

Queensland Tourism and Accommodation Industry COVID Safe Plan

Queensland's Roadmap

- Queenslanders can now undertake unlimited travel including overnight stays throughout the state.
- [Queensland's Roadmap to Easing Restrictions](#) outlines which businesses can operate at which stage, and what customer limits apply on premises.

COVID Safe Plans

- All businesses need to plan for COVID safety in order to operate now that restrictions are easing.
- **All businesses must:**
 1. **have a current Work Health and Safety Plan** that has COVID Safe strategies in place. This plan does not need to be submitted for approval and should be made available if requested.
 2. **heed the social distancing requirements** of one person per four square metres (to a maximum of 20 people, including staff) and enable distancing of 1.5m between people.
 3. **collect contact information** for all customers, guests and staff for contact tracing purposes, including name, address and mobile phone number for a period of at least 56 days (see [Fact Sheet](#) on collecting and storing customer information during COVID-19).
 4. **increase cleaning and hygiene practices**, especially on high touch areas such as screens, counter-tops and serving areas, handrails, elevator panels, door handles and trolleys, seats.
- **Businesses who wish to operate beyond the baseline restrictions must comply with the approved Industry Plan and develop a COVID Safe Business Plan** – a template is available within the [Queensland Tourism and Accommodation Industry COVID Safe Plan](#).
- The approved Queensland Tourism and Accommodation Industry COVID Safe Plan industry plan is for the tourism and accommodation sector which includes but is not limited to:
 - tourism experiences, tours, trips, boat trips, charter boats, hot air balloons, scenic flights, bicycle tours, gondolas and bus tours.
 - hotels, motels, caravan and camping parks, hostels, backpackers, charter boats, bed and breakfasts and all short stay accommodation including Airbnb.
- There are a number of additional approved industry plans that may also apply to tourism and accommodation businesses. If your tourism or accommodation business contains a restaurant, pub, winery, beauty salon or beauty services, swimming pool or gaming facilities you will need to visit the [Approved Industry COVID Safe Plans](#) website and ensure you are compliant with all relevant industry plans for all areas or activities of your business. High-risk activities such as dining and beauty therapies must have a COVID Safe checklist in place, or be compliant with the relevant Industry Plan.

Points to note in the approved Industry Plan for tourism and accommodation

- Social distancing and capacity under the Queensland Tourism and Accommodation Industry COVID Safe Plan:
 - The unique circumstances for tours and transport services means that it may not be practical to maintain the one person per four square metre rule. While tourism operators will have to reduce capacity to comply with the 1.5 metre social distancing, as per the listed approved options and based on the principles outlined in the Industry Plan, the one person per four square metre rule does not need to apply if compliant with the Industry Plan.

- There is no upper limit on the number of patrons that a business can have if they are following the Queensland Tourism and Accommodation Industry COVID Safe Plan.
- To comply with the Industry Plan, you must complete a COVID Safe Plan (there is a template within the plan). There is no need to submit your plan for approval by Queensland Health.
- The **Queensland Tourism and Accommodation Industry COVID Safe Plan** has been developed by The Queensland Tourism Industry Council (QTIC) in collaboration with the Queensland Government, specifically for tourism and accommodation businesses located in Queensland.

Specific circumstances

- Large and unique sites need to develop a [Site Specific COVID Safe Plan](#) and submit it to Queensland Health for approval.
- Theme parks, outdoor amusement parks, tourism experiences and arcades must have a plan to manage entry and exit to ensure social distancing and person density rules are applied.
- Businesses that transport seasonal workers must create a COVID safe plan and a [health management plan](#).
- Hostels, bed and breakfasts, backpackers, boarding houses, caravan and camping parks must have a [health management plan](#) in place for shared facilities (such as bathrooms) unless the facility operates solely for permanent residents.
- Short term rentals and short term accommodation, including serviced apartments, holiday rentals and hosting accommodation provided through online booking platforms, must have a [health management plan](#) in place if they offer shared bathroom or kitchen facilities to persons staying at the facility.

Website: <https://www.covid19.qld.gov.au/>
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