

HEALTH & HYGIENE STATEMENT



Go Vacation Thailand

Health & Hygiene Statement

Go Vacation Thailand is a total-service destination management company with offices throughout the country welcoming 200'000 travelers every year. Our high experienced local representatives and staff ensure the quality of all our services in taking care of guests, back up by comprehensive liability licensing and insurance.

We are committed in creating safe experiences for our guests on behalf of our customers. Health & Safety, and lately also hygiene, are among our top priorities.





Go Vacation Thailand has received **The Amazing Thailand Safety and Health Administration (SHA) certification** and fully complies with its measures.

SHA provides sanitation and safety standards for tourists. During the re-opening period of establishments or services, tourists and service recipients are asked to provide any suggestions via the online system provided by TAT, which will be used for further improvement.

Various boards, federations, and associations in the tourism industry are in charge of inspecting the checklist and certifying the result of improving a workplace according to the SHA standards. Workplaces are divided into 10 types:

1. Restaurants / Diners
2. Hotel, Accommodation and meeting place
3. Recreational activity and tourist attraction
4. Transportation
5. Travel agency
6. Health and beauty
7. Department store and shopping centers
8. Sports for tourism
9. Theater, entertainment, and activity
10. Souvenir shops and other shops

More about [SHA](#) >>





Thailand Hygiene Plus Initiative

The Thailand Hygiene Plus Initiative has been developed by a group of leading Destination Management Companies, operating in Thailand's tourism industry, to create a safe and healthy environment for travelers.

The standards cover 6 areas: Offices, Staff, Ground Teams, Meals, Vehicles and Transportation, and Sports Equipment and Facilities. The standards include but are not limited to those to be certified by the "Amazing Thailand Safety and Health Administration" (SHA)



DER Touristik

We also follow the regulations of our tour operator customers in general and the DER Touristik in particular.

The **DER Touristik** regulations are based on the guidelines of the WHO and EU) and list the minimum requirements for DMC with its staff and services as well as their suppliers, such as hotels, transportation companies, tour companies and sub agencies.

In case there are stricter local regulations or specifications on site, the agency is responsible for implementing them on a mandatory basis.

The **DER Touristik** regulations cover all areas of guest encounters, such as:

- COVID-19 guidelines for tour guides & reps and personal protective gear
- Arrival & Departure at airport
- Transfers
- Excursions, Tours, Roundtrips
- Visits at National Monuments, museums archeological and historical sites and National Parks
- Rental Car





For news and update about Thailand, we recommend the news site of the Tourism Authority of Thailand

Visit [TAT](#)>>



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Agency Guidelines

Arrival & Departure and Transfers

- Van should be sanitized by the driver before every assignment using a disinfectant cleaner for all touch points in the vehicle
- The drivers must keep a log of the cleaning activities with time and signature of each disinfection
- Hand sanitizer, masks available for all clients if needed
- Drivers should always wear masks during assignments
- Drivers should undergo thermal screening every morning by the transportation company.
- Seating capacity of Vans should be reduced to 4 Pax (up to 7 Pax if it is one group/family). Vehicles seating capacity might be defined by government directives
- Transfer guide will undergo thermal check every day before starting his assignments,
- Greet/welcome clients using a traditional Wai greeting to minimize physical contact and maintain social distancing
- Guides to give a proper briefing to the clients on the measures we have taken to prevent the spread of the COVID-19 virus and request them to cooperate for their health, safety, and environmental concerns.
- Transfer guide should wear facemask during whole time of duty
- Baggage handles should be cleaned by the driver before handing back the luggage to the clients



Sightseeing

- Vehicles should be sanitized by the driver before every assignment using a disinfectant cleaner for all touch points in the vehicle Including seats, handles, arm rests and seatbelt.
- The driver/bus boy should sanitize the vehicle on a roundtrip every morning thoroughly.
- The drivers must keep a log of the cleaning activities with time and signature of each disinfection
- Driver, bus boy and Guides must wear mask during duty
- Provide hand sanitizer for clients every time they reenter the vehicle after a sightseeing or break stop on entering the bus



Sightseeing

- Greet/welcome clients using a traditional Wai greeting to minimize physical contact and maintain social distancing
- Guides to give a proper briefing to the clients on the measures we have taken to prevent the spread of the COVID-19 virus and request them to cooperate for their health, safety, and environmental concerns.
- Guide should check temperature of himself, the driver and the bus boy every morning
- Reduce number of clients in the vehicle to be 4 per van (9 seats) and 20 per bus (45 seats)
- On roundtrips and optional tours which including meals, we shall stop the traditional Thai style food sharing and offer single served dishes for each client
- According to regulations and rules at the airport, we will have to push the transfer times forward for about 60 minutes for domestic and 90 minutes for international departures

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Bangkok Excursion,
Restaurant and market





Hotel Representatives

- Reps must wear masks during every client/hotel visit and use hand sanitizer regularly before and after every clients meeting
- Greet/welcome clients using a traditional Wai greeting to minimize physical contact and maintain social distancing
- Reps must report any health issue of a guest immediately with the hotel reception but as well with our Bangkok head office
- Reps must keep a log of each clients visit with detailed timing, clients name
- Reps need to ensure together with hotel staff that in visiting hours social distancing between clients is ensured
- Reps must report any sickness of themselves or any family/household member



Bangkok Representatives

Check out more the **Video of our Bangkok Representative** entering a SHA certified hotel, meeting her guests, going back to the office and all conform under the **“NEW NORMAL”**

click

Representative
Meeting Guest

click

Arrival, Transfer &
Check in at hotel



Go Vacation Thailand Office Building

The main office of Go Vacation Thailand locate in the Chartered Square Building in the heart of Bangkok. The building is **LEED** Gold Awarded with its own protocol on health, safety and hygiene.



LEED certification means healthier, more productive places, reduced stress on the environment by encouraging energy and resource-efficient buildings, and savings from increased building value, higher lease rates and decreased utility costs.