

Standard Operating Procedures & Guidelines

INSPIRING TRAVELLERS' CONFIDENCE IN A POST-COVID ERA

Covid-19 has had widespread impact on every facet of society the world over and the travel and tourism industry is no exception. Indeed! It may be argued that this industry is the hardest hit of all and global travel is largely at a standstill. To walk step by step with this new reality and revive tourism, Caper Travel will be adopting the following SOP's mentioned below for the safe handling of our guests in the post Covid-19 world.

**For all international travellers except
travellers coming through flights originating
from United Kingdom, Europe and Middle East**



- 01 Plan your travel with **CAPER TRAVEL**, a recognized Tour operator and your single point of contact during your travel and stay in India.
- 02 Your entire itinerary will be prearranged and confirmed in beforehand and we will be your trusted partner.
- 03 You shall submit a (i) self-declaration form on the online Air Suvidha portal (**www.newdelhiairport.in**) before the scheduled travel. (ii) Upload a vaccination completion certificate or a COVID-19 negative report (done atleast 72 hrs) prior the schedule travel.
- 04 On submission of the form, an acknowledgment with a unique reference number will be send to the applicant's registered email id. Govt. health officials will confirm the status (Approval or Rejection) of their application through email. State Authorities at the first port of entry will review exemption requests of all international arriving passengers. The passenger may show the PDF received on the phone, however, they are recommended to carry a physical print out as well.
- 05 You shall also submit a declaration / undertaking with respect to the authenticity of the report and will be liable for criminal prosecution, if found otherwise on the portal or else Ministry of Civil Aviation, Government of India, through concerned Airlines before you are allowed to undertake the journey that you would abide by the decision of the appropriate Government authority to undergo home quarantine / self-monitoring of your health for 14 days, or as warranted.
- 06 Arrival in India without negative report shall be allowed only for those travelling to India in the exigency of death in the family. If you wish to seek such exemption, you shall apply to the online portal (**www.newdelhiairport.in**) at least 72 hrs before boarding. The decision taken by the Government as communicated on the online portal will be final.
- 07 We would inform you about the current COVID status in India and the existing operating procedures / advisories. More details are available on Government of India's, Ministry of Health and Family Welfare website **<http://www.mohfw.gov.in>**





- 01 Dos and Don'ts shall be provided along with the copy of your travel documents.
- 02 You are requested to download the **Aarogya Setu app** on your mobile devices as required by the regulatory body of The Government of India.
- 03 Airlines to allow boarding only those passengers who have filled in the self-declaration form on the Air Suvidha portal and uploaded the negative RT-PCR test report.
- 04 At the time of boarding the flight, only asymptomatic travellers will be allowed to board after thermal screening.
- 05 Suitable precautionary measures such as environmental sanitation and disinfection shall be ensured at the airports.
- 06 During boarding all possible measures to ensure physical distancing are to be ensured.
- 07 You should monitor your health and avoid travel, if you or your partner has any symptoms of COVID prior to departure.



Aarogya Setu
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- 01 Suitable announcement about COVID-19 including precautionary measures to be followed shall be made at airports and in flights and during transit.
- 02 While on board the flight, required precautions such as wearing of masks, environmental hygiene, respiratory hygiene, hand hygiene etc. are to be observed by airline staff, crew and all passengers.





- 01 Deboarding should be done ensuring physical distancing.
- 02 As per extant norms thermal screening would be carried out by the Health officials present at the airport. The self-declaration form filled online shall be shown to the airport health staff.
- 03 Guests found to be symptomatic during screening shall be immediately isolated and managed as per existing treatment protocol.
- 04 Guests who have been exempted for pre-arrival RT-PCR testing due to the exigency of death in the family will show the same to the respective state counters. They will be prioritized for sample collection in the designated area, samples collected and permitted to exit the Airport. They shall monitor their health for 14 days (subject to negative test report of the sample taken at the Airport that would be conveyed to them by the concerned state authorities / Airport operators).
- 05 Guests having negative RT-PCR reports and not detected to be having fever by thermal screening will be allowed to proceed to their hotel / take connecting flight. They shall however self-monitor their health during their entire stay in the country.
- 06 Besides the self-declaration form which has to be submitted by all passengers, guests shall also additionally submit their itinerary indicating the places they are going to visit, places of their stay and the respective contact no. to the concerned Airport Health officials.
- 07 We are having the list of the national and state level surveillance officers and the respective call centre numbers, so as to inform state/national Call Centre in case you develop symptoms at any time during your stay in country.



- 08 After arrival at the airport and completing the immigration formalities, meet with our representative in the arrival area. You will receive a traditional welcome greetings “Namaste” 🙏 adhering to the social distancing norms (No garlanding and tilak as it used to be earlier).
- 09 You will be provided electronic travel documents via WhatsApp or other transfer medium. Our representative will share hotspot with you in order to facilitate easy download of the documents.
- 10 Alternatively, you can download our app by scanning QR code / visiting the link provided and gets all the information about your tour and other related services.
- 11 Our representative will then guide you to the transfer vehicle. Prior to boarding, body temperature will be checked. In case the temperature is more than the prescribed 98.6 *F or 37 *C, you will be provided a separate vehicle.
- 12 Health Kits would be presented to you on your arrival in India, with a copy of SOPs, Emergency and Call Centre numbers, Mask, Sanitizer, etc.

13 International Travellers on short stay

International travellers on short stay (less than 14 days) and who have tested negative and remain symptom free, shall undergo all the procedures as above and shall be permitted to leave India under proper intimation to their District/State health authorities, subject to them fulfilling the requirement of the airlines and destination country.

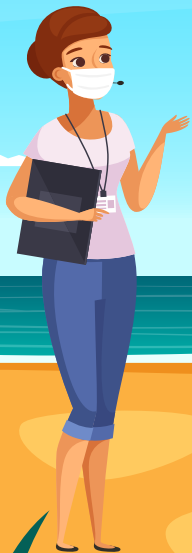
- 01 Physical distancing to be strictly followed alongwith Mandatory use of face covers / masks.
- 02 Please ensure to have regular hand hygiene and Thermal screening provisions at the entrance.
- 03 Please sanitize before and after filling relevant forms and after touching frequently touched surfaces.
- 04 Hotels may be adopting contactless processes like QR Code, online forms, digital payment etc. for both check-in and check-out. This information would be available in advance from us or in the hotel website.
- 05 Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- 06 Our choice of hotels will be the ones who strictly follow the guidelines issued by the Ministry of Health and WHO for safety, health and hygiene.
- 07 We can send the Copy of passport in advance and Registration form can be filled and sent in advance so that the same will not be required at front desk and disinfected entry card can be handed over to you.
- 08 Hotels staff are required to wear mask and gloves and maintain social distance at all times. Hotel staff interacting with the guest will be screened on daily basis when they report to office.
- 09 Room service or takeaways to be encouraged, instead of dine-in in the restaurants.



- 01 Every day at the time of boarding the bus or any other mode of transportation, each guest will undergo body temperature checkup. In case of any anomaly, you will be isolated and handled separately.
- 02 Hand Sanitizers will be made available for your frequent use. You shall use face cover / mask and follow hand hygiene, respiratory hygiene and maintain environmental hygiene.
- 03 There will be no curtains in the Cars / buses. Disposable head rest cover will be used every day.
- 04 Vehicles will be thoroughly sanitized before the start of the tour and after completion of the tour.
- 05 All touch points in the vehicle will be cleaned with liquid sanitizer in every 2 hours.



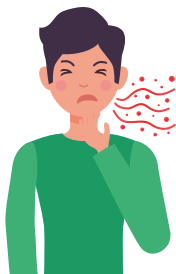
- 01 Our Tour Guide will ensure proper social distancing recommendations while conducting the trip in a possibly crowded place.
- 02 Online monument tickets will be bought for you to minimize physical contact.
- 03 Guides will carry extra sanitizers and masks in case any guest requires it.



- 01 An electronic boarding pass will be made available to minimize physical contact.
- 02 Luggage tag will also be printed and handed over for your onward domestic travel.
- 03 All boarding and flight related instructions will be provided to you once inside the airport.
- 04 You should follow all the instruction given by the airport authority and airline staff concerning precautions for COVID-19



- 01 Immediately inform the state or district helpline / us, who will contact nearest medical facility (Hospital / Clinic)
- 02 Isolate your-self from other group members, in a room or area.
- 03 Use a mask / face cover till such time you are examined by the Doctor.
- 04 Further necessary action to be initiated as per the risk assessment undertaken by the designated public health authority. Necessary protocol to be followed laid by the public health authority.
- 05 Disinfection of the premises by the facilities to be taken if any person is found positive.



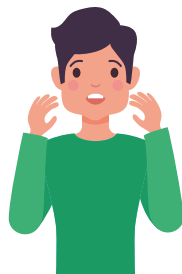
COUGH & SNEEZING



UPSET
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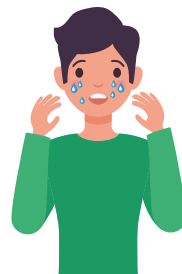
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- 01 Tour Report with feedback e-form will be sent to you via Whatsapp/bluetooth or any similar electronic media. This will be duly filled by you and sent back to our Representative.
- 02 Guests will be dropped at the Departure Terminals.
- 03 Our Airport Representative will provide guidelines for a safe travel. Scan & Fly for contactless check-in will be encouraged at the Airports by Authorities.
- 04 Airport management will appoint Queue Managers at the boarding & bus gates at aero-bridge, piers, travellators, lifts etc. This is to ensure proper social distancing.
- 05 Seats in the waiting area will also be arranged to ensure safe distancing before boarding the flight.

