

# Recommendations for Tour Agencies

## 1. Novel coronavirus 2019 (2019 n-CoV)

### 1.1 What is a coronavirus?

Coronaviruses are a large family of viruses that can cause respiratory disease in humans. Human coronaviruses generally cause mild illness such as the common cold. Some strains can cause pneumonia, such as severe acute respiratory syndrome (SARS), and Middle East Respiratory Syndrome (MERS) which has been reported since September 2012.

### 1.2 What is 2019 novel coronavirus?

The 2019-nCoV is a new strain of coronavirus that has not been previously identified in humans. It was first detected in Wuhan City, Hubei Province, China at the end of 2019.

## 2. Transmission and Symptoms of 2019-nCoV

### 2.1 Can a human get infected with 2019-nCoV?

As of January 29, 2020, 6,066 confirmed cases and 132 confirmed deaths were reported throughout the world. The 2019-nCoV is likely to be spread from person to person via droplets when coughing and sneezing. Therefore, avoiding close contact with people showing symptoms of respiratory illness and avoiding the sharing of items such as glasses and towels are recommended to reduce the risk of spreading the novel coronavirus.

### 2.2 What are the symptoms of the 2019 novel coronavirus?

Most patients with suspected novel coronavirus infection have had fever and common symptoms of other respiratory infections such as coughing, runny nose, sneezing, and difficulty breathing. Most of the confirmed cases have had travel history to Wuhan City, Hubei Province, China or affected areas within the 14 days before the onset of illness.

## 3. Recommendations for Tour Agencies

### 3.1 Pneumonia by Novel Coronavirus 2019 (2019-nCoV) for Inbound Tourists that Travel to Thailand

1) Inform customers about surveillance measures on novel coronavirus 2019 (2019-nCoV) pneumonia screening for passengers from at-risk areas before arriving to Thailand. The screening is concentrated at points of entry in 6 airports i.e. Suvarnabhumi Airport, Don Mueang International Airport, Chiang Mai International Airport, Phuket International Airport, Krabi International Airport, and Chiang Rai International Airport.

2) Travel agencies should disseminate information about health advisories, especially for people with travel history to affected areas in the past 14 days i.e. Wuhan, Zhijiang, Ezhou, Chibi, Huanggang, Lichuan, Jingzhou, Qianjiang, Xiantao, Huangshi, Xianning, Xiaogan, Enshi and Guangzhou, China or other cities that may be announced as an additional outbreak area later. They should provide principle information about pneumonia caused by novel coronavirus 2019 (2019-nCoV). If someone has symptoms such as fever, cough, runny nose and difficulty breathing, they should postpone their travel.

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3) Travel agencies should inform tour guides and tour leaders about 2019-nCoV pneumonia, risk areas, transmission and symptoms. Tour guides should provide surgical masks, alcohol hand washing gel and recommendations for health care. If tourists are sick, tour guides should immediately take the tourists to the hospital in that area and inform the travel history to the healthcare provider for diagnosis and treatment. Moreover, additional information can be accessed at the Department of Disease Control, Ministry of Public Health website: <https://ddc.moph.go.th/viralpneumonia/index.php> or the Department of Disease Control Hotline: 1422.

4) Additional attention and awareness to cleanliness of the buses and vehicles that are used for tours and transporting tourists are necessary for the company/staff responsible for cleaning and disinfection. They should focus especially on parts that are often used and contacted by passengers e.g. seating, vehicle seat cases, armrests, curtains, blankets and mirrors/windows as well as air conditioning systems and restrooms on the buses (if applicable) to decrease the risk of contamination and spread of infection. In order to do that, bathroom cleaning liquids, powdered detergents and 70% alcohol solutions can destroy the virus.

## **3.2 Outbound tourists should receive the following recommendations and information for 2019-nCoV pneumonia prevention:**

On January 24, 2020 – World Health Organization (WHO) did not make any announcements for travel limitations. However, the People's Republic of China announced to close public transportation in many cities in Hubei province and made recommendations to avoid traveling to certain cities. It is still possible to travel to other cities in China and should adhere to the recommendations as follows:

1) While traveling abroad, avoid being in crowded or polluted areas, and avoid close contact with people who are coughing or sneezing. If unavoidable, wear a mask.

2) Avoid entering live animal markets, touching or being close to animals, especially sick or dead animals, and avoid eating uncooked meat products.

3) Always wash your hands thoroughly with water and soap or hand gel alcohol. Do not touch eyes, nose, mouth unnecessarily.

4) Do not share personal items with others (such as handkerchiefs, glasses, towels) because the respiratory pathogens can enter the body through direct contact with secretions of the infected person.

5) Keep your body warm and get enough sleep

6) Within 14 days after returning to your home country or the next destination, if you have a fever and respiratory symptoms such as cough, sore throat, runny nose, or dyspnea, you need to wear a mask and immediately seek medical advice and notify health care providers of travel history to prevent any complications of pneumonia and other severe or fatal symptoms.