESTARTING TOURISM

Working with EBRD and Skills Council to conducted skills gaps survey, based on which training / re-training needs in the Tourism Sector will be followed up.  
Health & Safety SOPS training (TOT + Online) for Tourism Sector employees  
Specialized training for Inspection teams  
Developed SOPS for all Tourism Sector including Hotels, Restaurants, Transport Systems, Tour Guides etc.  
Conducted inspections on Tourism establishments with "certification"/warnings/closure protocols

Categorized countries into A, B, C  
Developed parameters & entry protocols for each category



## VII. HEALTH AND SAFETY PROTOCOLS

Not available



## VIII. DOMESTIC TOURISM

Financial Support to Domestic Tourism Sector of 6.5 Million JD

- National Airlines 999,000 JOD
- Local Experiences JOD 1,286,560
- Transportation and Tour Operators JOD 3,000,000
- Hotels in Petra JOD 1,000,000
- Marketing JOD 277,000

Reduction of Sales Tax from 16% to 8% Reduction of Service Charges from 10% to 5%

Reallocate of International promotion budget to domestic tourism



## IX. OTHER

Not available

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

**Country: Kuwait**

**Last update: 5 July 2020**



## I. FISCAL POLICY

The Kuwait government has announced a slew of measures with the aim to help the economy in the wake of addressing the implications of COVID-19:

- Budget for ministries and government departments increased by KD 500 million for the fiscal year 2020/2021.

Additional financial support to SMEs:

- Postponing social security contributions by business owners in the private and oil sectors (not fully owned by the state) for a period of (6) months
- Expediting work cycle to ensure that the government pays amounts due, to the private sector at the earliest;
- Providing government exemptions to the affected economic institutions in the manufacturing sectors and the cooperative societies from some government fees and dues (if these exemptions are passed through to their clients);
- Exemption for self-employed Kuwaitis registered under Chapter Five of Social Security Law from contribution towards insurance for a period of (6) months.



## II. MONETARY POLICY

Monetary and liquidity stimulants as follows:

- Central Bank of Kuwait measures:
- Discount rate reduced to a historic low of 1.5 percent;
- Repo rates, overnight, one-week and one-month reduced to 1 percent, 1.25 percent, and 1.75 percent respectively;
- Capital adequacy ratio lowered from 13% to 10.5%
- Risk weight for SMEs lowered from 75% to 25%;
- Limit of financing increased from 90% to 100%;
- Loan to Value (LTV) ratio to be increased for properties;
- Kuwait Banking Association announced a moratorium period up to 6 months on bank loans including waiver of interest and charges (if any for postponement) for retail clients (citizens and expats) and SMEs;
- Additional financial support to SMEs:
- Providing loans on concessional and long term basis to SMEs, through joint financing from local banks and the Kuwait National Fund for SMEs;
- Assisting SMEs and agricultural projects by postponing the installments funded by the Kuwait National Fund for SMEs and the Industrial Bank of Kuwait.
- Postponement of loans installments credit cards and facilities for citizens, residents and SMEs for 6 months from April 2020 with the cancellation of interest and profits resulting therefrom, and any other fees.
- Provision of loans on concessional and long-term terms for small projects through joint financing from local banks and the Kuwait National Fund for Small and Medium Enterprises.



## III. JOBS & SKILLS

With regard to workers in the tourism sector, government agencies were represented based on the decisions of the Ministries Council, while continuing to pay the salaries of workers in all sectors and state institutions.

Additionally, the following measures were announced:

- Relief for citizens:
  - Support for the salaries of those registered under Chapter Five of Social Security in the affected sectors;
  - Easing withdrawals from the retirement pension;
- Relief for residents:
  - Establishing a mechanism to secure a minimum income that ensures the cost of living for workers affected by the current crisis;



## IV. MARKET INTELLIGENCE

Awareness campaign was launched and e-shopping (online) was activated.



## V. PUBLIC-PRIVATE PARTNERSHIPS

Temporary fund established to receive financial contributions from different institutions, companies and individuals in support of the government's efforts related to the outbreak.



## VI. RESTARTING TOURISM

The restart of Tourism will take place with the beginning of the 3rd stage of return implemented by the Government. Currently, Kuwait is still in stage 1, but the 3rd stage will include the following:

- Canceling partial curfew.
- The following activities are permitted to re-open while following the healthy requirements as directed by the Ministry of health for the period listed.
- Government and private sector workplace (less than 50%)
- social welfare home visits.
- Hotels, resorts, and hotel apartments.
- Taxi (only one passenger allowed).
- Mosques (Friday prayers with conditions).



## VII. HEALTH AND SAFETY PROTOCOLS

Not available



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

The following measures were also announced:

- imposition of a partial curfew from 5 pm until 6 am;
- evacuating Kuwaiti citizens abroad and facilitating their return to their country;
- allocating hotels and resorts as health quarries for citizens and providing all health care for them;
- Implementation of electronic application for shopping and booking in cooperative societies.

A Higher Steering Committee for Economic Stimulus was formed on April 1, 2020 to implement the stimulus for the local economy through a set of measures approved in the cabinet resolution on March 31, 2020.

For more information on the measures announced by the government please consult:

<https://home.kpmg/kw/en/home/insights/2020/04/kuwait-covid19-government-relief-measures.html>

- STAGES OF RETURNING TO LIFE IN THE STATE OF KUWAIT

FIRST STAGE: (still going on)

Partial curfew from 6:00 pm- 6:00 am

Regional Insolation for (Farwaniya area, Kaitan, Hawali, and Midan Hawalli)

Continue to Insulate (Mabola and Jelleb Al Shuyokh)

-The following activates are permitted:

- Mosques and places of worship after preparing them according to health requirements
- General Services (maintenance, Freight services, gas, laundry)
- Home delivery services
- Restaurants and Cafes (drive through)
- Providers for telecommunication and internet.
- Food retail (supermarkets, groceries, catering)
- Corporate transportation for companies and institutions
- Gas stations and services
- Hospitals and private clinics.
- Vehicles and equipment (exhibitions, Garages, spare parts, car wash)

SECOND STAGE:

Partial curfew from 9:00 pm – 6:00 am

Regional isolation (according to the epidemic outbreak)

In addition to the activities mentioned above, the following activities are permitted to re-open while following the healthy requirements as directed by the Ministry of health for the period listed.

- Work places in government and private sectors (less than 30%)
- Construction and building.
- Financial and Banking.
- Commercial shopping center, malls) from 10:00 am until 6:00 pm)
- Retail stores.
- Restaurant and Cafes (receiving order – seating not allowed)
- Public parks and gardens.

**FOURTH STAGE :**

In addition to the activities mentioned above, the following activities are permitted to re -open while following the healthy requirements as directed by the Ministry of health for the period listed.

- Government and private sector workplace (more than 50%)
- Restaurant and Cafes (with spacing)
- Public Transport (with spacing)

**FIFTH STAGE**

In addition to the activities mentioned above , the following activities are permitted to re -open while following the healthy requirements as directed by the ministry of health for the period listed.

- Government and private sector workplace (over 50%)
- Family and social events and gatherings.
- Weddings, Graduation and events of all kinds.
- Sports and health clubs.
- Events , conferences, cultural exhibitions, training courses.
- Personal care shops ( salons, spa)
- Public and private sports court.
- Cinemas and theaters.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

**Country: Lebanon**

**Last update: 23 April 2020**



## I. FISCAL POLICY

Not available



## II. MONETARY POLICY

The Lebanese Central Bank issued a circular, dated 24 March 2020, allowing economic institutions to lend money without interest for 5 years to help them pay salaries.



## III. JOBS & SKILLS

Jobs and employees can benefit from the circular from the Lebanese Central Bank to receive their salaries.



## IV. MARKET INTELLIGENCE

Not available



## V. PUBLIC-PRIVATE PARTNERSHIPS

Not available



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

Not available



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

On March 16, the government has declared the state of emergency due to the COVID-19 outbreak - all entries and exits to the country including borders, airports and ports will be closed between March 18-29.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Libya

Last update: 23 April 2020



## I. FISCAL POLICY

Not available



## II. MONETARY POLICY

Not available



## III. JOBS & SKILLS

Not available



## IV. MARKET INTELLIGENCE

Not available



## V. PUBLIC-PRIVATE PARTNERSHIPS

The Ministry of Tourism has issued guides to all Hotels and other touristic facilities as well as its employees and is ready to postpone events should the Outbreak reaches our country.



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

Not available



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

On March 14, the government has declared the state of emergency over possible COVID-19 outbreak in the country. Precautionary measures will be applied that include closing all of the country's sea, air, and land ports for three weeks.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Oman

Last update: 23 April 2020



## I. FISCAL POLICY

Not available



## II. MONETARY POLICY

Not available



## III. JOBS & SKILLS

Not available



## IV. MARKET INTELLIGENCE

Not available



## V. PUBLIC-PRIVATE PARTNERSHIPS

Not available



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

Not available



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

Oman's Supreme Committee dealing with COVID-19 decided to suspend all domestic and international flights from and to Oman (excluding Musandam Governate flights and cargo flights) from Sunday, March 29, 2020 at 12:00PM.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Palestine

Last update: 1 December 2020



## I. FISCAL POLICY

Exemption of tourism establishments from licensing fees for the year 2020.  
Refund to all tourism establishments 50% of their VAT dues in the Ministry of Finance.



## II. MONETARY POLICY

The Palestine Monetary Authority in response to the Ministry's requests agreed to delay monthly loan payments and due checks without any fees.



## III. JOBS & SKILLS

Not available



## IV. MARKET INTELLIGENCE

Not available



## V. PUBLIC-PRIVATE PARTNERSHIPS

The Ministry of Tourism and Antiquities intends to create an emergency team from the public and private sectors to put a joint plan and tourism crisis mechanism to overcome this crisis. It will be launched in the coming days.  
An agreement was concluded on 3/6/2020 between the Ministry of Labour, the private sector and the Workers Union to pay minimum 50% of the salaries for the months of March, April and May.

4. 7000 tourism workers received cash money in total of 200 US Dollars through an initiative from the private sector and the government.

The government is offering soft loans for all small and medium size businesses including tourism.

The Palestinian government has taken the following actions to help the private sector during Covid-19 outbreak.

1. Exempted all tourism establishments from licensing fees for the year 2020.
2. Refunded all tourism establishments 50% of their VAT dues in the Ministry of Finance.
3. 7000 tourism workers received cash money in total of 200 US Dollars through an initiative from the private sector and the government.
4. The Palestine Monetary Authority in response to the Ministry's requests agreed to delay monthly loan payments and due checks without any fees.
5. The government is offering soft loans for all small and medium size businesses including tourism.



## VI. RESTARTING TOURISM

The Minister of Tourism & Antiquities has established Palestine Tourism Recovery taskforce which includes the Ministry and the private sector associations namely: Palestinian Society of Tourist and Travel Agents (P.S.T.T.A), the Arab Hotel Association (AHA), Holy Land Incoming Tour Operators association (HLITOA), The Guide Union and Network for Palestine Experiential Tourism Associations (NEPTO). The main duties of the taskforce are:

1. Adapting and implementing new safety and health standards and protocols post-Covid-19.
2. Conducting training courses on the implementation of the new protocols.

3. Implementing marketing and a communication strategy to restore confidence in the Palestinian tourism sector locally, regionally and internationally. Developing a monitoring system to assure long-term implementation of the new standards and protocols.

According to the timetable, tourism entities will be ready to receive customers on the 15th of July 2020.

Supporting and developing tourism in Palestine are vital for creating a suitable tourism environment that encourages exchange between tourists and the hospitable Palestinian people.

To meet these goals, the Ministry with full technical and financial support has recently launched the “COVID-19 Tourism Operation Manual for Palestine,” the first of its kind in Palestine and one of the most comprehensive globally. The manual was approved by the government as the official guide for all establishments and tourism service providers in Palestine.

Every establishment and tourism service provider involved in the Palestinian tourism sector must strictly follow the protocols and standards presented in the “COVID-19 Tourism Operation Manual for Palestine.” This manual is the cornerstone of our campaign to assist Palestinian tourism businesses in understanding and implementing the protocols, and then conduct audits to certify business across the sector as “COVID-19 ready,” or in Arabic, Jahzeen.

Along with the “COVID-19 Tourism Operation Manual for Palestine,” we launched [www.Jahzeen.ps](http://www.Jahzeen.ps), Palestine’s tourism-readiness and resilience e-learning platform, developed to fuse the new COVID-19 prevention guidelines and protocols into everyday tourism operations. Jahzeen is the national program aiming to up-skill the Palestinian tourism workforce for the post-COVID-19 era. The Jahzeen e-Learning platform offers the opportunity for users to take the mandatory training for all active sectors within the Palestinian tourism industry. Everyone working in tourism in Palestine is required to get certified by passing the curriculum on [Jahzeen.ps](http://www.Jahzeen.ps) based on her or his field of work or specialization.

All hotels and accommodation establishments must use the Hotel Resilient certification tool found here:

<http://app.hotelresilient.org/>. Hotel Resilient is our partner in this endeavor and has customized software, especially for Palestinian hotels and accommodations, to get certified for initiating operations. Once complete, our national team of auditors will inspect the establishment and monitor adherence to the new protocols.

After the process of assessing and auditing for adherence to the new protocols, the Ministry will issue certificates to the establishments confirming their readiness and ability to reopen their business within the approved health specifications and protocols.

For more information, please have a look at our digital sites:

- [www.jahzeen.ps](http://www.jahzeen.ps)
- <http://www.travelpalestine.ps>
- <https://www.facebook.com/travelpalestine/>



## VII. HEALTH AND SAFETY PROTOCOLS

So as to prepare the country to receive tourists, MOTA understands the importance of following up carefully the international standards in preventing the spread of the disease and how to control its effects therefore regain the trusts of the tourists in our destination. Hence; The Ministry of Tourism created a tourism taskforce from the private sector entities to tally the issues related to Covid-19 made of the Palestinian Society of Tourist and Travel Agents (P.S.T.T.A), the Arab Hotel Association (AHA), Holy Land Incoming Tour Operators association (HLITOA), The Guides Union and Network for Palestine Experiential Tourism Associations (NEPTO).



## VIII. DOMESTIC TOURISM

Preparing new protocols to start with the implementation of marketing plan for domestic tourism and later for international tourism



## IX. OTHER

On March 5, the government has declared a state of emergency across the country for one month. Tourism groups have been evacuated from the city of Bethlehem as well as from the other cities in Palestine. At the same time, the Ministry of Tourism and Antiquities announced a two-week ban on tourists visiting Palestine. Tourism sites, attractions, events, churches and mosques has been closed for locals and for foreigners.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Qatar

Last update: 4 December 2020



## I. FISCAL POLICY

Not available



## II. MONETARY POLICY

Not available



## III. JOBS & SKILLS

Not available



## IV. MARKET INTELLIGENCE

Not available



## V. PUBLIC-PRIVATE PARTNERSHIPS

Not available



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

Qatar's borders are still not open to international visitors, so, it does not yet have the specifics on procedures and protocol for international visitors to the country. Qatar Airways has all of its health and safety protocols across the entire travel journey (check-in and boarding, on board, and at HIA) published online. Please see: <https://www.qatarairways.com/en-qa/safety-measures.html>



## VIII. DOMESTIC TOURISM

Qatar has two key programs in place within the country that are relevant for domestic tourism—and will/may be for all future international tourism:

1. Qatar Clean program – a collaboration between Qatar National Tourism Council and Ministry of Public Health to certify hotels, restaurants and other tourism relevant businesses for adherence to health and safety protocols . All details to be found at: <https://www.qatarclean.com/>
2. Ehteraz Application – a contact tracing application that is mandatory for all nationals and residents of the country. A quick overview can be found at: <https://www.marhaba.qa/qatars-covid-19-track-and-control-app-available-for-download-in-app-store/> (Please note that it has not been determined if this application will be recommended or required by visitors, so at this point for information only regarding what is in place in Qatar now for prevention of spread of COVID.)

## IX. OTHER

04.12.2020

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Saudi Arabia

Last update: 4 December 2020



## I. FISCAL POLICY

On March 20, the Government announced a financial stimulus package of SAR 70 billion (\$18.6 BN) which consists of exemptions and postponement of some government dues to provide liquidity to the private sector thereby enabling them to manage continuity of their economic activities.

On April 3, the Government announced a SAR 9 Billion (\$2.4 BN) package as additional subsidies to private sector salaries for national employees working in companies most affected financially by COVID-19. This includes the tourism sector (corporations as well as SMEs) as they have been heavily affected. This comes in follow-up to additional measures the government of Saudi Arabia has taken to mitigate the impact of COVID-19 on the economic activity of the private sector, most notably employment.

The government announced SR 120 billion in emergency funds to mitigate the economic effects of the COVID-19 outbreak:

- SR 70 billion allocated to support the private sector, especially small-and medium sized enterprises (SME's);
- SR 50 billion (\$13 billion) stimulus package to support the Kingdom's banking sector, financial institutions, and SME's;
- 30% discount on electricity bills applied for consumers in the commercial, industrial, and agricultural sectors; industrial and commercial electricity consumers have the option to pay;
- 50% of their electricity bills and pay the remaining dues over a 6 months period starting Jan 2021 with the possibility of further postponing payment if necessary.



## II. MONETARY POLICY

The Government has inserted 50 billion riyals into the economy to mitigate the economic effects of the current crisis.



## III. JOBS & SKILLS

The stimulus package includes:

- SR 9 billion in subsidies (\$2.4 billion) announced to pay 60% of the wages of private-sector workers;

The government is also paying the minimum salaries of independent workers in the transportation sector registered with the Public Transport Authority.

It is expected to save an estimated 1.2 million jobs in the private sector for 3 months, to subsidize 60% of employee salaries, up to SAR 9,000 a month (\$2,400). The Government pays 60% of the salary for private sector workers affected by COVID-19.

A social safety net package of \$4.5 billion was also announced.



## IV. MARKET INTELLIGENCE

Launch of awareness campaigns for the purpose of avoiding confusion and panic for existing tourists and tourists planning to visit Saudi Arabia by educating them about the virus and how to prevent it from spreading.



## V. PUBLIC-PRIVATE PARTNERSHIPS

The Government has created a National Committee comprised of various government stakeholders to address COVID-19 and monitor the evolving situation.

The Ministry of Tourism has created an internal War Room to respond to the crisis and mitigate its impact on the tourism sector.

The aforementioned preventive and response measures are a result of this intensive, cross-sector government response effort aimed at limiting the spread of the virus and mitigating its effects.



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

The Taskforce mandate is to design Covid-19 protocols on how to handle incidents related to this epidemic and diffuse an action plan to create a safe environment to receive local and international tourist.

In August 2020, the Ministry prepared a document on Preventative Protocols Tourism Accommodation Facilities with information on KSA's health and safety protocols for tourism accommodation facilities with the below instructions:

Health and Higiene

Clean all surfaces with soap and water prior to disinfection

Use disinfectants such as sodium hypochlorite and follow the precise instructions of the product in terms of se of concentration and method of use.

Monitoring symptoms

Require all guests to disclose respiratory or health issues including fever like symptoms

Require all staff to disclose respiratory or health issues including fever like symptoms

Reporting

Provide checkpoints at main entrances of hotels or furnished units for checking temperatures, using devices, approved by the General Food & Drug Authority, and detecting any respiratory symptoms (coughing or shortness of breath). for all hotel guests.

Provide isolation rooms or an entire floor for suspected cases of guests arriving from abroad.

In the event there is housing for workers, an isolation room shall be provided at the site for isolating suspected cases prior to contacting concerned authorities.

Report cases with high fever or respiratory infection (cough or shortness of breath) and suspected cases of Covid-19.

Record data and contact number of such cases before referring them to any health care facility.

Should there be a confirmed case among the staff, follow approved protocols of the Ministry of Health and the Saudi Center for Disease Prevention and control.

Communication

Personal hygiene guidelines:

In multiple languages, place awareness posters at all entrances including reception areas, lobbies and prominent places in the facility including the following information:

Causes of infection and prevention measures

Educate workers about the proper use of alcohol-based hand sanitizers.

Execution

Post signs clearly stating list of violations and reporting procedures

Train employees on the health screening process and the use of thermometers at checkpoints

If applicable, establish communication channels to report any breach or violation and appoint a competent supervisor.

A supervisor shall be appointed to ensure adherence to all regulations and guidelines.

KSA was one of the first countries to be awarded the WTTC's "Safe Travels" stamp and adopt its global safety and hygiene protocols.

<https://mt.gov.sa/en/TourismInvestment/TourismLicensing/Documents/2020/AccommodationFacilitiesProtocol.pdf>



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

International flights were suspended on March 15 while domestic flights were on March 21.

Additional measures have been taken by the government to overcome the COVID-19 such as sealing the borders.

In addition, Saudi Arabia, under its Presidency of the G20, has pledged 500 million to international organizations in support of the global efforts in combating the COVID-19 pandemic.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Syria

Last update: 10 December 2020



## I. FISCAL POLICY

### I. FISCAL POLICY

- Exempt from taxes and the fees imposed on the Tourism Facilities, which were affected as a result of the outbreak of Corona virus.
- And for the international tourists, the Government studies providing more facilities for arrivals to Syria as:
  1. Obtaining tourism visas, pre-visas and or giving electronic visas in future.
  2. The possibility of canceling or reducing visa fees for neighbouring countries and targeted markets, especially for tourism groups of 4 people and more.
- Exempt and compensation decisions taken at the Ministerial and Governmental level:
  1. The Ministry of Tourism has asked its Hotel Managements and the Syrian Company for Transport and Tourism to take measures for paying the salaries of their workers and retirees, and not to dismiss any worker.
  2. The Ministry of Finance issued a decision to exempt the Tourism Facilities from the fees and taxes imposed on, which were affected as a result of the precautionary measures from the outbreak of Corona virus in the case of the commitment to pay the salaries of their employees.
- Support the most affected Tourism Facilities and Agencies to restart their work after passing the current stage with some incentives:
  1. Postpone the payment of energy bills.
  2. Freeze the investment charges for the Tourism Facilities, which are under BOT contracts and justify the period for projects under construction.



## II. MONETARY POLICY

1. Include some of the tourism facilities with the programme of Loan Benefits Supporting.
2. Propose to grant credit facilities or work loans that provide liquidity to tourism facilities, especially small and medium ones.



## III. JOBS & SKILLS

1. The Ministry of Social Affairs and Labor has compensated the temporary and daily workers in the economic sectors, especially the workers in the tourism sector.
2. The Workers' Union, in cooperation with the concerned authorities, has compensated workers and drivers whose work has been stopped because of the closing due to Corona epidemic.



## IV. MARKET INTELLIGENCE

Prepare a promotional and media campaign for the tourism sector on the national level that includes some exceptional incentives to encourage the visitors and tourism groups, such as a discount in the price of (plane tickets for tourism trips coming to Syria, accommodation and food, and entry fees for museums and archaeological sites) in parallel with granting tax incentives for participating events and activities.



## V. PUBLIC-PRIVATE PARTNERSHIPS

Not available



## VI. RESTARTING TOURISM

Measures taken by the Ministry:

1. The Ministry of Tourism has issued Standards and Requirements for Tourism Facilities on Precautionary Measures to limit the Spread of the Corona Virus. Tourism facilities are requested to comply with these standards and requirements.
2. Re-open all kinds of tourism facilities, including parks and restaurants in accordance with the requirements and standards set by the Ministry of Tourism related to employees, customers and spatial spacing, and prevent the narghiles in cafes, restaurants and all tourism facilities to preserve the public health, then the first stage of this activity is evaluated after / 30 / days.
3. Allow the resumption of the activity of parties and events within the tourism facilities, provided that they are in open places and keep to all precautionary measures.
4. Return to work in parks, amusement parks, and swimming pools, with an emphasis on and health safety conditions.
5. Continue to prevent the narghiles in cafés, restaurants and all tourism facilities until now.
6. More emphasis on social distance in hotels and restaurants.
7. All kinds of overcrowding in open places were cancelled such as Christmas and New Year celebrations.



## VII. HEALTH AND SAFETY PROTOCOLS

The Government, in general, and The Ministry of Social Affairs and Labor, the Workers' Union, the Ministry of Tourism in cooperation with the concerned authorities especially have taken a set of Precautionary Procedures and steps to confront the risk of pandemic of COVID-19, in a gradual manner, taking into consideration the absolute priority of citizens' safety and health.

MoT has issued a leaflet on "Standards and Requirements Measures to limit the Spread of the Corona Virus". These Standards are prepared for catering halls, kitchens, food delivery service and all tourism accommodation facilities.

MoT has also made some adjustments on the document of "Syrian Measures to Support Tourism Sector" as reflected in the column VI. RESTARTING.

The Syrian Airlines has allocated the Airports with instructional video about Air Travel Guide Covid-19 from the moment of arrivals to the airport until departure.



## VIII. DOMESTIC TOURISM

Measures taken gradually by the Government:

- 1- Lift the ban on movement between the governorates, allow mass transport between them, and return the movement by trains and domestic flights.

Measures taken by the Ministry:

- 1) Beginning the domestic tourism trips, considering the safety conditions and precautionary measures regarding the transportation, accommodation and feeding facilities.
- 2) The Ministry of Tourism has sponsored some activities of the Syrian Society for Exploration and Documentation, which is a Syrian civil organization is interested in documenting wildlife in Syria, including:
  - Marathon in the Halboun area of Damascus Countryside Governorate, which is famous for its ancient history. The event is considered as an environmental route and the first of its kind, in which the following groups participated:
    - \*adolescents from 12 to 18 years old
    - \*youth from 18 to 35 years old
    - \*adults over the age of 50 years
    - \*people with special needs - cancer patients.
  - Visit the Ancient City of Palmyra in Homs Governorate: The activity includes a tour of the archaeological sites, the Museum, the Castle and the green Palmyra Oases, with the participation of 200 volunteers from all the Syrian Governorates. The activity aims to reactivate the tourism in Palmyra and introduce the youth to the Ancient City and its geographical features.
  - Activity in the Kassab area in the town of Al-Samrah, which is one of the Syrian villages in the Lattakia Governorate. The aim of activity was to study of the idea of converting the Armenian Gulf beach to be a natural reserve equipped with basic facilities.



## IX. OTHER

Measures taken gradually by the Government:

1. The borders are open for all passengers who provide a negative PCR from approved health centers by each country.
2. The Ministry of Health in cooperation with relevant authorities have allocated about 12 quarantines areas for the treatment of infected cases on border regions.
3. Return to work and ensure on adhering to health safety requirements and take strict penalties against violators, which include the closing.

4. Resume the work and presenting services in Immigration and Passports Directorates, Traffic and Civil Affairs in the units of the Ministry of Interior Affairs. The mechanism of work, type of service, and percentage of employees were determined by the decision of the Governmental Team concerned with the strategy to response the new Corona virus.
5. The return of employees and workers in all ministries by 40% in the first stage, and resumption of work with 100% after assessing the situation.
6. The return of the technical hotel and tourism institutions and the resumption of educational process, with applying all precautionary measures to prevent the spread of the Corona pandemic.
7. Diversification of markets, products and services: Bring foreign visitors is considered an activity similar to high-value exports, and this activity must be a key part of tourism promotion and marketing programmes, also depending on local markets as a pillar for the sector and facilitate or develop tourism programmes which have a positive impact on society (popular tourism).

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

Country: Utd Arab Emirates

Last update: 24 July 2020



## I. FISCAL POLICY

Not available



## II. MONETARY POLICY

Not available



## III. JOBS & SKILLS

Not available



## IV. MARKET INTELLIGENCE

Not available



## V. PUBLIC-PRIVATE PARTNERSHIPS

Not available



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

2. Recover Tourists confidence in our destination through safety & security procedures.



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

'-The UAE has taken another step to resume economic activity by reopening gyms, cinemas, and increasing free movement in Dubai from May 28. Restrictions will remain in place from 11 PM to 6 AM to continue the National Disinfection Program.  
 -The UAE has now conducted over two million COVID-19 tests, amounting to one test for every 4.5 people and maintaining the country's leading position globally on testing.  
 -Emirates Airline is now providing complimentary hygiene kits to every

passenger at Dubai International Airport and on flights to Dubai. These kits contain masks, gloves, antibacterial wipes and hand sanitizer, supplementing additional measures to keep passengers safe.

-The UAE's contact-tracing app has now been in operation for over a month and will be more effective in managing the coronavirus than a lockdown, according to the chief medical officer of the UAE's largest healthcare network.

# COVID-19: MEASURES TO SUPPORT THE TRAVEL AND TOURISM SECTOR

**Country: Yemen**

**Last update: 23 April 2020**



## I. FISCAL POLICY

Not available



## II. MONETARY POLICY

Not available



## III. JOBS & SKILLS

Not available



## IV. MARKET INTELLIGENCE

Not available



## V. PUBLIC-PRIVATE PARTNERSHIPS

Not available



## VI. RESTARTING TOURISM

Not available



## VII. HEALTH AND SAFETY PROTOCOLS

3. Public-private collaboration for an efficient reopening of the sector.



## VIII. DOMESTIC TOURISM

Not available



## IX. OTHER

Not available