



**ISSUES OF ENSURING THE SAFETY OF TOURISTS IN THE  
DEVELOPMENT OF TOURISM (ON THE EXAMPLE OF THE  
CORONAVIRUS PANDEMIC)**

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**Abstract**

This article gives information about how human safety plays an important role in the field of tourism and how it can affect on touristic income during the pandemic period. Moreover, maintaining the role of the government to remain the safety tourism in touristic regions.

**Keywords:** pandemic period, touristic income, safe tourism, cooperation, single database.

**Introduction**

A tourist who wants to travel from one country to another, of course, is interested in the political and social situation in this country, gathers information and comes to a definite decision with peace of mind. One of the reasons for the development of tourism in the international arena is the reduction of international conflicts, the decline of armaments, the interest of the peoples of the world in each other, the desire to see, communicate, historical and spiritual culture, the nature of nations. In countries that have adopted international norms of tourism, tourists can move freely, believing in and relying on these norms. At the same time, the increase in tourist flows in a particular country or countries in the development of tourism will also depend on the activities of international organizations in tourism. One of the most important elements of the organization of tourism in each country, as well as internationally, is to ensure the health and safety of tourists. To date, many internationally recognized laws have been enacted to ensure the safety of tourists.

**Methods of Research.** In order to visualize this article it has been used several methods such as statistical method, data collection, data analysis and current news regarding to pandemic period in Uzbekistan. These methods and data help to describe this article completely.

**Mainbody.** Travel Safety Charter recommends that all countries in the world meet the following requirements to ensure the health and safety of tourists, the safety of their belongings, the free movement in the territory of each state:

- ✓  responsibility of states;
- ✓  Cooperation in the development of knowledge and culture of tourists and the creation of mutual understanding, friendly environment in communication with the local population of the host country;
- ✓  development of measures to ensure the safety of tourists and the safety of their belongings in accordance with international law;



- ✓ □ hygiene and health services, creation of all conditions for receiving assistance, prevention of infectious diseases and accidents;
- ✓ □ prevention of any acts of terrorism;
- ✓ □ International tourism legal norms have been developed, such as the development of systems to protect tourists and the local population from sources of illicit drug usage.

The most prestigious of the international conferences, which have developed clear and serious recommendations on security in international tourism and domestic tourism, is the recognition of the WTO's "Hague Declaration on Tourism." It contains the following recommendations :

- ❖ □ Development of safety standards for tourists and their introduction in tourism;
- ❖ □ delivery and dissemination of accurate information to the public ;
- ❖ □ Establishment of institutional centers that study and ensure the safety of tourists, especially in extreme situations;
- ❖ □ Organization and promotion of international, intercontinental cooperation in ensuring the safety of tourists .
- ❖ □ Respect for tourists, protection of their dignity, rights and safety is an integral part of tourism development.

Tourism over 21 % of special tourism police, the police only engaged in tourism activities. In 2017, the concept of ensuring safe tourism was approved in our country on the basis of the resolution "On measures to ensure safe tourism in the cities of Bukhara, Samarkand, Khiva and Shakhrisabz in 2017-2020." In order to implement the decision of tourism to ensure the safety of the improvement of the internal affairs bodies. Currently, there are situation centers in the Interior Ministry of Bukhara, Samarkand, Khorezm and Kashkadarya regions. They are responsible for monitoring the state of safe tourism, informing tourists in real time of potential dangers and helping to protect their rights and legitimate interests. At present, the departments of safe tourism have been established in the police departments of Bukhara, Samarkand, Khorezm and Kashkadarya regions, and the heads of these departments have been appointed. They, in turn, are the deputy heads of the regional police department. The newly established departments employ staff with excellent knowledge of foreign languages.

Now the office:

- ✓ Maintains public order in the areas of tourist demonstration facilities and infrastructure, provides early prevention of crime and fight against crime;
- ✓ Timely informs tourists about potential threats, as well as ensures the implementation of tasks to provide them with prompt assistance in protecting their rights and legitimate interests;
- ✓ Ensures public safety in road, rail and air transport infrastructure;
- ✓ Detects and eliminates illegal activities of individuals and legal entities using tourist routes for criminal purposes;
- ✓ Creates conditions for tourists to spend their time safely, including measures to maintain public order in public catering and recreation areas, as well as in the conduct of cultural and entertainment events.



In turn, the state committee for tourism development deals with:

- ✓ Increase the tourism culture (hospitality ideology) of the population living along the tourist routes and near the tourist facilities and infrastructure;
- ✓ Organization of training courses for employees of hotels and other tourism entities on ensuring the safety of tourists, providing them with first aid, cooperation with law enforcement and other government agencies.

During the current period in the country, it is planned to create a single database of governmental and non-governmental organizations that provide services in the field of tourism to ensure the safety of tourists, the use of transport and relocation, and keep records of incoming tourists. Posters, signs and indicators are being installed at transport infrastructure and service facilities in Bukhara, Samarkand, Khiva and Shakhrisabz. Mobile app tourists in the country to be rules, visa and registration processes, address and directions to the sights of Internal Affairs, as well as close to the body of the base stations and medical facilities, as well as cost. In this mobile application, a tourist can send a message to law enforcement agencies about a difficult situation or apply to the consulate of his country. In the field of accommodation security, hotel accommodation and tourist services, an electronic information system "E-guest" has been introduced, which allows you to create a database of tourists arriving at each hotel. The entrance to the hotels will be under video surveillance day and night.

In addition, a single hardware and software package "Safe Tourism" will be introduced. It is a system of video surveillance, data analysis and automatic processing, reception and registration of reports of violations and incidents. It is also planned to develop and establish requirements for special technical means for individual protection of tourists in the field of security of tourists and official foreign delegations visiting tourist attractions and the organization of evening entertainment programs.

The disaster that is sweeping the globe today is the Coronavirus Pandemic. The huge crisis it caused has also caused great damage to the tourism industry. Given that the essence of tourism is that tourists travel from one region to another, there is almost no country on the planet that has not closed its borders, stopped flights, service facilities do not work, and even it is very difficult to find people who want to relax. Although this situation is temporary, it requires measures to be taken to ensure the safety of the industry in the future. The signing of the decree of President Sh. Mirziyoyev "On urgent measures to support the tourism sector to reduce the negative impact of the Coronavirus Pandemic" is of great importance.

The coronavirus pandemic has had a negative impact on the tourism industry. According to the World Tourism Organization, 2020, on international tours to 89 percent, reduction of 74 million jobs, expected to total \$ 800 billion in losses in the field. Today, due to the situation with the coronavirus, trends are changing in all areas, priorities are being reconsidered, and new approaches are being adopted. Even in the aftermath of a pandemic, people often pay close attention to how reliable a country is in terms of social distance. At the same time entered the list of the safest countries in the world in terms of travel, quarantine period after the completion of soil from social, self-isolation (samoizolyatsiya) to comply with the regime of the CIS and Central Asia in terms of travel can be recognized as the most suitable country for. Recent research by Yandex confirms this. According to a



study of "Yandex" , during the pandemic between countries in the strict observance of the regime of self-isolation leader among the CIS countries, along with Georgia, in the meantime, he noted. Uzbekistan's self-isolation index is more than 4 points. Prior to the pandemic, this figure was 1 , 1 point. According to Yandex, the indicators are distributed as follows:

- 0-2.4 points - a lot of people on the street; ·
- 2.5-3.9 points - a lot of people on the street; ·
- 4-5 points - almost no one on the street.

## Conclusion

In order to resume tourism activities, first of all, there must be a clear answer to the questions of how hotels work, how tourists are received at the airport, how their movement within the country is organized. The guidelines set are simple, but should be sufficient to prevent disease. For example, if a single case is identified, it is necessary to develop a system that does not require quarantining the entire hotel. In addition, negotiations with Ecolab (USA), Diversey (Turkey), Saraya (Japan) and other major sanitary ware suppliers, developers of facility safety protocols and various levels of criteria are yielding good results.

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## Internet resources

- 1) [www.UNWTO.org](http://www.UNWTO.org) -official website of BTT
- 2) [www.mfer.uz](http://www.mfer.uz) – official website of the Ministry of Foreign Economic Relations, Investment and trade of the Republic of Uzbekistan
- 3) [www.uza.uz](http://www.uza.uz) – official website of the national news agency of Uzbekistan
- 4) [www.cer.uz](http://www.cer.uz) – official website of the Center for Economic Research
- 5) [www.uzreport.com](http://www.uzreport.com) – business information portal
- 6) [www.ziyonet.uz](http://www.ziyonet.uz) – National Library portal