



Building Back Tourism



Tourism, Travel & Mobility Working Group



Foreword

In 2019, 1.5 billion international tourist arrivals were recorded globally. In January 2020, the UNWTO was reporting global tourism numbers and trends showing that tourism was experiencing its tenth year of growth.

Sadly, this came to an abrupt stop. The spread of Covid-19 forced governments worldwide to impose lockdowns and travel restrictions, halting operations.

In the EU, 90% of the tourism sector is composed of small and medium sized enterprises. Travel and tourism provide approximately 38.5 million jobs. Restrictions impacting everyday activity and are affecting entire communities. A new normal, driven by the vaccine roll-out and supported by the creation of EU Covid-19 certificates as well as strengthened coordination, can allow us to put in place a sound plan for Summer 2021.

The crisis must be seen as an opportunity. Not only an opportunity to build back better but an opportunity to finally **give tourism the role it merits in the EU.**

In the moment of most need, the sector turned to Europe. The institutions acted, limited in their coordination role, trying to help the sector survive.

The crisis has shown how we need a stronger Europe for tourism. Our European vision is for **a European Tourism Union**, with specific mechanisms ready to help tourism SMEs, facilitate the digital and green transition and promote an EU tourism strategy to ensure EU tourism remains the world's lead tourism destination.

But this is a vision; this is the long run. What must we do in the short run?

Often discussion focuses on the macro and political level. We wanted to **look at the micro level**. The objective of the document you are about to read was to give a voice to the industry and its players, them being true faces of tourism.

Tourism is vast and heterogeneous. There is an urgent need to bring together all different actors to work together in this paramount recovery phase. The paper presents a united call from the sector on how to move forward. It also presents a collection of statements from representatives of different branches of the sector from aviation to ferries, from hotels to restaurants, explaining what has been done and what is needed to face the pandemic.

We are presenting a collection of points of views and information that can hopefully help business owners in distress find solutions. Mostly, it is intended to bring local governments and EU institutions closer to the difficult reality tourism businesses face under Covid-19.

Let us start building back Tourism, piece by piece, segment by segment, listening to the various voices from the sector, in the hope of a better and resilient future for Tourism.



Josianne Cutajar

Member of the European Parliament

Member of TRAN & IMCO Committees

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Foreword

Travelling, getting to know other countries, other cultures, relaxing in beautiful surroundings was part of our lives. Due to the worldwide pandemic, everything we were used to is suspended. While before we could travel without borders in Europe, now countries have closed their frontiers. Popular destinations are now suffering from a lack of visitors, just as an example, winter tourism in Austria has plummeted by 80-90%. Everyone within the sector, spanning from large to micro companies, be it tour operators, airlines, airports, cruise ships, hotels and holiday home owners or tour guides, is under massive pressure.

The economic pressure on companies is increasing; developing, discussing and then implementing visions for the future is difficult, when mere survival is the priority. Every country is on its own in dealing with the virus, which is counterproductive to safe travel that requires harmonisation of all regulations and cross-cutting cooperation. Despite the necessity and potential positive impact of coordination and a unified approach across Europe, the European Union, unfortunately, plays a subordinate role here. It is, however, crucial for tour operators and airlines, railway and other transport operators to know the conditions or restrictions at the destination, which could be anywhere in the world.

We need to work on this. The global pandemic also gives us the opportunity **to develop and implement a worldwide network for safe travel**, a network based on the equal treatment of all passengers and uniform, transparent hygiene conditions and regulations.

Tourism has been hit the hardest by the pandemic. All travel by car, rail, bus or plane is possible only with restrictions. Knowing that the tourism industry is one of the most important in many European countries, we have to deal with the circumstances to make travelling possible again.

Governments are trying to help through funding and deficiency guarantees, but approaches vary in different countries. Most businesses of the tourism sector are currently subsidized by governments. All employees are either in short-time work or work in other branches. Meanwhile, many associations and companies have created operational concepts to ensure safety when travelling, in hotels, in restaurants, in clubs. Short-term tests for self-protection and the protection of others are an important part of these concepts. The coordinated restart of tourism must be based on the following four pillars: Vaccinating, Testing, Tracking+Safety and Hygiene measures.

Alongside the sector's proactivity, we also demand that governments see and respect our concepts and efforts. Of course, it is also difficult for political leaders to always make the right decisions, but **controlled release is still better than fearful lockdowns**. For all of us. Together, we can work towards this responsible, controlled easing down of the restrictions.

This pandemic is a huge challenge for all areas related to tourism, travel and mobility. We are forced, after labelling the status, to look into the future and see how to make the best out of the current situation. The concepts for the guests and for running all businesses are already made. Everyone can go on holidays safe, tested and traced.



A handwritten signature in black ink, appearing to read 'Claudia Schmidt', written in a cursive style.

Claudia Schmidt

Member of the European Parliament 2014-2019

Special Advisor of the SME Connect Tourism, Travel & Mobility Working Group

Executive Summary

This document on Tourism, Travel & Mobility is essentially intended to:

- Be an inventory of the response of the various sectors concerned
- Submit a joint catalogue of measures to restore freedom of travel and mobility under the special standards for health and life

With their extensive hygienic concepts, business trips, trade fairs, hotel stays, air travel, taxi rides, restaurant visits have contributed to reducing contagion. To reduce the incidence of infections, no hard lockdowns are required, but smart answers. This is not only necessary economically, but it is a necessary measure that takes into account the fatigue of the population due to the social and psychological stresses of the current situation. The prerequisite for this is the coordination and standardization of the EU in its response to the pandemic. An exit strategy is only possible within this framework, which must include the following measures:

- The creation of a European Steering Group to coordinate Europe-wide efforts to contain COVID-19 and its variants, similar to what has been put in place on a national level, and guide the sector in the recovery phase at EU level.
- Adopt a common EU approach to define the criteria that could trigger the relaxation of restrictions, boosting public confidence through tracking progress (road map).
- The coordination of vaccination and testing programs to make them fast and efficient.

Without these steps, these industries lack planning security and prospects for surviving this crisis.

The time factor is decisive and every delay is a threat to the existence of many businesses and companies. Financial aid is therefore essential and must be provided efficiently and promptly as long as the business is suspended or significantly restricted.

This document, a result of cooperation among stakeholders in different sectors, aims to demonstrate that a holistic approach to the pandemic is possible. We can achieve a true cycle of mobility in a safe environment. If it is not possible to implement all measures suggested to perfection, the necessary experience should be gathered today to draft scientific plans for possible future pandemics. These concepts can save more lives, relieve society and avoid the restrictions on the economy.

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State of Tourism, Travel and Mobility in Europe – Call to Action

In the first half of 2021, the second year of the COVID-19 pandemic, the overall situation of Tourism, Travel and Mobility is one of continued dire decline, huge service reductions and threats to the existence of business globally. The challenges faced are varied, ranging from new mutations of the virus to clusters and renewed outbreaks of the known variants, to lack of coherent government approaches and non-adherence of citizens. Checks and tests have been introduced on a national level, however, the unilateral approach of most governments limits the predictability and economic distribution of resources in the tourism industry. **We have experienced restrictions being introduced one-sidedly and overnight, without working together on a European basis.** The fastest way to stop the pandemic is to support and coordinate mass vaccination programmes, while gradually reopening economies and borders.

Fragmented travel regulations and restrictions like quarantine rules within the EU and globally remain a major barrier for Travelling and Mobility. Instead, increasing and speeding up vaccinations combined with cost-effective rapid testing and intelligent tracing solutions will foster both the protection of health and enable travel within Europe and worldwide to start the economic recovery. **EU-wide and globally compatible EU COVID Certificates**, proof of vaccination or negative test result, are a key tools to reestablish confidence among travellers, freedom of movement and rebuilding connectivity. Such application should be of use to the entire travel and hospitality chain and include specifically trade fairs and business events for a safe and seamless experience. Although European lawmakers have started the conversation on EU COVID Certificates, **negotiations between all competent institutions should be prioritized** in order to enable the industry restart for the summer season and make said certificates available as soon as possible.

The coordinated restart of tourism must be based on the following four pillars:

- Vaccination
- Testing
- Tracking
- Safety & Hygiene

We demand:

- A European steering group to coordinate Europe-wide efforts to contain COVID-19 and its variants, similar to what has been put in place on a national level, and to manage the recovery of the sector at EU level.
- Rapidly develop and implement the EU COVID Certificate systems and reopen, if infections levels allow it, to international tourism.
- The adoption of **a common EU approach to define criteria**, which could trigger the relaxation of travel and tourism restrictions that would boost public confidence through tracking progress (road map).
- The coordination of vaccination and testing programmes to make them fast and efficient.
- A continued discussion on the **Common Digital Passenger Locator Form (PLF)** for all modes of transportation. The harmonisation of PLFs by using the web application made available for an **EU digital Passenger Locator Form (dPLF)**.

[EU digital Passenger Locator Form \(dPLF\)](#).

- The suspension of blanket quarantine measures and travel restrictions, while instead ensuring **reliable, free and efficient testing to replace quarantine** requirements and other restrictions to the free movement of people.
- The promotion, through scientific analysis based on data, of the possible **use of antigen tests in replacement of PCR tests** for a safe resumption of travel.
- Travel restrictions for individual **travel with autonomous forms of transport** and accommodation or forms of accommodation with hygienic protocols and safety measures in place should be lifted, recognising that they represent a form of travel with particularly low rates of contact and thus a very low risk of transmission.
- **Travel restrictions for short business trips should be limited**, recognising that they represent a lower risk of transmission.
- **Offer stability** by avoiding continuously changing travel restrictions.
- In case there are any changes, **information about restrictions and accompanying requirements** should be announced in a clear, comprehensive and timely way (at least 5 days in advance) for travelling purposes.
- Devise **an EU protocol** based on lessons from the current pandemic with a long-term view, intended to avoid the interruption of travel in the eventuality of other similar diseases or threats in the future.

- **Continue to support the industry financially both at EU and national level** to weather the extended business dry-spell and decrease in demand. Financial support must be extended for the time necessary for tourism businesses to recover from the pandemic, including a continued relaxation of State Aid rules.
- The introduction of an **EU Hygiene Certification Seal**, certifying minimum COVID-19 virus prevention and control standards to help restore consumer trust in tourism and travel, as requested by the European Parliament.

[Rebuilding tourism for the future: COVID-19 policy responses and recovery \(oecd.org\)](#)

[European-Tourism-Manifesto-alliance-Travel-and-Tourism-Exit-Strategy.pdf](#)

[Europe's travel & tourism sector calls on EU governments to chart restart plan in time for summer – European Tourism Manifesto](#)

[EEIA Position Paper - Digital certificate and coordinated travel approach - 26.02.2021.pdf \(exhibition-alliance.eu\)](#)

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Fundamentals of Tourism, Travel and Mobility

Introduction

One year after the start of the pandemic, almost all forms of travel and tourism have been suspended at least in some capacity. We are now, however, equipped with the necessary tools to start gradually loosening lockdown restrictions and improving the situation.

With the start of vaccination campaigns across Europe, all citizens, beginning with the most vulnerable categories, will be protected.

As testing becomes increasingly performant and widespread enough to be deployed on a large scale for travel purposes, the hard-hit tourism sector can begin its recovery. Once travelling has been made safe by vaccinations and testing, infection will be warded off at the destination, thanks to rigorous health and safety protocols implemented by touristic enterprises to welcome guests.

Harmonising EU Travel Regulations and Traffic Lights System

The European Commission regards the right of European citizens to move and reside freely within the European Union as **“one of the most cherished achievements of the European Union, as well as an important driver of its economy”**. In order to uphold this right and safeguard the health of citizens, “a well-coordinated, predictable and transparent approach to the adoption of restrictions on freedom of movement” is necessary to prevent the spread of the virus.

Common criteria and minimum requirements should be established across Europe regarding travel, both essential and non-essential, and communicated to citizens in a way that is clear and understandable.

The traffic light system represents an intuitive way to visualize the gathered data and make it understandable for citizens, which will in turn prompt smart and informed decision-making when planning their movements and future travel. Governments must continue sharing the most specific and precise data possible with the ECDC, allowing for a more specific colour coded map, which must also include islands. A European steering group should monitor and coordinate national initiatives to streamline mechanisms across the EU.

[A common approach to travel measures in the EU | European Commission \(europa.eu\)](#)

[Harmonising EU travel regulations](#)

[URGENT COORDINATION NEEDED TO ENSURE TRAVEL AND TOURISM DRIVE RECOVERY](#)

Tests and Vaccine Strategy

The primary pillars that underpin the EU Vaccine strategy are securing sufficient production of vaccine in the EU and its Member States and adapting the existing regulatory framework to the current urgency and making use of existing regulatory flexibility to accelerate both development and availability of vaccines. Efficiency and solidarity are the keywords in the strategy.

Within this framework, Member States should cooperate to give their citizens certainty about the current development of the strategy, while **fostering the population's trust in the vaccine and its safety through ad-hoc campaigns**. Again, it is of utmost importance that efforts are coordinated to facilitate the smooth rollout of tests and vaccination efforts.

Uncoordinated national attempts lead to strain on the supply chain and weaken the negotiating power of the European Commission.

[eHealth Network: Guidelines on proof of vaccination for medical purposes – basic interoperability elements](#)

[EU Strategy for COVID-19 vaccines](#)

[IATA - Travel Pass Initiative](#)

[2019-2022_roadmap_en.pdf \(europa.eu\)](#)

[EU: vaccine passports are a way to promote travel in 2021 \(etiasvisa.com\)](#)

Digitalization

From mechanical disinfection of hubs, to supercomputers and AI, to predictive models able to detect patterns in the virus spread, to traveller flow management, digitalization stands to solve current challenges, improve resiliency and speed up recovery in the long run. By investing in digitalization, the mobility industry can transform, evolve and become more resilient against future challenges. As a starting point, **conceptualizing Mobility as a Service (MaaS) platforms** will turn multimodal travels into seamless experiences and diminish the time spent on planning, ticket acquisition and modification in case of accidents and changes.

The EU's regulatory framework must enable the establishment, rapid scale-up and growth of European technology champions, including in areas that help the sustainable recovery of the travel and tourism sector. For too long, the EU has left technology innovation and growth to other regions of the world, notably the United States, China and South East Asia, with regions such as the Middle East following suit. Challenges that must be overcome sooner rather than later include:

- Lasting fragmentation of the (Digital) Single Market;
- Prevalence of economic nationalism and mercantilism;
- Treatment of technology innovators as service providers rather than scalable businesses, for instance by forcing them into public tender procedures and publicly-funded consortia rather than creating the right framework conditions and letting them scale up in a large single market without boundaries;

[Digital technologies - actions in response to coronavirus pandemic: Data, artificial intelligence and supercomputers](#)

[COVID-19: Digital interaction and integrated mobility as a response to current crisis](#)

[COVID-19: travel's black swan could help us rebuild a better industry | Amadeus](#)

[EEIA Position Paper - Digital certificate and coordinated travel approach - 26.02.2021.pdf \(exhibition-alliance.eu\)](#)

EU Covid Certificates

For the rapid resumption of travel, the EU needs to bring to implement and roll out EU COVID-19 Certificates as soon as possible in all Member States. The creation of a common EU certificate, proving either a successful vaccination or a negative test result, will boost travellers and governments confidence. By doing so, existing problems such as harmonizing testing requirements closing the information gap, and avoiding fraud and forgery of tests results can be overcome. **It is paramount that coordination is ensured among a network of governments, airlines, laboratories, and individual travellers to validate the use of certificates.** The EU needs to promote a unilateral acceptance by Member States of the certificates so for travellers in their possession not to face restrictions upon arrival. In the interest of reopening to international tourism, following a successful deployment of the COVID-19 certificates in the EU, the Commission must explore options to scale up the system to include Countries with successful vaccination campaigns and less risky epidemiological statuses.

[COVID-19: Digital green certificates | European Commission \(europa.eu\)](#)

[IATA - Travel Pass Initiative](#)

[2019-2022_roadmap_en.pdf \(europa.eu\)](#)



Circle of Mobility of Tourism and Business Travelling

Airports

The COVID-19 pandemic has hurt the aviation industry more than any other sector. The only way to recover is by restoring public confidence in the safety of flying. With ever-changing requirements of health measures over time and over different Member States, passengers struggle to keep track of the requirements. Information differs from source to source and evaluating its legitimacy and trustworthiness is not always a straightforward task.

As connecting hubs between different destinations, airports play a central role in advancing mobility. Unfortunately, as a result of the difficult communication of current health measures in either departing or arriving, passengers often arrive at airports with limited to no information. This may lead to frustration and bad passenger experiences when dealing with airport authorities, resulting in operational friction for all parties involved.

An example of a practical tool to support airports in their gradual reopening is the **ACI Airport Health Accreditation (AHA)**, which “provides airports with an assessment of how aligned their health measures are with the ACI Aviation Business Restart and Recovery Guidelines and the ICAO Council Aviation Restart Task Force recommendations” together with industry best practices.

Among the benefits, it allows airports to demonstrate to all stakeholders their commitment to health and safety in a measurable, established manner, as well as reassuring the public and building trust in the facilities. As a result, adherence to these standards promotes best practices and their implementation, while aligning efforts across the industry and globally.

[ACI Airport Health Accreditation Programme - ACI World](#)

[ACI Airport Health Measures Portal Background \(acris.aero\)](#)

[ACI Airport Health Measures Portal User Guide V.1 User Guide \(acris.aero\)](#)

[Leveraging tech at airports to restore passenger confidence | Amadeus](#)

Aviation

As one of the sectors hit the hardest by the pandemic, the aviation industry has launched many initiatives to ensure the mobility of people and goods across the EU. Despite the measure taken being more robust than in any other form of public transport, the trust of the public in the sector needs to be rebuilt to ensure the growth of demand in the upcoming months. For example, globally, the ICAO Council Aviation Task Force created a practical guide for government and industry operators. In Europe, EASA and the ECDC created a joint Aviation Health Safety Protocol (AHSP) as science-driven guidelines to protect air travellers and aviation personnel at every stage of the entire passenger journey. Similarly, the upcoming **Implementation Package (iPack)** would also help Civil Aviation Authorities (CAAs), Public Health Authorities, other national authorities, as well as operators of Public Health Corridors to implement the guidance material established in accordance with the ICAO Council Aviation Recovery Task Force (CART).

Guidance for Air Travel Through the COVID-19 Public Health Crisis

The main focus for the aviation industry is to reduce public health risk to both passengers and aviation workers by enforcing mitigation measures against infections, while at the same time rebuilding trust in the public about essential and non-essential air travel. This would enable to accelerate demand growth and start the recovery of the sector. Together with the emergence of variants of the virus, the second wave of the pandemic meant again reinforced border measures, which resulted in significant differences in quarantine and testing requirements across Europe. Because of this, airlines continue to struggle to maintain even a minimum level of regional and domestic connectivity (EUROCONTROL, March 2021); this could lead in the **medium to long-term to competitive issues, and also to a decrease in connectivity with some routes closing**. The current patchwork of restrictions across Europe is causing confusion among Europe's travel and tourism industries, its workers and passengers. As a first, coordinated step of a risk-based and data-driven approach, **The EU Digital COVID Certificate can facilitate free movement across the EU but, to do so, must be in effective use across the EU in time for the peak summer months**; with vaccination certificates, in particular, enabling the elimination of all travel restrictions.

[COVID-19 Recovery | ERA \(eraa.org\)](#)

[EASA publishes updated Easy Access Rules for Continuing Airworthiness | EASA \(europa.eu\)](#)

[Guidelines for COVID-19 testing and quarantine of air travellers \(europa.eu\)](#)

[EASA Guidance on aircraft cleaning and disinfection-issue 2.pdf \(europa.eu\)](#)

[Coronavirus \(COVID-19\) References \(icao.int\)](#)

[Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation - CAPSCA \(icao.int\)](#)

[ICAO ake-off: Guidance for Air Travel through the COVID-19 Public Health Crisis](#)

[Establishing a Public Health Corridor \(Coming Soon\) \(icao.int\)](#)

Railways and Stations

In rail transport, which is also suffering massively from the pandemic, it is of eminent importance to find out and coordinate the applicable regulations in the various countries. In the meantime, country-specific regulations aim to bring passengers safely and in good health to the destination of their journey and to fully restore confidence in the means of transport «rail».

Unfortunately, due to the inconsistent measures, the border closures, the border controls and the suspension of some railway lines or thinning out of the frequency, travelling as we are used to is not possible at the moment. The railway operators currently have to take up and implement the respective regulations. This ranges from wearing masks (FFP2 masks), to social distancing, to quick tests (negative test results), to taking the temperature on the train, which is required by some countries (e.g. Italy). In addition to caring for the safety of passengers, the staff's health and wellbeing should also be protected. Protective measures are taken and compliance with them is monitored.

In addition to the journey on the train itself, railway stations workers and all employees present on site must also be secured and controlled. Uncontrolled access to railway stations must not be allowed during the pandemic for security reasons. In contrast to the airlines, the railways are still in a relatively good starting position, which must be secured and used in the future. Many connections within the countries as well as within Europe have been temporarily suspended or limited. **For the continuation or resumption of operations, there are recommendations from ERA** (see Platform) and, of course, also concepts from the railway operators regarding hygiene, seating arrangements, etc.

Here, too, the four-step approach applies for unhindered and safe rail travel:

- Vaccination
- Testing
- Tracking
- Safety and Hygiene measures

In order to be able to apply the measures for a longer period of time, they must be clearly and transparently formulated and also communicated. Otherwise, they will not be adhered to.

To quickly return to normality, we call for **a binding, Europe-wide procedure for rail transport and a supranational information campaign supporting this project**. For the preparation of this, all European railway operators, public and private, should be involved, as well as the bodies responsible in the respective countries (ministries of transport, ministries of tourism, etc.) for the railways and public health. National tour operators should also serve as amplifiers and transmitters of this campaign with the regulations in force. With the development of its platform, ERA has already taken a first step towards coordinating all measures necessary for European passenger transport (also e.g. train to flight) and monitoring implementation and compliance.)

[COVID-19 Information Platform | ERA \(europa.eu\)](#)

[Covid-19 Rail Protocol_final editing_integrated \(europa.eu\)](#)

[Infographic: COVID-19 and railway services \(europa.eu\)](#)

[EU_HEALTHY_GATEWAYS_COVID-19_Rail_Preliminary_4_3_V1_F.pdf](#)

[COVID-19 news | CER:Home](#)

[COVID-19 | UIC - International union of railways](#)

[Measures for a sustainable rail market in view of the Covid-19 pandemic | Legislative train schedule |](#)

[COVID-19 \(coronavirus\) update | Interrail.eu](#)

Public Transport and Transit

Due to its infectious nature, COVID-19 has caused people to prefer private transport methods over public transport. Additionally, the sector experienced financial pressure due to low passenger numbers, high running costs, its dependency on public subsidies and changing mobility needs of the general population. At the same time, COVID-19 created opportunities for development in the sector, specifically in the field of digitalisation for cashless and contactless payments, automated passenger control, active occupancy management, flexible scheduling in terms of routes and frequency, and workforce upskilling.

To properly respond to the pandemic and the population's changing needs, the public transport sector should become increasingly transparent, so that passengers can avoid peak times, choose alternative routes and purchase tickets and abonnements online. To answer these needs, public authorities can increase transport capacity by increasing fleet numbers, limiting ridership to selected category of users (ie. Vulnerable people), shift demand away from peak times and support passengers in making smart choices that alleviate crowding. Similarly, the exceptional potential of digitalization can aid in the transition while coping successfully with changes in demand. In fact, thanks to data sources and digital platforms, planning can be made easier and mobility more seamless.

All these measures should be implemented alongside the promotion of active mobility modes such as:

- walking
- cycling,
- bike-sharing
- e-vehicles

for both sustainability and health reasons.

[New EMTA Brief : COVID-19 exit strategies for public transport \(...\) - EMTA - European Metropolitan Transport Authorities](#)

[Making Public Transport safe in times of COVID-19 | Interreg Europe](#)

[Restoring public transit in Europe amid COVID-19 | McKinsey](#)

[Useful resources on Covid-19 and mobility - POLIS Network](#)

Taxi, Car, Rental Car, Car Sharing

During COVID-19 times, taxi, car rentals, car sharing and ride-hailing offer alternatives to public transport, especially if overcrowded and/or in peak times, while also **creating flexible employment opportunities for those who may have been laid off**. In ensuring the health and safety of workers and passengers, the main focus points are: limiting contact, disinfecting the vehicles, using the use of protective equipment (i.e. face masks, shields between passengers and drivers...) and respecting hygiene measures such as frequent hand sanitizing. Furthermore, promoting accountability with face-mask recognition services and pointed feedback specifically referring to the respect of these measures are additional tools to achieve these goals. **Common standards over different modes of standards** could be created at European level to give legal certainty to operators and service providers, while at the same time reassuring passengers all over Europe that their health and safety remains the top priority.

As restrictions to contain the spread of COVID-19 continue to be enforced, Member States should continue to follow the European Commission's guidelines on the restoration of transport, treating equivalent services with equivalent measures. Shared mobility providers need to maintain high safety standards in close partnership with public authorities, to protect drivers, passengers and the communities they serve.

In the meantime, **shared mobility can bridge gaps created by reduced public transport, and provide safe and sustainable transportation for those who need to move.** From the onset of the pandemic, shared mobility providers rethought their service to help move essential workers and first responders, and are now a key part of vaccination rollout.

Moving forward, we have a unique opportunity to draw lessons from the pandemic and make urban transport safer, greener and more resilient. To build back better, we need to bring together cities, mobility providers and users to create a new enabling framework for urban mobility in line with Europe's digital and green transitions.

[Your Second First Trip](#)

[Guidelines & Protocols regarding Coronavirus \(COVID-19\) | Eurohire Car Hire Zante \(Zakynthos\)](#)

[Welsh Government: Taxi and private hire vehicle guidance](#)

[Safety | Uber](#)

[What Rideshare, Taxi, Limo, and other Passenger Drivers-for-Hire Need to Know about COVID-19 | CDC](#)

[Coronavirus – Regelungen für die Personenbeförderung \(Taxi, Mietwagen, Autoverleih\) - WKO.at](#)

Cruise Ships and Ports

The establishment of minimum measures for all stakeholders involved in a cruise ship (namely the company managing the ship, the crew, the ports and terminals as well as Flag States and Port States) would mainstream safe operations. Cooperation among these parties is necessary to ensure safety and health during every step of the way for both EU/EEA flagged ships and ships calling at an EU/EEA port regardless of their Flag states.

CLIA has developed a member policy that must be followed by all its members on all their ships which goes beyond the Guidance and ensures a safe restart of cruising, already more than 350,000 passengers have cruised and less than 50 cases of COVID have been diagnosed and treated accordingly. The CLIA protocols show that cruising is safe and that COVID can be managed effectively.

Between Shipboard Operations, Port Authorities and Safety Measures

The focus of shipboard operations is on: information and communication, physical distancing, hand hygiene, health screening, use of personal protective equipment, cleaning and disinfection, dealing with persons going ashore and re-embarking, giving particular spaces special attention (i.e. galley), emergency procedures, waste management, heating, ventilation and air conditioning systems and handling of visitors.

Alongside this, developing a COVID-19 Port Management Plan is paramount to improve cooperation between port authorities and to manage passenger terminal arrangements, ship reception, minimum requirements and possible COVID-19 infections.

[COVID-19: EU guidance for cruise ship operations \(europa.eu\)](#)

[EU shipping and ports facing coronavirus \(europa.eu\)](#)

[Covid-19 Restrictions on Cruising](#)

[Cruise Industry COVID-19 Facts and Resources | CLIA UK \(cruising.org\)](#)



Leisure Industry and Business Tourism

Accommodation and Hospitality

The labour-intensive accommodation and food services subsectors of the tourism industry have been decimated by the measures adopted to contain the COVID-19 pandemic. With the prospective reopening of the sector, the implementation of hygienic standards and requirements grows increasingly important to give the industry a fighting chance to fully recover from the past year.

Practical and participatory tools such as the **COVID-19 and Accommodation and Food Service Activities Prevention and Control Checklist** created by the International Labour Organization can help implement and continuously improve practical action to prevent and mitigate the spread of COVID-19 in the hospitality sector. Spanning from hygiene and cleaning to physical distancing, to worker health surveillance, self-monitoring and contact tracing, to specific recommendations for different staff workers, the successful implementation of the tool is dependent on active cooperation among all parties.

A further comprehensive checklist of measures to adopt in every situation was also published by the WHO.

A variety of accommodation options offer the possibility of self-sufficient use with self-catering. The applicable contact restrictions can be observed at all times, and the risk of infection is at the same level as at home. These include, for example, vacation apartments, vacation homes and vacation rooms. Camping and mobile home sites can also be used self-sufficiently with one's own caravan, motor home or in permanent rental accommodation if one has one's own living, cooking, sanitary and sleeping facilities. This also applies to houseboats.

- For hotel establishments and shared accommodation (hostels, youth hostels, cabins) specific regulations apply to common areas such as reception and breakfast rooms.
- Extensive protection and hygiene plans are already in place for this in the establishments, which have already been successfully implemented in summer 2020 and are being continuously updated in line with the current COVID-19 protection regulations.
- In accommodation establishments, possible chains of infection (contact tracing) can be easily identified, because guests are required to fill out a registration form.
- Further contact data can be obtained from tourist booking and reservation systems.

[Coronavirus disease \(COVID-19\): Staying at hotels and accommodation establishments \(who.int\)](#)

[COVID-19 and accommodation and food service activities: Prevention and control checklist \(ilo.org\)](#)

[COVID-19 Temporary Reasonable Accommodation Process | University of New Hampshire \(unh.edu\)](#)

[Special Edition: EU hospitality sector seeks support to open, not remain closed – EURACTIV.com](#)

[Working together for a quick, safe & sustainable recovery of Europe's hospitality sector](#)

[COVID-19: EU Guidance for the progressive resumption of tourism services and for health protocols in hospitality establishments communication_tourismservices_healthprotocols.pdf \(europa.eu\)](#)

Fairs, Exhibition and Events

Prior to the pandemic, Europe hosted most of the leading international trade fairs. This is why COVID-19 has hit the exhibition industry particularly hard, industry revenues for 2020 dropped by 68%, compared to 2019. The business event industry is still suffering greatly and, with it, the rich business relations that underpin the EU Internal Single Market and facilitate the exchange of ideas, knowledge transfers and innovations. To kickstart the recovery of the European economy as a whole, it is important **to stimulate networking and business relations** especially B2B and B2C relations.

As lead time is at least 4-6 months **in the exhibition business, a clear perspective for reopening is needed.** Companies in Europe miss and need their physical platforms for marketing and business, as the latest surveys show, e.g. by DIHK. Exhibitions and the entire travel and hospitality ecosystem must be included in the national plans for the Recovery and Resilience Facility. Furthermore, incentives for companies to attend exhibitions (exhibitors as well as buyers) would help boost the economic recovery and activate the digital and green transition. **Trade fairs are an integral part of the economic recovery.**

Exhibitions have approved health and safety protocols in place to minimise every risk. They serve professional attendees in large spaces with careful crowd management. B2B and B2C events are not mass gatherings like fun fairs or festivals. Exhibition venues have supported the communities from the start of the crisis by hosting COVID-19 field hospitals, supporting with logistics, hosting test centres, now vaccination centres, proving their professional capabilities and safe operations every day.

Moreover, since exhibitions often have a cross-border nature, reopening and travel conditions across Member States should be harmonized to provide certainty and enable the reopening and recovery of the industry. Travel needs to resume safely as quickly as possible. Business travel for attending exhibitions and trade fairs should be classified by **all Members States as essential travel** for intra-EU and incoming travel as recommended by the Commission. Digital vaccination and test certificates will facilitate smooth and contactless journeys and access, while not being a requirement for attending exhibitions and events. The EP and Council should approve the necessary legislation so a globally compatible solution may be implemented swiftly.

<https://www.exhibition-alliance.eu/media/press-releases>

<https://www.exhibition-alliance.eu/news>

<https://www.ifema.es/en/press-room/return-to-activity-2021>

<https://emeca.eu/sars-cov-2>

<https://www.ufi.org/industry-resources/coronavirus/>

<https://www.themeetingsindustry.org/industry-resources/novel-coronavirus/#addressing>

[EMECA_Safe_and_healthy_exhibition_venues_18.05.2020_FINAL.pdf](#)

Local Tourists Offers

Leisure

- Outdoor activities: Travelers adapt their leisure behavior to current conditions and look for activities with low risk exposure. The demand for activities that take place outdoors with sufficient distance (e.g., hiking, biking, water sports) will grow. They represent a particularly safe form of tourism.
- Cultural and recreational facilities have ticketing systems and appropriately trained staff so that access and visitor direction can be managed. Here as well, access control is already done electronically in many cases, so that further data for contact tracing can be collected and, if necessary, used for COVID-19 warning- and tracing apps on a voluntary basis.
- The mandatory wearing of masks in cultural and leisure facilities as well as on guided tours for guests further increases security.

Spas and resorts

With their immune-boosting, health-promoting medical-therapeutic services, spas and resorts make an important contribution to health, exercise and recreation. By elaborate hygiene and protection concepts, a limitation of the number of visitors and the restriction of offers (e.g. renouncement of steam bath, sauna infusion or similar) the safety of the visit can be guaranteed.

Control and Information

- Destination management organizations at the local, regional and national level have an important function in managing the relaunch of tourism activities in their region. Their tasks include, for example, the management of visitor flows and the coordination and information of all stakeholders involved (guests, suppliers, residents, politics and administration).
- Destination management organizations have developed innovative digital systems to optimize visitor management and to reduce visitor flows. Such systems will be used in other travel areas, especially because of their high adaptability. It should be examined to what extent anonymized data from COVID-19 warning apps can be voluntarily released for use in such systems in order to record visitor numbers at tourist hotspots and to facilitate visitor guidance (only recording visitor numbers, not passing on health data).
- Tourist information and similar facilities play a central role in the gradual opening of tourism services, as they provide an up-to-date overview of available services for guests. If the number of visitors to tourist hotspots is too high they can direct guests to alternative offers in a targeted manner. In addition, digital information services such as apps or information pillars can also be used.

[Touristinformationen: » DTV-Orientierungshilfe zur Wiedereröffnung der Touristinformationen in Corona-Zeiten](#)

[Gästeführungen: » BVGD-Leitfaden für die Wiederaufnahme von Gästeführungen](#)
[Wanderdestinationen: » Corona-Wegweiser des Deutschen Wanderverbandes](#)

[Raddestination: Verhaltens- und Schutzempfehlungen » für Teilnehmer geführter Radtouren, » für Radausflüge & -reise und » für DMOs und Routenbetreiber](#)

[Freizeitparks: » Handlungsleitlinien für die Wiedereröffnung von Freizeitparks des VDFU](#)

[Freizeitbäder und Thermen: » Zwei-Stufen-Plan der European Waterpark Association e.V. zur](#)

[Wiederinbetriebnahme von Freizeitbädern und Thermen](#)

Imprint

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