



Llywodraeth Cymru
Welsh Government



DIOGELU CYMRU
KEEP WALES SAFE

COVID-19

2020 Wales Information for Group/Coach Visits

Welcoming UK and international visitors back to Wales safely, here we outline important information for operators and visitors to Wales. A list of [Frequently Asked Questions](#) in relation to coronavirus (COVID-19) is updated on gov.wales – please check back regularly.

Guidance and regulations for tour/coach operators

Anyone operating tours or visits around Wales will need to ensure that they and their clients comply with the latest* [Coronavirus Regulations 2020](#) and [guidance for tourism and hospitality businesses for a phased and safe re-opening](#).

This must include a full risk assessment and consideration of all requirements including (but not limited to) [social/physical distancing](#) and our [Test, Trace, Protect](#) approach.

In respect of transport, coach operators should follow the guidance that applies to [public transport operators](#) and ensure that they have undertaken a full risk assessment. Note that three-layer face coverings are compulsory on public transport in Wales. Please also read the latest travel advice via [Welsh Government coronavirus FAQ](#) and details provided by [Transport for Wales](#).

*Subject to change.

In terms of **group sizes**, the [Coronavirus Regulations 2020](#) limit any group **outdoors** to 30 people in total (including organiser/driver/guide etc.) provided certain measures are in place; this can include a mix of households (not limited to the same/extended household). [All reasonable measures](#) must be taken to ensure [physical and social distancing](#) from people outside of a household or extended household and other reasonable mitigating measures must also be taken in order to reduce the risk of transmission of the virus. Younger children (those of primary school age – aged 11 or younger) do not need to rigidly follow the advice to stay 2 metres apart.

Indoor group visits are only permissible with members of the same household or [extended households](#) provided their entry indoors is staggered so as not to create a gathering of more than one household indoors. Venues and operators need to work together to plan for such visits so that they stay within the requirements of the regulations and guidance.



Together we'll Keep Wales Safe

Educational Visits

Non-overnight domestic educational visits can resume in the autumn term. These should be done in adherence with protective measures, such as COVID-19-secure measures in places at the destination. Visits should be thoroughly risk assessed to ensure they are done safely. As part of the risk assessment, schools will need to consider what control measures need to be used and ensure they have taken into account wider advice on visiting indoor and outdoor venues. Schools will want to consider the needs of all learners taking part in an educational visit, including their ability to comply with COVID-19 safety measures at the venue. They should also be mindful of the safety of supervising staff. Schools will also need to have contingencies in place should there be changes to national (Wales), regional or local coronavirus measures.

Travel corridors and self-isolating

Visitors do not have to self-isolate on arrival into Wales when travelling from one of the [travel corridor countries](#). Please check before travelling. Please note that the travel corridor countries [may be different in England, Scotland and Northern Ireland](#). This applies to all international travel by train, ferry, coach, air or any other route.

Visitors who live, have been to, or stopped in a country that's not on the travel corridor list will have to [self-isolate](#) until 14 days have passed since leaving that country.

Official advice is available from [Welsh Government](#) and [UK Government](#) and international travellers should also follow the official advice from their respective governments and/or embassies.

We would also recommend all visitors check the latest public health advice on coronavirus before travelling, or on arrival in the UK.

Public Health Passenger Locator Registration form

It is a legal requirement that all travellers to the UK have to complete a '[Public Health Passenger Locator Registration Form](#)'. This has to be completed 48 hours before arrival into the UK and the completed form will need to be shown on arrival at the UK border, either by printing a copy, or showing on a phone. The government will use this information to contact visitors if they or someone they've travelled with develops

coronavirus (COVID-19) symptoms, and to check that they are [self-isolating for the first 14 days after they arrive in the UK](#).

We recommend that before travel you check the relevant official government websites for the most up to date information.

What if a UK visitor develops COVID-19 symptoms?

If a visitor develops or arrives with symptoms of COVID-19, then they (and anyone travelling with them – but see specific to coaches below) should:

- Inform their accommodation provider immediately, and if travelling on an organised tour inform the organiser immediately.
- **Return home as quickly as possible, if well enough to do so.** They must use the most direct route, and should **not use public transport**.
- They should **then self-isolate immediately** and follow the [self-isolation guidance](#)
- The person with symptoms should [apply for a free COVID-19 antigen test](#), preferably at a convenient location **close to their home as soon as possible**.

What considerations need to be taken into account by coach and tour operators?

- **Operators should be aware of Welsh Government policy on contact tracing** (see <https://gov.wales/contact-tracing-your-questions>), and the potential implications of a visitor developing symptoms and testing positive for COVID-19 whilst on a tour to Wales.
- More specifically, **a coach tour operator should be operating as safe an environment as possible on the coach itself, and as a party travelling together**. They should consider the risk of the whole coach party needing to self-isolate if someone develops COVID-19 symptoms. Where no social distancing and other mitigating measures have been put into place the whole party will be treated as a 'household' and will need to follow the [self-isolation guidance](#).
- Coach operators should also understand the key factors that will be taken into account by the NHS Wales Test, Trace, Protect service in identifying contacts of an individual who has tested positive for COVID-19.

A contact means:

- someone within 1 metre of an individual who has tested positive and a person with whom they have had a face-to-face-conversation, had skin-to-skin physical contact, have coughed on, or been in other forms of contact within 1 metre for 1 minute or longer
- someone within 2 metres of them for more than 15 minutes
- someone they have travelled on the coach with – where no social distancing measures have been put in place (e.g. spacing passengers on seats), or other measures have been put in place such as wearing of 3-layer face coverings or installation of protective screens.

The level of risk will be determined by the contact tracing team and whether the whole coach party should be identified as confirmed contacts of the person who has tested positive. See <https://gov.wales/contact-tracing-if-you-are-confirmed-contact>

What happen if an international visitor develops COVID-19 symptoms?

As it **would not be safe for an international guest with COVID-19 symptoms to travel home whilst experiencing symptoms**, they should stay at their accommodation and:

- Immediately [apply for a free COVID-19 antigen test](#) whilst at their accommodation, and follow the [self-isolation guidance](#).
- If they become very unwell and feel they cannot cope with their symptoms, inform them to use the [111 online coronavirus service](#). If internet access is unavailable, call 111. In a medical emergency, dial 999.
- If they receive a negative test result then they no longer need to self-isolate and can return home as they wish/or on completion of their stay.
- If they receive a positive COVID-19 test whilst staying at accommodation, then they must continue to self-isolate and follow the [contact](#)

[tracing guidance](#) that will be provided directly to them by the NHS Wales Test, Trace, Protect service. The service will contact them as soon as they receive a positive test, and will also contact the accommodation provider if there is a suspected outbreak on your premises (i.e. more than one confirmed case).

You should be **aware of the risk associated with bookings from international customers** should they develop COVID-19 symptoms during their stay, given they may not be able to vacate accommodation until they receive a negative test or their self-isolation period is complete.

You will need to consider this as part of your risk assessments and the potential mitigations you might put in place. The cost factor and your associated booking policy needs to be clearly communicated with your potential customers in advance of accepting bookings.

Overall Visitor Economy Guidance

[Visitor Economy Guidance](#) is available to help tourism and hospitality businesses safely re-open during the coronavirus (COVID-19) pandemic.

Additional guidance has also been produced in consultation with the Hospitality sector for Pubs, Bars, Cafes and Restaurants, which can be viewed on the [UK Hospitality website](#).

As each premises is different, businesses should read all guidance to understand the measures to be considered to re-open the business safely.

Wales is 'Good to Go'

Wales has launched the "[We're Good To Go](#)" industry standard mark. This self-assessment scheme has been designed in partnership with Tourism Northern Ireland, VisitScotland and VisitEngland. It provides reassurance for all sectors of the tourism industry and to your clients that businesses have clear processes in place and are following industry and Government COVID-19 guidance on cleanliness and social distancing. You can filter the [product search](#) for 'We're Good to Go' businesses.

Destination information for Wales

traveltrade.visitwales.com