

# MESSAGING GUIDANCE FOR BC'S TOURISM INDUSTRY

## COVID-19 RECOVERY PHASE

Mar 29 until further notice



This document includes suggested messaging for tourism industry and FAQs

### THIS IS FOR:

Destination BC, Regional and Community/City Destination Marketing Organisations, Sector Associations, and Tourism Businesses.

### COMMUNICATIONS FOCUS:

Support BC's Provincial Health Orders and Recommendations, and BC's Tourism Industry by:

- Encouraging BC residents to stay local (within their communities) and support local tourism businesses.

### CHANNELS:

Organic Social Media  
Consumer Website

### PRIMARY MARKETS:

British Columbia

### SUGGESTED KEY MESSAGING:

#### Audiences *within* BC

While now is not the time to travel in BC, there's plenty to do safely and responsibly just outside our doors. From parks and attractions to outdoor dining and take-out, let's stay local and support local businesses in our communities, with our household or personal bubble. For information about the latest Provincial Health Orders, see <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>.

#### Audiences *outside* of BC

Like you, we're passionate about British Columbia, but now is not the time to travel. Until further notice, all non-essential travel to and within BC should be avoided. Dream now, explore BC later. For inspiration and future trip planning, visit HelloBC.com.

### RECOMMENDED ACTIONS:

#### All:

- Share this messaging with your teams, networks, and partners.
- Pause paid marketing promoting travel until further notice.
- Use the [Stay Local, Support Local](#) social media graphics.
- Update any "Know Before You Go" content on your website to reflect the latest restrictions.
- Connect your audience with official sources—the most accurate, up-to-date info on current Provincial Health Orders and recommendations can be found on the Government of BC's website: <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>.

#### Businesses:

- Ensure your COVID-19 safety plans required by WorkSafe BC are completed, posted publicly (at the business and on the website, if there is one), and shared proactively.
- Use the new feature in our listings program to add a direct link to your business' COVID-19 Safety Plan on your [HelloBC.com](https://www.hellobc.com) listing, to help more visitors see it.
- Share your plan proactively across channels to help rebuild consumer confidence and demonstrate all of the incredible efforts you've made to keep your guests and staff safe.

# FAQ: PROVINCIAL HEALTH ORDERS AND RECOMMENDATIONS

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### What are the latest Provincial Health Orders relating to the tourism & hospitality sector, effective until April 19 at midnight?

- Restaurants, pubs, bars and food courts are closed for indoor dining, though outdoor patio seating (for immediate households or core bubbles) and take-out or delivery is allowed.
- The Whistler Blackcomb ski resort is closed until April 19 at midnight to address and prevent community spread.
- Travel continues to be limited to essential travel, such as for work or medical reasons only. This means British Columbians are being asked not to travel outside of their health region, and to stay in their community.

### We have booked a ski trip to Whistler, what should we do?

- Due to an increase in community exposures and infections, the PHO is closing Whistler/Blackcomb Resort until April 19.
- Cases have been increasing in the community, including the P1 Brazil variant. Transmission has also occurred between those who have traveled to and from Whistler from other communities across BC.

### What are the current travel restrictions and recommendations, extended by BC's Provincial Health Officer (PHO) on February 5 and reinforced on March 29?

- The latest health recommendations regarding travel apply to the **entire province**. All British Columbians are being asked to avoid non-essential travel until further notice. This includes a temporary pause on inter-provincial and travel throughout BC.
- All British Columbians are being asked to “stay local”, to remain in their own community and not travel outside of their health authority/region.
- Measures will continue to be assessed on an ongoing basis, and the recommendations are in place until further notice.

### Can BC residents go to indoor and outdoor tourism businesses/attractions, within their local community, with their household or bubble?

- While there are to be no indoor social gatherings, people are not restricted from going to local businesses, within their own local community, with their immediate household members or smaller bubble of 1–2 people.
- Businesses can welcome local customers (members of the same household or smaller bubbles of 1–2 people only), from their own community, as long as they have a current COVID-19 safety plan in place.
- All businesses are encouraged to constantly review their COVID-19 safety plans. To learn more about WorkSafe BC's COVID-19 safety plans, check here: <https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

- For businesses with a listing on HelloBC.com, please update your information to add your safety plan to your listing. You can log on to the portal, here: <https://destinationbc.force.com/s/>

### What should tourism partners do to support community-based indoor/outdoor tourism attractions and outdoor activities?

- Tourism businesses can continue to welcome local customers (household members and bubbles of 1–2), from their own community, as long as their approved COVID-19 safety plan is in place and posted publicly.
- Tourism partners can use this messaging guidance to help businesses, available here: <https://www.destinationbc.ca/covid-19/destination-bc-response/messaging-toolkit/>

### What should we tell visitors from across Canada?

- Travel to BC is limited to essential travel only for the time-being.
- People should only travel in and out of BC if absolutely necessary. Essential travel includes regular travel for work, or travel for things like medical appointments. Travel for social or recreational reasons is restricted until further notice.
- BC's Provincial Health Officer has requested that people delay or postpone their trips, such as for leisure or visiting friends and family, until the risk of spreading COVID-19 is reduced in BC. Those who live outside of BC should not visit unless it is urgently required. If they must visit, they must abide with all current health orders and recommendations.

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### How should tourism industry partners alter their marketing efforts?

- Promoting travel around BC, at this time, would be in conflict with the PHO recommendations and is not advised.
- Tourism partners should focus on local residents only, encouraging British Columbians to support local businesses or explore their own community, safely.
- Messaging promoting travel *in the future* should be worded carefully to ensure there is no confusion for the public.
- The Province needs to continue to get the transmission rate down, and this will take a commitment from all of us, including limiting travel *right now*.

### Should businesses refuse bookings/cancel bookings from residents outside of their local community until further notice?

- Each individual business must work to ensure they are following the Provincial Health Orders/ Recommendations and WorkSafeBC guidelines for safe operations.
- If a business has a concern that individuals are not adhering to the orders, they can contact Public Health Inspectors, Bylaw Officers and the Police.
- The PHO expects all businesses to do what they can to help stop the spread of COVID-19.
- Dr. Henry has asked people to reconsider their vacation plans at this time. Health orders and recommendations will continue to be reviewed and revisited as needed.

### What are the current restrictions on events?

- Indoor in-person events and community-based gatherings as defined in the PHO order—Gatherings and Events are suspended, though certain exceptions apply.
- Small outdoor gatherings of up to 10 people are now permitted. Up to 10 people may gather at a park or a beach, or in the backyard of a residence.

### Are masks required in all indoor spaces?

- As outlined in the [mask mandate order](#), masks are required for everyone in many public indoor settings. A face shield is not a substitute for a mask as it has an opening below the mouth.

### Additional info can be found here:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/restrictions>