



**Safe
travels**

approved by



LEADING GLOBAL PROTOCOLS FOR THE NEW NORMAL



#SAFETRAVELS
MAY 2020

THE VISION

Stakeholders across Travel & Tourism must come together to effectively address COVID-19 and mitigate its present and future impact, it is essential for Travel & Tourism to join forces to plan a coordinated and consistent approach, together with governments and health experts to ensure speedy and effective recovery once the crisis has stabilised.

THE GOAL

The World Travel & Tourism Council (WTTC) aims to support the sector in achieving an effective recovery by developing meaningful action plans that optimise sector-wide recovery efforts and providing the public and private sectors with the insights and toolkits for interaction and implementation.

In its approach, WTTC will consider the perspectives of governments, health experts, the private sector, and travellers; working together on joint solutions and protocols to ensure that people are and feel safe. **It is paramount to have common rules.** Ultimately, WTTC envisions a future of travel which is safe, secure, seamless and provides an authentic and meaningful experience to the traveller across the journey; one which supports the livelihoods of millions and contributes to sustainable economic growth.



GLOBAL PROTOCOLS FOR THE NEW NORMAL

In the context of its recovery initiative, WTTC will work with Members, governments and health experts to design new operational & health protocols and protocols to support the sector's recovery.

Specifically, WTTC will create short protocol documents for at least eight industries within Travel & Tourism so as to align the private sector behind common standards to ensure the safety of its workforce and of travellers as the sector shifts to a new normal. The proposed initial eight industries within Travel & Tourism are:

- **Hospitality**
- **Outdoor Retail**
- **Aviation**
- **Airports**
- **Cruise**
- **Tour Operators**
- **Convention Centres and MICE**
- **Car Rental (likely)**
- **Insurance (likely)**

This work will take a collaborative approach and build on the efforts underway by international organisations and industry associations in Travel & Tourism and our Members. WTTC will collaborate with governments and health experts whilst ensuring that the needs of the private sector are considered and integrated within public policies.



ACKNOWLEDGEMENTS

We would like to thank all of our members and partners who have contributed to the protocols, including:



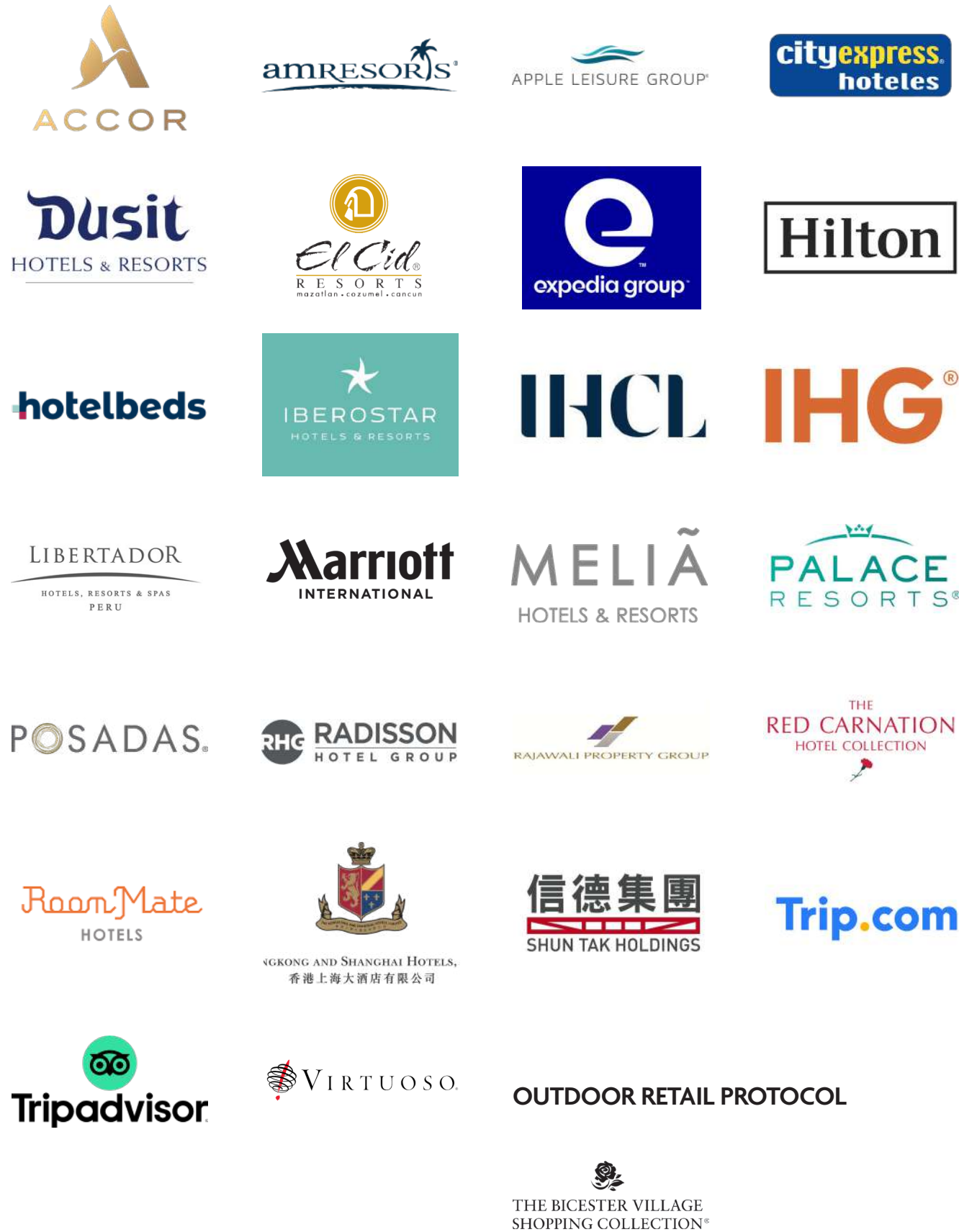
AVIATION PROTOCOL



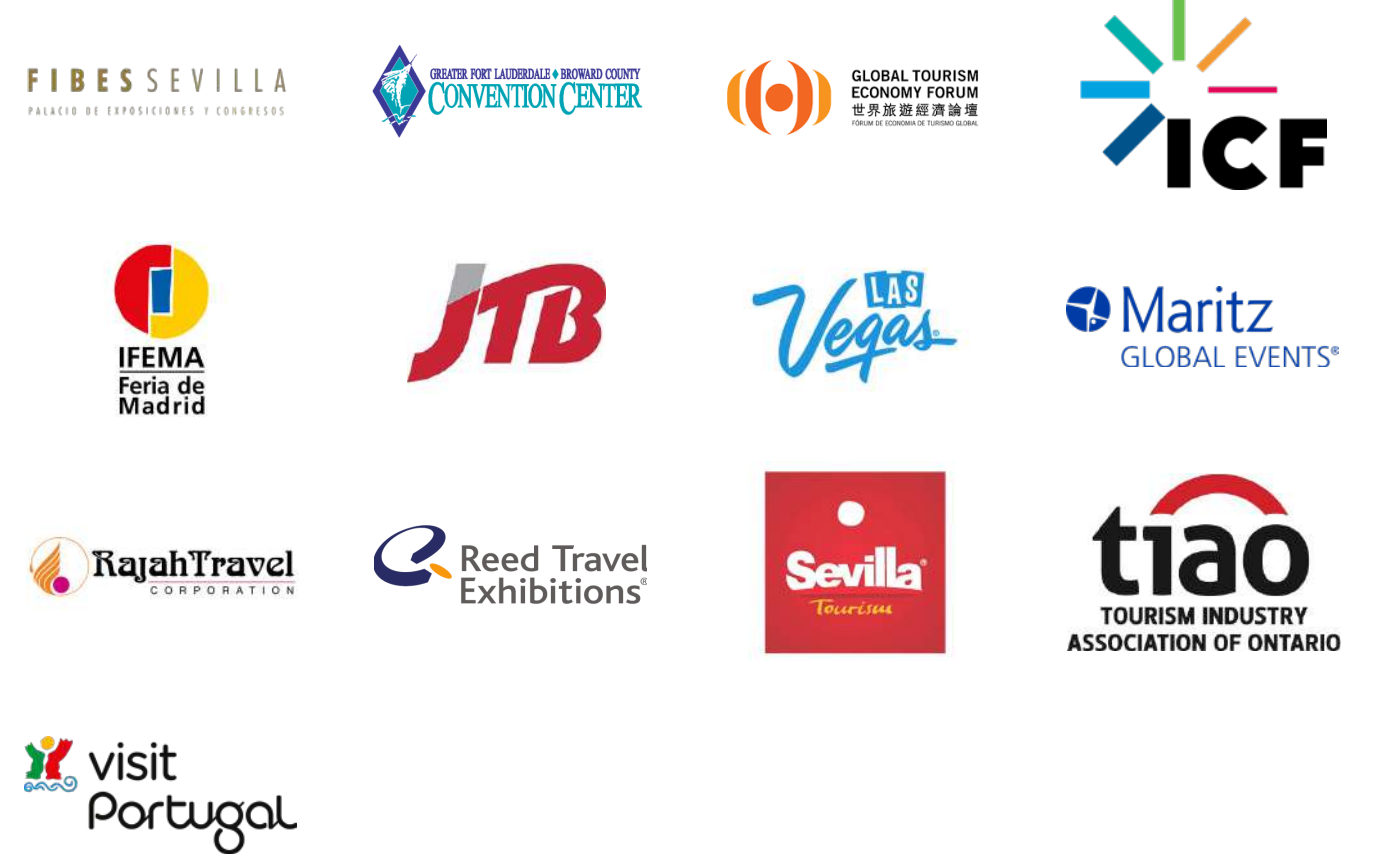
TOUR OPERATOR PROTOCOL



HOSPITALITY PROTOCOL



CONVENTION CENTRE, MEETINGS & EVENTS PROTOCOL



The World Travel & Tourism Council is the global authority on the economic and social contribution of Travel & Tourism.

WTTC promotes sustainable growth for the Travel & Tourism sector, working with governments and international institutions to create jobs, to drive exports and to generate prosperity. Council Members are the Chairs, Presidents and Chief Executives of the world's leading private sector Travel & Tourism businesses.

Together with Oxford Economics, WTTC produces annual research that shows Travel & Tourism to be one of the world's largest sectors, supporting 330 million jobs and generating 10.3% of global GDP in 2019. Comprehensive reports quantify, compare and forecast the economic impact of Travel & Tourism on 185 economies around the world. In addition to individual country fact sheets, and fuller country reports, WTTC produces a world report highlighting global trends and 25 further reports that focus on regions, sub-regions and economic and geographic groups.

To download reports or data, please visit www.wttc.org



ACKNOWLEDGEMENTS

Gloria Guevara
President & Chief Executive Officer
World Travel & Tourism Council

EDITOR

Tiffany Misrahi
Vice-President of Policy
World Travel & Tourism Council

DESIGNER

Stephanie Church
Digital Marketing Manager
World Travel & Tourism Council

STRATEGIC PARTNERS



© World Travel & Tourism Council: Leading Global Protocols for the New Normal - May 2020. All rights reserved.

The copyright laws of the United Kingdom allow certain uses of this content without our (i.e. the copyright owner's) permission. You are permitted to use limited extracts of this content, provided such use is fair and when such use is for non-commercial research, private study, review or news reporting. The following acknowledgment must also be used, whenever our content is used relying on this "fair dealing" exception: "Source: World Travel and Tourism Council: Leading Global Protocols for the New Normal - May 2020. All rights reserved."

If your use of the content would not fall under the "fair dealing" exception described above, you are permitted to use this content in whole or in part for non-commercial or commercial use provided you comply with the Attribution, Non-Commercial 4.0 International Creative Commons Licence. In particular, the content is not amended and the following acknowledgment is used, whenever our content is used: "Source: World Travel and Tourism Council: Leading Global Protocols for the New Normal - May 2020. All rights reserved. Licensed under the Attribution, Non-Commercial 4.0 International Creative Commons Licence."



You may not apply legal terms or technological measures that legally restrict others from doing anything this license permits.