

DOMESTIC TOURISM SOP UNDER CMCO

THE government announced that Selangor, Johor, Kuala Lumpur and Penang will join Kedah, Kelantan, Negeri Sembilan, Perak and Sarawak* under the conditional movement control order from March 5-18, while Melaka, Pahang, Terengganu, Sabah, Putrajaya, Labuan and Perlis are in the recovery MCO category. With the relaxation of movement restrictions, the travel sector has reopened, including wellness centres and spas, recreational parks, art galleries and theme parks. * (until March 15)

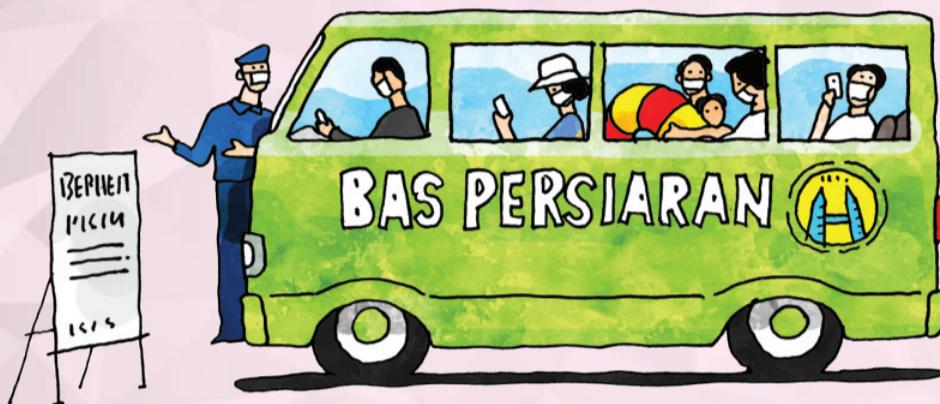


STANDARD OPERATING PROCEDURE (SOP) FOR PLACES UNDER CONDITIONAL MCO

States: Kuala Lumpur, Selangor, Negeri Sembilan, Perak, Penang, Johor, Kedah, Kelantan and Sarawak

TARGETED DOMESTIC TOURISM ACTIVITIES (TRAVEL BUBBLE)

SPECIFIC CONDITIONS



- Cross-state tourism among **recovery MCO states only**.
- **Tourism vehicles only** (bus, van, ferry, boat, etc).
- Booking of travel packages with travel operators registered with the Tourism, Arts & Culture Ministry.
- Individual travel is **NOT PERMITTED**.
- Tourism movement from MCO, conditional MCO and enhanced MCO areas to recovery MCO areas is **NOT ALLOWED**.

GENERAL CONDITIONS

- Use of MySejahtera app is **COMPULSORY**.
- Face masks to be worn in **public** and **crowded places**.
- Wash hands **frequently**.



- Monitoring of health and symptoms (before, during, after).
- To comply with recovery MCO SOP.



PUBLIC CULTURAL PREMISES AND FACILITIES

- ① Body temperature check of all guests and workers.
- ② Public facilities such as surau are allowed with a **50% capacity limit**.
- ③ Restaurants are allowed (dine-in, takeaway) with a **50% capacity limit**.
- ④ Buffet is allowed on condition that individuals will be provided with **disposable gloves**.

MALAYSIA HOMESTAY PROGRAMMES

- ① Body temperature check of all guests and workers.
- ② Guests to stay in annex/ separate accommodation **away** from the homestay operator's quarters.
- ③ Café/kitchen allowed (dine-in, takeaway, delivery, room service) with a **50% capacity limit**.
- ④ Buffet is allowed on condition that individuals will be **provided with disposable gloves**.



HOTELS



- ① Body temperature check of all guests and workers.
- ② Guests to adhere to new normal conditions.
- ③ Facilities such as surau, gymnasium and swimming pool are allowed with a **50% capacity limit**.
- ④ Use of meeting room limited to **50% capacity**.
- ⑤ Restaurants are allowed (dine-in, takeaway) with a **50% capacity limit**.
- ⑥ Buffet is allowed on condition that individuals will be provided with **disposable gloves**.

TOUR GUIDES

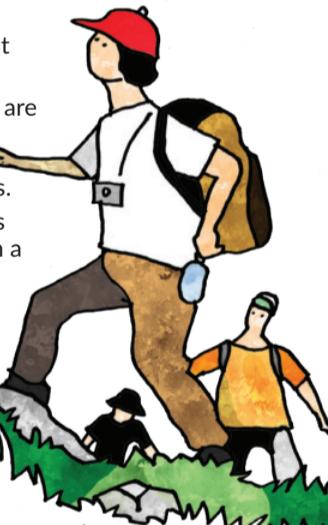
City tour, nature trail and in-house tour.

- ① Body temperature check of all guests and workers.
- ② Tourists and drivers are required to **wear face mask**.
- ③ To adhere to the capacity of public vehicles set by the Transport Ministry (land public transport sector SOP).
- ④ SOP compliance at each tourist destination.
- ⑤ Tourists are required to **pack their own food** for nature activities.



TOURISM TRAINING INSTITUTES

- ① Hall capacity capped at **50% maximum**.
- ② Only participants who are in **good health** will be allowed to participate in activities.
- ③ Other facilities such as surau are allowed with a **50% capacity limit**.



EXTREME TOURISM

Activities include extreme sports in recreational parks, nature parks and others.

- ① Only **50% of the capacity limit** is allowed, and individuals to adhere to **physical distancing SOP**.
- ② Paired activities such as canoeing, skydiving and paragliding are **not encouraged**.



DOMESTIC TOURISM SOP UNDER CMCO



SCUBA DIVING / SNORKELLING

- ① Scuba diving/snorkelling limited to **10 people** in a group.
- ② **Body temperature check** of all guests and workers.
- ③ Sharing of scuba/snorkelling items **not encouraged**.
- ④ Physical distancing on the boat and **always wear face mask**.

TOURISM OPERATORS

- ① Online package sales are **encouraged**.

② **Do not sell packages for activities on the prohibited list.**

③ Foreign workers **must undergo Covid-19 test**.

④ Provide alternative methods of communication among employees (text messaging, phone, etc.).



MICE

(meetings, incentives, conferences, exhibitions)

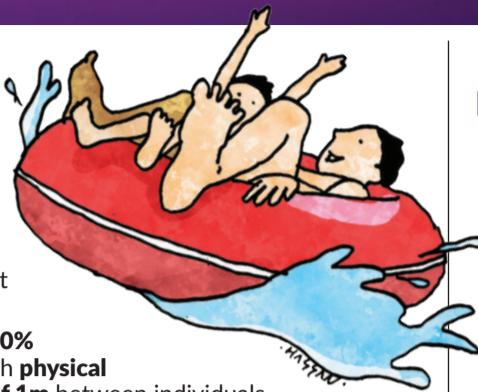
- ① Attendance **limit of 50%** or a **maximum of 500 people** (whichever is lower) with physical distancing SOP applied.
- ② Entry and exit routes **must be clearly defined**.
- ③ Registration to be **made-in advance (no walk-ins)**.
- ④ The number of staff personnel to be **limited** by the organiser.
- ⑤ At least **1m distance** between tables.
- ⑥ Visitors over the age of **60** are **not encouraged**.



THEME PARKS

(dry and water parks)

- ① Online ticket purchase.
- ② Limited to **50% capacity** with **physical distancing of 1m** between individuals.
- ③ Dine-in/packed food/takeaway/buffet to adhere to physical distancing SOP and the number of visitors has to be **limited** at any one time.



FAMILY ENTERTAINMENT CENTRES

Includes arcades, gyms, machines and technology-based games, educational entertainment (edutainment), family karaoke and stage activities.

- ① **By appointment**.
- ② The number of **visitors must be limited**.
- ③ **Cashless payment only**.
- ④ **Not permitted** to roam the premises other than the designated karaoke room.
- ⑤ **Covers on all microphones** at karaoke centres.
- ⑥ Food/beverage counters to adhere to SOP.



REFLEXOLOGY CENTRES, FOOT MASSAGE, WELLNESS AND SPA

- ① Must be registered/licensed with the local council.

② **By appointment only**.

③ Treatment rooms must be **separated**.

④ At least **2m distance** between treatment chair/table/bed and sheets are **to be changed each time**.

⑤ No refreshments allowed in the waiting room.

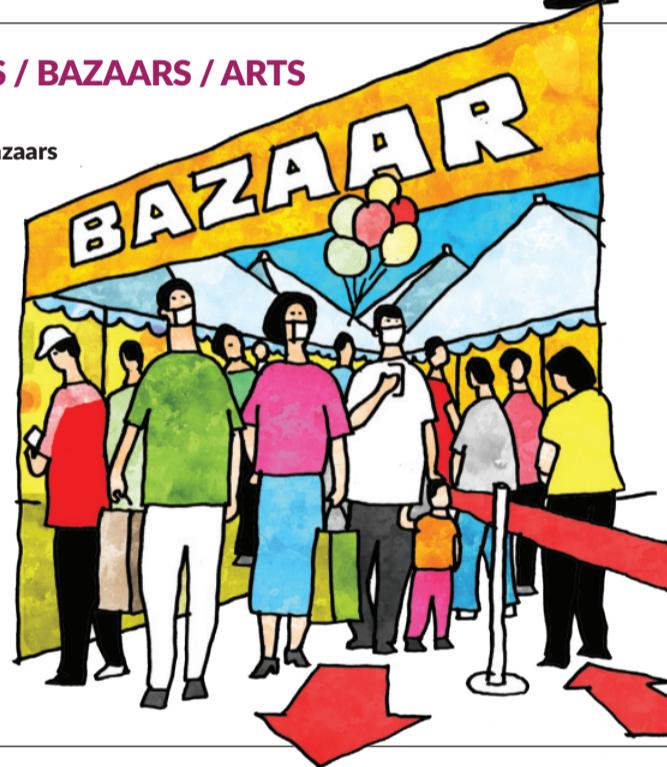
⑥ Foreign workers **must undergo Covid-19 test**.



TRAVEL AND TRADE FAIRS / MARTS / BAZAARS / ARTS AND CULTURE CARNIVALS

Include travel fairs, trade fairs, travel marts, travel bazaars and domestic cultural arts carnivals.

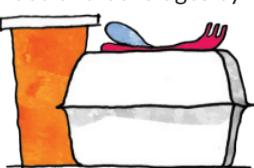
- ① Attendance **limit of 50%** or a **maximum of 500 people** (whichever is lower) with physical distancing SOP applied.
- ② Entry and exit routes must be clearly defined.
- ③ Registration to be **made in advance (no walk-ins)**.
- ④ The number of staff personnel to be **limited by the organiser**.
- ⑤ At least **1m distance** between tables.
- ⑥ Visitors over the age of **60** are **not encouraged**.
- ⑦ Employees, suppliers of goods and services and representatives must adhere to SOP and protocols.
- ⑧ Health declaration to be **submitted by all parties**.
- ⑨ Controlled movement of people **going in and out** at the premises.



CREATIVE INDUSTRY

Spectators are allowed during live events, with the following conditions:

- ① **Conditional MCO**: Attendance of **50%** of event space capacity.
- ② **Recovery MCO**: Attendance according to the **size of the premises**.
- ③ Permitted and licensed event space.
- ④ Physical distancing for spectators: **1.5m**
- ⑤ Physical distancing for performers: **2m**
- ⑥ Online pre-registration/ticket sales.
- ⑦ Performances at hotel lounge **permitted**.
- ⑧ Set up a team to monitor/supervise SOP.
- ⑨ Organisers are required to **broadcast Covid-19 public service announcement** from the Government before, **during and after the event/programme**.
- ⑩ Purchase of food and beverages by pre-order; food to be served in takeaway packaging.



PROSEDUR OPERASI STANDARD (SOP) DI KAWASAN PERINTAH KAWALAN PERGERAKAN BERSYARAT (PKPB)



TOURISM MALAYSIA®

Cuti-Cuti MALAYSIA®

**NEGERI DAN KAWASAN TERBABIT: WILAYAH PERSEKUTUAN KUALA LUMPUR, SELANGOR,
NEGERI SEMBILAN, PERAK, PULAU PINANG, JOHOR, KEDAH DAN KELANTAN**



PREMIS DAN FASILITI AWAM KEBUDAYAAN

- Memantau suhu dan gejala semua tetamu dan pekerja.
- Fasiliti awam seperti surau dibenarkan dengan had kapasiti 50%.
- Penyediaan Do's and Don'ts.
- Restoran dibenarkan (dine in, take away) dengan had kapasiti 50%.
- Bufet dibenarkan dengan syarat penggunaan sarung tangan pakai buang (disposable glove) secara individu.



PENGINAPAN PERHOTELAN

- Memantau suhu dan gejala tetamu dan pekerja.
- Terima tetamu ikut norma baharu.
- Fasiliti hotel seperti surau, gimnasium dan kolam renang dibenarkan dengan had kapasiti 50%.
- Penyediaan Do's and Don'ts.
- Penggunaan bilik mesyuarat dengan had kapasiti 50%.
- Restoran dibenarkan (dine in, take away) dengan had kapasiti 50%.
- Bufet dibenarkan dengan syarat penggunaan sarung tangan pakai buang (disposable glove) secara individu.



PROGRAM PENGALAMAN INAP DESA MALAYSIA

- Memantau suhu dan gejala tetamu dan pekerja.
- Tetamu menginap di rumah lain/berasingan daripada rumah pemilik pengusaha inap desa.
- Kafe/dapur dibenarkan (dine in, take away, delivery, room service) dengan had kapasiti 50%.
- Bufet dibenarkan dengan syarat penggunaan sarung tangan pakai buang (disposable glove) secara individu.
- Penyediaan Do's and Don'ts.



PEMANDU PEMANDU PELANCONG

Pemanduan Bandar (city tour), Alam Semulajadi Setempat (Eco-Trail) dan Premis Setempat (in-house tour).

- Memantau suhu dan gejala semua pelancong dan pekerja.
- Pelancong dan pemandu diwajibkan memakai pelitup muka.
- Mematuhi kapasiti kenderaan awam yang ditetapkan Kementerian Pengangkutan (SOP Sektor Pengangkutan Awam Darat).
- Pematuhan kepada SOP di setiap premis lawatan terlibat.
- Penyediaan Do's and Don'ts.
- Pelancong dikehendaki membawa bekalan makanan sendiri (makanan bungkus) sepanjang aktiviti alam semula jadi.

PELANCONGAN PENGEMBARAAN DAN LASAK

Aktiviti termasuk pengembaraan dan lasak di taman rekreasi, ekstrem/ kembara/ alam semula jadi dan lain-lain.

- Hanya 50% had kapasiti dibenarkan mengikut kapasiti tempat dan penjarakan fizikal.
- Aktiviti berpasangan seperti berkayak, terjun udara dan luncur udara tidak digalakkan.



INSTITUT LATIHAN PELANCONGAN (ILP)

- 50% had kapasiti dewan kursus.
- Hanya peserta kursus yang dalam keadaaan sihat sahaja akan mengikuti aktiviti pembelajaran pada hari itu.
- Penyediaan Do's and Don'ts.
- Fasiliti lain institut seperti surau dibenarkan dengan had kapasiti 50%.



SELAM SKUBA / BERSNORKEL

- Aktiviti pelancongan selam skuba / bersnorkel di pulau-pulau peranginan tidak melebihi 10 orang.
- Memantau suhu dan gejala semua pelancong dan pekerja.
- Tidak digalakkan perkongsian alatan skuba/snorkel.
- Pematuhan penjarakan fizikal dalam bot dan memakai pelitup muka.



SYARIKAT PENGENDALI PELANCONGAN

- Penjualan pakej secara dalam talian digalakkan.
- DILARANG menjual pakej bagi aktiviti dalam senarai terlarang.
- Pekerja warga asing wajib membuat saringan COVID-19.
- Menyediakan kaedah alternatif komunikasi sesama pekerja (WhatsApp, telefon dan sebagainya)



MESYUARAT, INSENTIF, PERSIDANGAN, PAMERAN

- Dibenarkan dengan had kehadiran 50% atau maksimum 500 atau yang mana jumlah lebih kecil dengan mematuhi aspek penjarakan fizikal.
- Laluan masuk dan keluar khusus ditetapkan dengan jelas.
- Pendaftaran dibuat terlebih dahulu (tiada walk in).
- Penganjur mengehadkan bilangan petugas.
- Susunan meja sekurang-kurangnya satu meter.
- Pengunjung berusia 60 tahun ke atas TIDAK digalakkan.



PUSAT HIBURAN KELUARGA

Termasuk Arked Permainan, Permainan Gim, Permainan berdasarkan Peralatan Mesin & Hiburan Teknologi (*rides, simulators & technology*), Hiburan Pendidikan (*edutainment*), Karaoke Keluarga, Pentas.

- Dengan janji temu.
- Bilangan pengunjung dihadkan.
- Tanpa tunai.
- Tidak dibenarkan berlegar-legar selain di bilik karaoke ditetapkan.
- Pelapik mikrofon individu.
- Kaunter makanan/minuman dipantau setiap masa oleh petugas tetap.



TAMAN TEMA (DRY DAN WATER PARKS)

- Pembelian tiket secara dalam talian.
- Dibenarkan dengan had 50% kapasiti premis berstruktur yang boleh diakses pada satu-satu masa dengan penjarakan fizikal 1 meter.
- Makan dalam kawasan premis dengan makanan berbungkus/bawa pulang/sajian buffet secara penjarakan fizikal dan jumlah pengunjung dihadkan pada satu-satu masa.



SPA, PUSAT KESIHATAN, PUSAT URUT KAKI & REFLEKSLOGI

- Berdaftar/berlesen dengan Pihak Berkuastra Tempatan (PBT).
- Dengan janji temu SAHAJA.
- Bilik rawatan diaisingkan.
- Penjarakan kerusi/ meja/ katil rawatan sekurang-kurangnya 2 meter dan lapik ditukar setiap kali rawatan.
- Ruang menunggu, refreshment TIDAK DIBENARKAN.
- Penyediaan Do's and Don'ts.
- Pekerja warga asing wajib membuat saringan COVID-19.



PAMERAN PERDAGANGAN & PELANCONGAN/ TRAVEL MARTS / BAZAR / KARNIVAL SENI BUDAYA

Termasuk Pengajuran Travel Fair/Trade Fair/Travel Mart/Travel Bazaar/Karnival Seni Budaya Dalam Negeri

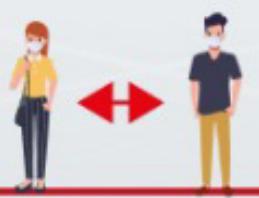
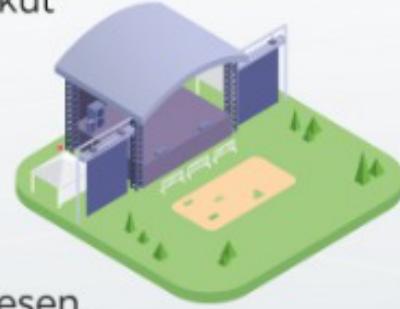
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- Laluan masuk dan keluar khusus ditetapkan dengan jelas.

- Pendaftaran dibuat terlebih dahulu (tiada walk in).
- Penganjur mengehadkan bilangan petugas.
- Susunan meja sekurang-kurangnya 1 meter.
- Pengunjung berusia 60 tahun ke atas TIDAK digalakkan. SOP dan protokol kepada pekerja, pembekal barang dan perkhidmatan serta delegasi.
- Deklarasi kesihatan.
- Premis tertutup dan boleh dikawal pergerakan keluar masuk.



INDUSTRI KREATIF

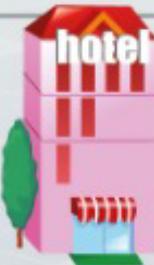
1. Kehadiran 50% mengikut kapasiti ruang acara.
2. Kehadiran mengikut keluasan premis.
3. Terhad- Lokasi yang dikhaskan dan di ruang acara yang berlesen.



4. Penjarakan fizikal.

Penonton: 1.5 meter.

Artis/pemuzik/penari: 2 meter.



5. Persembahan di lounge hotel dibenarkan.



6. Menyediakan pasukan pemantau/ penyelia pematuhan SOP.

7. Penganjur wajib menayangkan pesanan khidmat masyarakat daripada kerajaan berkaitan COVID-19 sebelum, semasa dan selepas acara/program.



8. Pembelian makanan dan minuman secara pra pesan (*pre-order*) dan berbungkus.



GELEMBUNG PERGERAKAN PELANCONGAN BERSASAR DOMESTIK

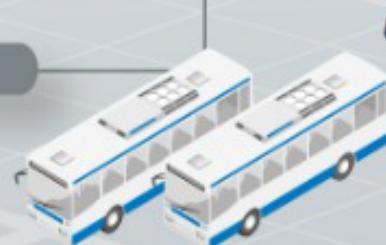
ELEMEN KHUSUS

1. Pergerakan pelancong rentas negeri dari negeri PKPP ke negeri PKPP lain.
2. Menggunakan kenderaan pelancongan (bas, van, feri, bot dan lain-lain).
3. Tempahan pakej pelancongan dari syarikat pelancongan yang berdaftar dengan MOTAC.
4. Pergerakan secara persendirian **TIDAK DIBENARKAN**.
5. Pergerakan pelancongan dari kawasan PKP, PKPB dan PKPD ke kawasan PKPP **TIDAK DIBENARKAN**.



ELEMEN UMUM

1. Penggunaan MySejahtera adalah **WAJIB**.
2. Pemakaian pelitup muka di tempat awam dan sesak.
3. Kerap sanitasi tangan.
4. Pantau kesihatan dan gejala (sebelum, semasa, selepas pergerakan).
5. Patuh **SOP PKPP** di setiap tempat dikunjungi.



NOTA INFOGRAFIK

1. PKPP ke negeri PKPP.
2. Kenderaan pelancongan.
3. Pakej pelancongan.
4. Pergerakan persendirian **TIDAK DIBENARKAN**.
5. Patuh **SOP PKPP**.