

Travel Industry Guidelines for Inbound Group Travel

FAQs

111.10.07

Question/Answer	
1	<p>Q: Are rapid antigen tests required every day during the self-health maintenance period?</p> <p>A: According to the self-health management guidelines, negative rapid antigen tests are required before a person can go outside, with testing to be done on the day of entry and then every two days after that. For example, if the traveler arrives on October 13, a screen is required that day and then on October 15, then October 17, and so on. The regulations for self-health management require self-testing by local residents as well as overseas tourists. If a tourist has a positive rapid antigen test, the tour guide should assist the person in reporting this to the appropriate authorities.</p>
2	<p>Q: Are travelers required to purchase travel or overseas medical insurance (or any other types of insurance) before joining a tour?</p> <p>A: No, travelers are not required to have any specific type of insurance before joining a tour. However, having overseas medical insurance is highly recommended. Tour operators should clearly inform potential travelers before departure about Taiwan's current epidemic prevention regulations, the importance of having medical insurance, the potential expenses if the tourist contracts COVID while visiting Taiwan, the requirement that travelers must self-pay all related expenses if they contract COVID in Taiwan, and the importance of cooperating with Taiwan's epidemic prevention regulations. Again, as not being insured may cause a financial burden on passengers, it is strongly recommended that passengers arrange for appropriate insurance before traveling to Taiwan.</p>
3	<p>Q: How can I avoid having a tourist on a tour who is unwilling to abide by Taiwan's epidemic prevention measures after entering the country?</p> <p>A: Please work closely with the tour operator to clearly inform potential travelers about Taiwan's domestic pandemic-related regulations. Make sure tourists understand and agree to abide by these regulations before signing up to join a tour. (Please refer to the attachment.)</p>
4	<p>Q: What are the requirements for travel industry operators?</p> <p>A: Consolidated and Class-A travel agencies must abide by the "Travel Industry Guidelines for Inbound Group Travel" and other relevant epidemic prevention measures and regulations. In addition, relevant employees and tour guides must receive appropriate epidemic prevention training.</p>
5	<p>Q: Can I arrange group meals for travelers?</p>

	<p>A: Group meals may be arranged, but the tourists may not share a table with local residents. Masks must be worn when a person leaves their seat during the meal and once the meal is completed.</p>
6	<p>Q: Do I need to abide by the “1 person 1 room” regulation when arranging accommodations?</p> <p>A: Inbound group passengers are exempted from the “1 person 1 room” rule during the period of self-health management. More than one person may stay in one room.</p>
7	<p>Q: What should be done is a tour guide tests positive for COVID during a tour?</p> <p>A: In this event, tour guides should immediately subject themselves to home care and receive medical treatment in accordance with the regulations of the Taiwan Centers for Disease Control (CDC). Travel agencies should immediately replace such guides with guides that meet all relevant requirements. Passengers should monitor any possible changes in their own health. Any person who shows possible symptoms should be assisted in taking a rapid screening test.</p>
8	<p>Q: What if a passenger tests positive?</p> <p>A: Please confirm within which city/county the tour is located. The travel agency should assign a qualified person to assist the passenger, find a suitable place nearby, and immediately notify the local health authority. (Please wear a medical mask if going to a doctor; taking public transportation is forbidden.) Follow all instructions of the local government health bureau and arrange for a stay at a centralized quarantine center or an enhanced epidemic prevention hotel.</p>
9	<p>Q: Who pays for Covid-related quarantine and treatment expenses if a traveler is infected?</p> <p>A: If a foreign traveler is diagnosed with COVID while in Taiwan, he or she will undergo intensive epidemic prevention measures in a centralized quarantine facility or qualified hotel in accordance with current regulations. (Through the end of 2022, public funds can be used to pay for an isolation stay at a hotel.)</p>
10	<p>Q: What procedures are to be followed if a foreign tourist is confirmed as having COVID while in Taiwan?</p> <p>A: Please refer to the latest information from the CDC’s Central Epidemic Command Center. https://www.cdc.gov.tw/Category/MPage/fl6Xxp5Dg3N_CgB1GIWZGw (Click below: Medical assistance measures for confirmed cases.)</p>

Remarks: This “FAQs” document will be updated on a rolling basis as actual operations proceed.