



# REOPENING OF THE INTERNATIONAL TOURISM SECTOR FOR LANGKAWI ISLAND PILOT PROJECT

## Comprising of

- The movement of non-citizens to travel to Langkawi Island by air transport only.

## Prohibited Activities

- Travelling outside of Langkawi Island district until the 7<sup>th</sup> day of stay in Langkawi Island.

## Standing Instructions

- Regulation 16 P.U. (A) 293/2021.
- Act 342.
- Emergency Ordinance (Prevention and Control of Infectious Diseases) (Amendment) 2021.
- Subject to the ruling issued by the National Security Council and the Ministry of Health.
- Rules and regulations under the local authorities.
- Conditions imposed by the Tourism Product Management Body.
- Tourism Industry Act 1992 [Act 482] and Regulations thereunder.
- Tourism Vehicles Licensing Act [Act 594]
- Other directives issued from time to time by the Director General of Health

## Operating Time

Commencing on 15<sup>th</sup> November 2021  
Based on the general SOP of the National Recovery Plan Phase 4 and related SOPs

## Staff Capacity

Includes Management and Operation: 100%

## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Allowed Movements	<ul style="list-style-type: none"> <li>Subject to the countries approved by the Ministry of Health (MOH) / Immigration Department (JIM) / Ministry of Foreign Affairs (MOFA) (please refer to MOTAC's official website at <a href="https://motac.gov.my">https://motac.gov.my</a>).</li> <li>Minimum 3-days stay in Langkawi Island.</li> </ul> <p><b><u>Stay (3 – 7 days)</u></b></p> <ul style="list-style-type: none"> <li>Movement to and from Langkawi Island shall be by air transport either through Kuala Lumpur / Penang (technical stop only) or directly to Langkawi Island.</li> <li>The movements of international tourists are limited to the district of Langkawi Island only.</li> </ul> <p><b><u>Stay (&gt;7 days)</u></b></p> <ul style="list-style-type: none"> <li>Movement to Langkawi Island shall be by air transport, either via Kuala Lumpur / Penang (technical stop only) or directly to Langkawi Island.</li> <li>Tourists may leave Langkawi Island through the domestic exits (air or sea) after being confirmed negative by the RT-PCR COVID-19 / Rapid Molecular Test (RMT) screening on the 8<sup>th</sup> day or 72 hours before leaving Langkawi Island.</li> <li>Movement to all destinations in Malaysia is allowed except areas declared under the Enhanced Movement Control Order (EMCO).</li> </ul>



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Action	Brief Description
Tourist Category	<ul style="list-style-type: none"> <li>• Individuals who have been completely vaccinated and have passed the period of 14 days from the second-dose injection or after 28 days of single-dose injection (depending on the type of vaccine). The vaccines approved by the MOH are as in <a href="#">Appendix 1</a>.</li> <li>• Children under the age of 18 can travel with their vaccinated parents / guardians.</li> <li>• The following individuals are not allowed to travel under the Langkawi Island International Travel Bubble:               <ul style="list-style-type: none"> <li>✓ Positive for COVID-19 infection;</li> <li>✓ Close contact to positive cases;</li> <li>✓ Individuals subject to a Home Surveillance Order (HSO);</li> <li>✓ Individuals subject to mandatory quarantine;</li> <li>✓ Individuals who recently arrived from high-risk countries; and</li> <li>✓ Those who are symptomatic.</li> </ul> </li> </ul>



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Action	Brief Description
Screening Test	<p><b><u>PRE-DEPARTURE TO MALAYSIA</u></b></p> <ul style="list-style-type: none"> <li>Every tourist is required to take the RT-PCR COVID-19 / RMT <b>72 hours</b> before departing for Langkawi Island.</li> <li>Test results should be provided in printed or digital form and should be shown to the authorities upon request.</li> </ul>
Purchase of Tour / Travel Packages	<ul style="list-style-type: none"> <li>Every tourist must engage a tour operator/ travel agent in Malaysia that is registered and licensed with MOTAC or through a foreign representative who uses the services of a Malaysian tour operator / travel agent that is registered and licensed with MOTAC.</li> <li>Free Independent Traveller (FIT) is <b>NOT</b> allowed.</li> <li>The tour/ travel package offered must include:               <ol style="list-style-type: none"> <li>The particulars of tour operator/ travel agent registered and licensed under MOTAC (including license number);</li> <li>Round trip flight tickets (either purchased directly with the airline or through a tour operator/ travel agent);</li> <li>Accommodation;</li> <li>Booking / payment of compulsory COVID-19 screening tests;</li> <li>Tour guide (TG); and</li> <li>Itinerary/ tour package (need to go through tour operator/ travel agent).</li> </ol> </li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Purchase of Insurance	<ul style="list-style-type: none"> <li>• Mandatory for every foreign tourist to purchase an insurance policy worth USD80,000 (COVID-19 and travel) for the duration of their stay in Malaysia. This insurance policy can be purchased from a Malaysian or foreign insurance company before departure to Malaysia and can be packaged into a tourist package by the tour operator / travel agent.</li> <li>• Insurance policies packaged together with the purchase of flight tickets by the airline or accommodation are also accepted / allowed as long as the coverage is for COVID-19 and travel (<a href="#">Appendix 2</a>).</li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Screening Tests & Quarantine Exemption	<p><b><u>Flights via Kuala Lumpur</u></b></p> <ul style="list-style-type: none"> <li>• Upon arrival at KLIA 1, tourists will be fitted with an identification tag by the operator of a private health screening test facility. The Private screening facility operator need to check: the tourist's complete vaccination certificate, completed Health Declaration Form from MOH, proof of purchase of minimum insurance of USD80,000 (COVID-19 and travel) or insurance packaged by the airlines/ hotels and MySejahtera Application has been downloaded and functioning in the tourist's electronic device. The Malaysian Civil Defense Force (APM) may assist the operator of this private facility in conducting the check.</li> <li>• Scan the "Langkawi Island International Tourism Bubble Traveller" QR code.</li> <li>• Thereafter, tourists need to undergo the COVID-19 RT-PCR / RMT screening test at the private facility located in KLIA 1. Booking and payment for the COVID-19 test need to be included in the tour package offered by the tour operator/ travel agent that is registered and licenced with MOTAC.</li> </ul>



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Action	Brief Description
	<b><u>Flights via Kuala Lumpur</u></b>
Screening Tests & Quarantine Exemption	<ul style="list-style-type: none"> <li>Tourists will be sent to the MOH counter / station to confirm / verify the results of the COVID-19 screening test as well as the confirmation of quarantine exemption.</li> <li>Only tourists with negative results and have obtained clearance from the MOH are allowed to proceed to the Immigration Department counter.</li> <li>If a tourist was found to be symptomatic or positive, the private facility screening operator is responsible for arranging the transfer of the tourist to designated private isolation/ quarantine locations (for categories 1 &amp; 2) or private hospitals (for categories 3,4 &amp; 5).</li> </ul>



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Action	Brief Description
	<p><b><u>Flights via Kuala Lumpur</u></b></p> <ul style="list-style-type: none"> <li>Only tourists with negative results for the RT-PCR COVID-19 / RMT conducted at KLIA 1 are allowed to continue proceed to the Immigration Department counter.</li> <li>At the Immigration Department counter, tourists are required to submit the following documents during inspection:               <ol style="list-style-type: none"> <li>passport;</li> <li>visa (if necessary);</li> <li>round trip flight tickets (printed); and</li> <li>tour/ travel packages (printed).</li> </ol> </li> </ul>
Resuming the Journey to Langkawi Island via Domestic Flight	<ul style="list-style-type: none"> <li>Tourists who pass the security check and screening by the Immigration Department can proceed to the check-in counter to continue their journey via domestic flight to Langkawi Island from KLIA 1.</li> <li>For tourists who have to stay overnight at KLIA 1 due to unavoidable reasons such as missed domestic flight, domestic flight cancelled or domestic flight is scheduled on the next day, they are allowed to stay at the Hotel Sama-Sama Express KLIA 1 or any permitted area at KLIA 1.</li> </ul>



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Resuming the Journey to Langkawi Island via Domestic Flights	<ul style="list-style-type: none"> <li>The luggage for tourists via KLIA 1 must be handled by check-in directly to the final destination of Langkawi Island for airlines that have a code-sharing agreement (codeshare) with Malaysia Airlines or by interline arrangement. The tour operator / travel agent must ensure that proper arrangements have been made with the airline on which the tourists are boarding for luggage collection arrangements at KLIA 1 if the flight is not a codeshare flight with Malaysia Airlines and does not have the required interline arrangements.</li> <li>Upon arrival in Langkawi Island, tourists can start the tour and do not have to take the COVID-19 screening test on the second day.</li> <li>For tourists through KLIA 1 who are in Langkawi Island and do not exceed a minimum period of three (3) days, they only need to take the RT-PCR COVID-19 / RMT screening test before returning to the country of origin if the RMT test period conducted in KLIA 1 has exceeded 72 hours before boarding the plane to return.</li> </ul>





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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
	<b><u>Direct Flights to Langkawi Island or via Penang (Technical Stop)</u></b>
Health Inspection & Quarantine Exemption by the Ministry of Health	<ul style="list-style-type: none"> <li>• Upon arrival at the Langkawi International Airport (LIA), tourists need to proceed to the MOH counter/ station at LIA for inspection and quarantine clearance. Tourists are required to submit the following documents:               <ol style="list-style-type: none"> <li>i. Vaccination certificate;</li> <li>ii. RT-PCR COVID-19 / RMT results performed 72 hours before boarding the aircraft to Malaysia (printed or digital);</li> <li>iii. A completed Health Declaration Form (MOH);</li> <li>iv. Proof of purchase of minimum insurance of USD80,000 (COVID-19 and travel); and</li> <li>v. MySejahtera application has been downloaded and functioning in the tourist's electronic device.</li> </ol> </li> <li>• Scan the “Langkawi Island International Tourism Bubble Traveller” QR code.</li> <li>• Tourists who have passed the health check and screening may proceed to the Immigration Department counter.</li> </ul>

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Action	Brief Description
Safety Inspection and Screening by the Immigration Department	<p><b><u>Direct Flights to Langkawi Island or via Penang (Technical Stop)</u></b></p> <ul style="list-style-type: none"> <li>• At the Immigration Department counter, tourists are required to submit the following documents during inspection :               <ol style="list-style-type: none"> <li>passport;</li> <li>visa (if necessary);</li> <li>round trip tickets (printed); and</li> <li>tour/ travel packages (printed).</li> </ol> </li> <li>• Tourists who pass the security check and screening by the Immigration Department are allowed to exit the LIA, meet the TG and proceed directly to the hotel.</li> <li>• The COVID-19 RT-PCR test or RMT is to be performed on the day of arrival or at the latest the second day at a private facility that has been booked by the tour operator / travel agent and managed by the TG. Tourists are only allowed to continue their tour after obtaining negative test results and clearance from the MOH.</li> <li>• If a tourist was found to be symptomatic or positive, the responsible tour operator / travel agent must report to the MOH / private health screening facility that has been appointed to manage the tourist to a designated private isolation / quarantine locations (for categories 1 &amp; 2) or private hospitals (for categories 3,4 &amp; 5).</li> <li>• If found negative, tourists can continue the tour.</li> </ul>



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Action	Brief Description
Stay at the Langkawi Island	<p><b><u>Stay (3 – 7 days)</u></b></p> <ul style="list-style-type: none"> <li>The movement of the international tourists are limited to the district of Langkawi Island only until the 7<sup>th</sup> day.</li> <li>Tourists are required to undergo the COVID-19 RT-PCR test / RMT within 72 hours before departure.</li> <li>If a tourist was found to be symptomatic or positive, the responsible tour operator / travel agent must report to the MOH / private health screening facility that has been appointed to manage the tourist to a designated private isolation/ quarantine locations (for categories 1 &amp; 2) or private hospitals (for categories 3,4 &amp; 5).</li> </ul>



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Action	Brief Description
Stay at the Langkawi Island	<p><b><u>Stay (&gt;7 days)</u></b></p> <ul style="list-style-type: none"> <li>If tourists wish to remain in Langkawi Island for more than seven (7) days or wish to go to the next destination either within or outside Malaysia after the 7<sup>th</sup> day, tourists must undergo the RT-PCR COVID-19/ RMT:           <ul style="list-style-type: none"> <li>✓ On the 7<sup>th</sup> day if going to a destination in Malaysia; or</li> <li>✓ Within 72 hours before leaving Malaysia.</li> </ul> </li> <li>If negative, tourists can exit Langkawi Island through the domestic exit (air or sea).</li> <li>Document inspection to confirm that tourists have been on Langkawi Island for a minimum of seven (7) days and RT-PCR COVID-19 / RMT test results are negative and should be conducted by the authorities at the exit (air / sea).</li> <li>If a tourist was found to be symptomatic or positive, the responsible tour operator / travel agent must report to the MOH / private health screening facility that has been appointed to manage the tourist to a designated private isolation / quarantine locations (for categories 1 &amp; 2) or private hospitals (for categories 3,4 &amp; 5).</li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Outside of Langkawi Island after the 7 <sup>th</sup> day	<ul style="list-style-type: none"> <li>• Tourists who have fulfilled both of the stated conditions are allowed to travel to any destination within Malaysia except areas declared as under the Enhanced Movement Control Order (EMCO).</li> <li>• Tourists may choose whether to use a tour / travel package under the tour operator / travel agent registered and licensed with MOTAC or continue the holiday as Free Independent Traveller (FIT).</li> <li>• Tourists are required to undergo the RT-PCR COVID-19 / RMT within 72 hours before departing for home.</li> </ul>

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Action	Brief Description
	<b><u>DEPARTURE FOR HOME OUTSIDE OF MALAYSIA</u></b>
Screening Test	<ul style="list-style-type: none"> <li>Tourists are required to undergo the RT-PCR COVID-19 / RMT within 72 hours before departing Malaysia.</li> <li>If a tourist was found symptomatic or positive, the tourist will be sent to a designated private isolation / quarantine location (for categories 1 &amp; 2) or a private hospital (for categories 3,4 &amp; 5).</li> <li>If the result is negative, tourists are allowed to leave Malaysia.</li> </ul>



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Based on the general SOP of the National Recovery Plan Phase 4 and related SOPs

### Staff Capacity

Includes Management and Operation: 100%

## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Entrepreneur / Tourism Service Provider	<ul style="list-style-type: none"> <li>• Employees limit including operations and management are set at 100% capacity.</li> <li>• Employees who are in close contact with positive cases, individuals subject to Home Surveillance Order (HSO) and compulsory quarantine, have just returned from abroad and are symptomatic are not allowed to attend work.</li> </ul>
Vacation Types	<ul style="list-style-type: none"> <li>• Vacation with a minimum of three (3) days.</li> <li>• Holidays with accommodation/ return ticket bookings made in advance with a tour operator/ travel agent registered and licensed under MOTAC until the 7<sup>th</sup> day only.</li> <li>• Tour / travel packages that have been booked through tour operators/ travel agents who are authorized, registered and licensed with MOTAC.</li> <li>• Accompanied by proof of printed documents such as payment receipts for tour/ travel packages.</li> </ul>
Transportation Modes	<ul style="list-style-type: none"> <li>• Air transport through airlines that operate directly to Langkawi Island or through Kuala Lumpur/ Penang (technical stop only).</li> <li>• For tourists who intend to proceed to other destinations (after staying seven (7) days and negative RT-PCR COVID-19 / RMT on the 7<sup>th</sup> day or within 72 hours before leaving Langkawi Island), they may choose sea or air transport through a recognised exit point to the next destination.</li> </ul>



# REOPENING OF THE INTERNATIONAL TOURISM SECTOR FOR LANGKAWI ISLAND PILOT PROJECT

## Comprising of

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## Operating Times

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## Prohibited Activities

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## Standing Instructions

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- Act 342.
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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Types of International Tourism Activities	<ul style="list-style-type: none"> <li>• Tourism activities in the Langkawi Island District only until the 7<sup>th</sup> day</li> <li>• Accommodation in hotels and homestays including the facilities in the premises such as prayer room, swimming pool, gymnasium, lounge, hall, Business Events (MICE), tourism and cultural events subject to the general SOP of National Recovery Plan Phase 4 issued by the National Security Council and SOP of the related Ministries / Departments / Agencies.</li> <li>• The main tourist attraction products such as beach activities, water sports, snorkelling, scuba diving, fishing tourism, edutainment centre, recreation parks, extreme/ adventure/ nature parks, farms, aquariums, zoos, and other leisure, recreational and social activities.</li> <li>• Niche activities (golfing, scuba diving, cycling, angling, yatching, etc).</li> <li>• Eco-Adventure activities (bird watching, caving, mountain climbing, white-water rafting, hiking, jungle trekking, camping etc.).</li> <li>• Arts, culture, and heritage premises such as museums, libraries, art galleries, cultural heritage art centres/ villages, cultural performances etc.</li> <li>• Theme Parks and Family Entertainment Centres.</li> <li>• Academic tours such as Geopark Discovery Centre, Science Centre etc.</li> <li>• Spa operations, reflexology, massage centres and pedicure and manicure services.</li> </ul>





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Action	Brief Description
General conditions for entry of international tourists to Langkawi Island	<ul style="list-style-type: none"> <li>• Citizens from the list of countries that have been approved by the Government of Malaysia (Please refer to the MOTAC website at <a href="https://motac.gov.my">https://motac.gov.my</a>).</li> <li>• Must be fully vaccinated with a vaccine recognized by the MOH (Please refer to <a href="#">Appendix 1</a>).</li> <li>• There is no age limit. Individuals under the age of 18 must be accompanied by their parents / guardians who are fully vaccinated with the vaccines recognized by the MOH.</li> <li>• It is mandatory to book a tour/ travel package for at least three (3) to seven (7) days from a tour operator/ travel agent registered and licenced under MOTAC.</li> <li>• COVID-19 insurance coverage with a minimum coverage of USD80,000 (COVID-19 and travel) is mandatory for non-citizens. The insurance policy must cover the items mentioned in <a href="#">Appendix 2</a>. Insurance packaged by the airlines / hotels are also accepted as long as it covers COVID-19 and travel, and its value is USD80,000 or more.</li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
General conditions for entry of international tourists to Langkawi Island	<ul style="list-style-type: none"> <li>• All tourists are <b>REQUIRED</b> to download, register, and activate the MySejahtera application on their mobile phones and fill in the health information in the application before leaving for Malaysia.</li> <li>• Complete the Health Declaration Form (MOH).</li> <li>• All bookings / screening tests RT-PCR COVID-19 / RMT must be paid by the tourist and can only be done at private facilities.</li> <li>• Quarantine is exempted and the movement of international tourists is limited to the district of Langkawi Island only for seven (7) days only.</li> <li>• After staying for seven (7) days in Langkawi Island and if the RT-PCR COVID-19 / RMT test result is negative on the 7<sup>th</sup> day, tourists may continue their journey to other destinations in Malaysia (except to areas declared under the EMCO).</li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Reopening of the International Tourism Sector for Langkawi Island Pilot Project Checklist	<ul style="list-style-type: none"> <li>• Digital vaccination certificate or vaccination confirmation card recognized by MOH (in digital/ printed form)</li> <li>• Self-identification document / passport / visa (if necessary).</li> <li>• Information of tour operators / travel agents and itineraries of purchased packages.</li> <li>• Printed proof of purchased tour / travel package, which includes:               <ol style="list-style-type: none"> <li>The particulars of tour operator / travel agent registered and licensed under MOTAC (including license number);</li> <li>Round trip flight tickets (either purchased directly with the airline or through a tour operator/ travel agent);</li> <li>Accommodation;</li> <li>Booking/ payment of compulsory COVID-19 screening tests;</li> <li>Tour guide (TG); and</li> <li>Itinerary/ tour package (need to go through tour operator/ travel agent).</li> </ol> </li> <li>• Other related documents for the purpose of travelling to Langkawi Island if requested by the authorities during the trip / stay.</li> <li>• Proof of purchase of insurance with a minimum coverage of USD80,000 covering COVID-19 and travel.</li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Safety Responsibility by International Tourists	<p><b>Before Travel:</b></p> <ul style="list-style-type: none"> <li>Ensure a digital vaccination certificate or complete vaccination confirmation card is available (in digital and printed form).</li> <li>Monitor their own health condition by ensuring that they are always at the low-risk status and updating it through the MySejahtera application from time to time.</li> <li>Make reservations through a tour operator/ travel agent registered and licenced under MOTAC.</li> </ul> <p><b>During Travel:</b></p> <ul style="list-style-type: none"> <li>Monitor own self and the tourist group members' health conditions are at an optimum level, whereby it is non-symptomatic.</li> <li>It is mandatory to ensure that their MySejahtera profile is always at the low-risk status and to always check-in using the MySejahtera application at every stop/ destination.</li> <li>It is compulsory to wear face masks in public areas and vehicles.</li> <li>Comply with all travel instructions and related SOPs in force at every destination visited.</li> <li>If tourists wish to stay in Langkawi Island for more than seven (7) days or wish to go to the next destination either in or outside Malaysia after the 7<sup>th</sup> day, tourists need to undergo the RT-PCR COVID-19 / RMT on the 7<sup>th</sup> day or within 72 hours before leaving the Langkawi Island.</li> <li>Tourists are allowed to continue their journey to any destination in Malaysia (except to areas declared under EMCO) after the 7<sup>th</sup> day if the COVID-19 test result is negative.</li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Safety Responsibility by International Tourists	<p><b>Before Returning To The Country Of Origin:</b></p> <ul style="list-style-type: none"> <li>• It is mandatory to undergo the RT-PCR COVID-19 / RMT at least 72 hours before boarding the aircraft.</li> <li>• For international tourists staying for three (3) days in Langkawi Island, the RT-PCR COVID-19/ RMT on the day of arrival or at the latest on the second day is valid for boarding the aircraft (only applicable for tourists flying directly to Langkawi Island).</li> </ul> <p><b>Upon Return:</b></p> <ul style="list-style-type: none"> <li>• Continue to monitor the health of own self and their family.</li> <li>• Quarantine own self voluntarily if necessary and immediately seek treatment at the nearest health facility in case of symptoms.</li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Security Responsibility by Tourism Operators / Tourism Service Providers	<p><b>Before Travel:</b></p> <ul style="list-style-type: none"> <li>Licensed tour companies that provide package services with tour guides and tour vehicles are required to submit supporting documents in bulk for their group of tourists.</li> <li>Provide sickbay / special rooms for emergency isolation of unhealthy or symptomatic tourists, if necessary before the journey begins.</li> <li>A valid tourist vehicle registered and licensed with MOTAC and the Ministry of Transport Malaysia (MOT) may travel by showing a vehicle permit/ Temporary Alteration License (LPS) if required.</li> <li>Ensure that the vehicle sanitation process is periodic and complies with existing SOPs.</li> <li>One (1) tour guide with a maximum of 20 people in the tour group to coordinate throughout the tour itinerary.</li> </ul>



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## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Security Responsibility by Tourism Operators / Tourism Service Providers	<p><b>During Travel:</b></p> <ul style="list-style-type: none"> <li>• Ensure that tourists fully follow the itinerary of the tour that has been set and constantly monitor the movement of tourists throughout the visit period under the responsibility of TG.</li> <li>• Ensure tourists check in the premises using the MySejahtera application or manually write the name and telephone number (if there is no internet coverage) as well as scan the body temperature.</li> <li>• Do not allow the entry of tourists with a body temperature above 37.5°C and immediately commence isolation.</li> <li>• Ensure tourists always wear face masks at all times and comply with the existing SOPs.</li> <li>• Tour operators / travel agents / TG, need to check the places that will be visited by tourists are not categorized as at-risk or the presence of COVID-19 outbreak.</li> <li>• Check and ensure the tourist's profile status of MySejahtera is low risk.</li> <li>• Check the whereabouts of tourists from time to time during the tour sessions either physically or digitally (mobile devices).</li> </ul>



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### Action

Security Responsibility by  
Tourism Operators /  
Tourism Service Providers

### Brief Description

#### Service Providers / Premises Owners / Tourist Attraction Products:

- Licensees and premises owners are required to provide the MySejahtera QR Code facility and provide a customer attendance registration book.
- Hand sanitizer must be provided at the entrance and used before entering all premises.
- The use of the MySejahtera application is mandatory in the area of wide internet access.
- The use of customer attendance registration books is only allowed in areas where there is no internet coverage or due to other reasonable reasons (senior citizens, absence of smartphones etc.).
- Licensees and premises owners must ensure that customers check in at the premises using the MySejahtera application or manually write down their names and telephone numbers if there is no internet coverage.





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### Action

Security Responsibility by Tourism Operators / Tourism Service Providers

### Brief Description

#### During Travel:

- Advise tourists to seek immediate treatment at the nearest private health facility if body temperature exceeds 37.5°C or is symptomatic.
- Ensure compliance with all travel instructions and SOPs in force at each destination visited.

#### Before Departure Back to Home Country (3-7 days) or To Other Destinations (> 7 days):

- If a tourist was found symptomatic or positive, the tourist will be sent to a designated private isolation/ quarantine location (for categories 1 & 2) or a private hospital (for categories 3,4 & 5).
- If found negative, tourists may continue their journey back to their country of origin or to other destinations in Malaysia.

#### Upon Return:

- Take appropriate action by reporting if there are tourists who visit the premises are found to be positive for COVID-19.



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## APPENDIX 1

### COVID-19 VACCINES APPROVED BY THE MINISTRY OF HEALTH MALAYSIA (MOH)

*Updated as of 22<sup>nd</sup> November 2021*

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1. Comirnaty (Pfizer-BioNTech);
2. Covishield (Oxford-AstraZeneca);
3. CoronaVac (Sinovac);
4. Convidecia (CanSino);
5. COVID-19 Janssen (Johnson & Johnson);
6. Covilo (Sinopham);
7. Spikevax (Moderna);
8. Sputnik V (Gam-COVID-Vac); and
9. Covaxin (Bharat)



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## APPENDIX 2

### BENEFITS TO BE COVERED IN THE INSURANCE POLICY

- Daily isolation facility expenses
- Daily quarantine facility expenses
- Emergency medical transportation by air/ sea to the nearest private medical facility following a positive COVID-19 diagnosis (Categories 3 – 5)
- Emergency medical expenses for treating illness or injury
- Mortuary and burial services

## DISCLAIMER:

The translation in this document into English are intended solely as a convenience to the non-Malay-reading public and are not legally binding. The Ministry of Tourism, Arts and Culture Malaysia (MOTAC) shall not be liable for any damage or misinformation that may occur from the translated content. Any person or entity that relies on the translation content does so at their own risk. The official content of this SOP is Bahasa Malaysia (National Language). In the event of any divergence of interpretation between any of the texts, Bahasa Melayu / Malay language text shall prevail.

For further inquiries, please contact MOTAC's hotline: **+603-8891 7189** or email us at [ukc19@motac.gov.my](mailto:ukc19@motac.gov.my)