



NOTICE TO MCC MEMBERS

Dealing with the Impacts of Coronavirus (COVID-19)

Dear MCC Members,

The continued, and increasingly fast, spread of the COVID-19 virus is having a dramatic impact on the world economy. While the situation is constantly evolving and although many areas remain unaffected, it is now abundantly clear that global tourism is being increasingly impacted and the situation is likely to get worse before it gets better. Those of us in the tourism industry need to be equipped to deal with both the real and perceived dangers posed by a potential pandemic.

With the notable exception of a few global areas where there is a significant outbreak, at this point the major issue facing the tourism industry is a perceptual one. Fear of COVID-19 is causing many tour and travel businesses to answer the concerns of their customers. The question “is it still safe to travel” is being increasingly asked of operators, coach companies, and suppliers alike.

In order to help answer these questions and address your customers’ concerns MCC recommends that you use the information provided on the CDC (Centers for Disease Control and Prevention) website to provide authoritative and fact based answers. The CDC’s site contains sound advice and insight based on a tiered alert system on whether or not trips should be canceled or postponed due to the situation with the Coronavirus. It also has excellent information about the situation and ways to protect yourself from COVID-19 infection.

From the CDC’s site:

“CDC provides recommendations on postponing or canceling travel. These are called travel notices and are based on assessment of the potential health risks involved with traveling to a certain area. A list of destinations with travel notices is available at <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

Warning Level 3: *CDC recommends travelers avoid all nonessential travel to destinations with level 3 travel notices because of the risk of getting COVID-19.*

Alert Level 2: *Because COVID-19 can be more serious in older adults and those with chronic medical conditions, people in these groups should talk to a healthcare provider and consider postponing travel to destinations with level 2 travel notices.*

Watch Level 1: *CDC does not recommend canceling or postponing travel to destinations with level 1 travel notices because the risk of COVID-19 is thought to be low. If you travel, take the following routine precautions:*

- *Avoid contact with sick people.*
- *Avoid touching your eyes, nose, or mouth with unwashed hands.*

- *Clean your hands often by washing them with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60%–95% alcohol. Soap and water should be used if hands are visibly dirty.*

It is especially important to clean hands after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose.”

Source: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>

Another extremely helpful site is the World Health Organization's (WHO) COVID-19 page. You should also visit this site regularly to keep abreast of the status of the outbreak.

<https://www.who.int/health-topics/coronavirus>

Again, events are moving fast and changing daily. These are challenging times for our industry and our best defence is knowledge and understanding and the ability to provide assurance to those experiencing trepidation about travel that in fact it is safe to go on your tour, take your bus, or come to your community. So keep yourself updated on what the CDC and the WHO are saying, refer your customers to these sites as credible authorities backing up your assurance that it's safe to travel, and above all do what you can to stay flexible and nimble in your business planning to enable you to adjust to changes in the situation here and around the world as they occur.

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