

Thailand situation update on 23 February 2020

1. International Situation

On **31 December 2019**, there were 27 patients confirmed with pneumonia caused by the **novel coronavirus 2019** in the People's Republic of China. On **23 February 2020**, there were a total of 78,880 confirmed cases of the **disease referred to as COVID-19** around the world in 31 countries, two Special Administrative Regions of the People's Republic of China and on the Diamond Princess cruise ship. The details are shown in Table 1.

Table 1: International Cases Confirmed for Infection by coronavirus disease starting in 2019 (COVID-19) on 23 February 2020

No.	Country/Administrative Region	Confirmed cases	Additional Confirmed cases	Patients in critical condition	Deaths
1	The People's Republic of China	76,940	649	11,477	2,443
2	Diamond Princess	634	-	27	2
3	South Korea	602	169	9	5
4	Japan	138	28	6	1
5	Italy	117	84	18	2
6	Singapore	89	3	5	-
7	Hong Kong	70	1	6	2
8	Iran	43	15	-	8
9	Thailand	35	-	2	-
10	The United States	35	-	-	-
11	Taiwan, China	28	2	1	1
12	Australia	22	1	-	-
13	Malaysia	22	-	-	-
14	Germany	16	-	-	-
15	Vietnam	16	-	-	-

The Coronavirus Disease 2019 Situation

by Emergency Operation Center, Department of Disease Control

No.	Country/Administrative Region	Confirmed cases	Additional Confirmed cases	Patients in critical condition	Deaths
16	The United Arab Emirates	13	2	2	-
17	France	12	-	-	1
18	The Macao Special Administrative Region of the People's Republic of China	10	-	-	-
19	Canada	9	-	-	-
20	The United Kingdom	9	-	-	-
21	Philippines	3	-	-	1
22	India	3	-	-	-
23	Russia	2	-	-	-
24	Spain	2	-	-	-
25	Belgium	1	-	-	-
26	Cambodia	1	-	-	-
27	Egypt	1	-	-	-
28	Finland	1	-	-	-
29	Israel	1	-	-	-
30	Lebanon	1	-	-	-
31	Nepal	1	-	-	-
32	Sri Lanka	1	-	-	-
33	Sweden	1	-	-	-
34	Iraq	1	1	-	-
Total		78,880	955	11,553	2,466

Reference: <https://www.worldometers.info/coronavirus/>

From passenger screening on the Japanese cruise ship, Diamond Princess, 3,700 passengers and crew members were temporarily quarantined off the port of Yokohama for 14 days. The total number of patients with COVID-19 on the cruise ship is **634**. The passengers would be discharged after they received their laboratory results. People who are close contacts with those who have a positive laboratory result will be quarantined for an additional 14 days. Canada, Australia and The Hong Kong Special Administrative Region of the People's Republic of China prepared to take their citizens who were quarantined on the Diamond Princess cruise ship back to their countries and for quarantined for investigation for 14 days upon return. On 20 February 2020, there were two deaths who were infected by the virus that causes COVID-19. **On 21 February 2020, the cruise ship was planning the next sailing to be in April. The cruise ship will be cleaned before travel during the “golden week” period, which is a national holiday in Japan typically between the end of April and early May.**

Canada - Canada took 151 citizens back to their country on 21 February 2020. Most of them were screened again and are quarantined at NAV Centre in Cornwall. The period of quarantine for the crew members depends on their risk level. Their luggage will be disinfected and will be quarantined at the airport for 14 days.

Australia - Scott John Morrison, Prime Minister of Australia confirmed that on 19 February 2020, Australia made preparations for a plane to take more than 200 Australians on the cruise ship from Japan to Australia.

Israel – Israel is considering preparing a flight from Japan to Israel for people who have not been tested in Japan.

South Korea – South Korea announced that they will take more than 400 of their citizens from the Diamond Princess cruise ship who have been tested in Japan.

The Hong Kong Special Administrative Region of the People's Republic of China – Hong Kong will take their citizens to move out from the Diamond Princess cruise ship.

The United States – The U.S. will take more than 300 of their citizens to move out from the Diamond Princess cruise ship and everyone will be quarantined for 14 days

Cambodia screened the passengers who came with the Westerdam cruise ship that docked at the port of Sihanoukville. They found 20 passengers with symptoms but laboratory results did not find people who were infected by the virus that causes COVID-19. On 17 February 2020, 1,277 passengers and crew members started to return to their countries. Currently, 980 passengers and crew members still remain on the Westerdam cruise ship.

Malaysia reported one passenger who came with the Westerdam cruise ship was infected by the virus that causes COVID-19. She is an 83 year-old American woman who traveled to Malaysia with 144 passengers and crew members.

Thailand increased the screening measures for travelers who have a history with the Westerdam cruise ship. They found two Thai people who traveled back to Thailand by airplane

who do not have symptoms and laboratory results have not found the virus that causes COVID-19. The first one is a worker on the cruise ship and currently, the worker is under home quarantine. The other one is a traveler and currently, she is traveling to Germany with her husband. Most of the other approximately 20 Thai people who were on the cruise ship are workers and will travel to Thailand when their employment contracts run out between 28 and 31 March 2020. They plan to travel to Thailand by airplane.

The British Embassy in the U.S. will receive 32 British and European people who had been quarantined on the Diamond Princess ship and will arrive at Boscombe Down on 22 February 2020. Passengers will need to be quarantined again at Arrowe Park Hospital in Wirral City for a total of 14 days.

The Republic of China (Taiwan) on 21 February 2020, Taiwan will take 24 citizens back to their country. Before entering the airplane, they will be screened and if someone is a suspected case, they will not be allowed to enter the airplane. When the citizens arrive in Taiwan, they will be sent to the hospital. If someone has a positive laboratory result, they will be admitted to the hospital. If someone has a negative laboratory result, they will be quarantined for an additional 14 days. All of the luggages that were disinfected will be quarantined at the airport for 14 days.

2. International Precaution

Common Measures

The World Health Organization (WHO) conducted an Emergency Committee meeting and officially announced COVID-19 to be a Public Health Emergency of International Concern (PHEIC) after the dramatic spread in many countries, for protection and to stop further outbound spread. The virus has become a burden on many public health systems. Meanwhile, WHO did not declare any restrictions on trade or travel to China.

Flights which depart and return to China were canceled in many countries and administrative regions including The Hong Kong Special Administrative Region of the People's Republic of China, The Macao Special Administrative Region of the People's Republic of China, Republic of China (Taiwan), Singapore, Philippines, Indonesia, Malaysia, South Korea, Japan, Vietnam, Thailand, Australia, New Zealand, India, Pakistan, Maldives, United States, Canada, United Kingdom, and most of the countries in EU, Africa, and the Middle East.

Some countries announced the closure of areas bordering China, including Russia who announced the closure of the China-Russia border checkpoint, followed by Mongolia, North Korea, Nepal, and two administrative regions, Macau and Hong Kong.

Many countries and administrative regions including Hong Kong, South Korea, New Zealand, Bangladesh, France, Taiwan, Malaysia, and Saudi Arabia recommend their citizens to avoid visits to China, and violators will not be allowed to return to their country.

Restrictions of Chinese travelers from Wuhan, Hubei, and mainland of China were made on travel to Singapore, Malaysia, South Korea, Iraq, Australia New Zealand, Indonesia, and Maldives, while Papua New Guinea has set restrictions for all travelers from Asia.

The Philippines, Czech Republic, Indonesia, South Korea, India, and Myanmar have restrained visa approval for Chinese tourists.

Countries and administrative regions including The Special Administrative Region of Hong Kong, Macau and Thailand require travelers from China to show medical certification upon arrival that shows they are not infected with the virus that causes COVID-19. In addition, a medical certificate is required to obtain a visa approval for travel in Bangladesh.

Travelers from China, Hong Kong and Macau must be quarantined upon return to the Republic of China, Singapore and Philippines.

Russia and Vietnam have stopped accepting Chinese laborers.

Specific Measures in countries

The U.S. implemented thermal scanners and provided health recommendation cards to passengers at the airport since 20 February. On 22 February, California assigned people who departed from China on 2 February to be quarantined until the end of March. A total of 7,600 people are still in quarantine. **On 23 February, the U.S. scaled up the travel alert for Japan and Korea to Level 2. All passengers should avoid contact with patients, wash their hands frequently, and elderly people should postpone their travel to these areas.**

Israel officially announced a 14-day home quarantine is required for travelers from China, Thailand, Singapore, Singapore and Macao. This policy has been enforced since 16 February 2020. On 20 February 2020, Israel made plans to use the Shmu'el Harofe Hospital in Be'er Ya'akov as the designated isolation unit to treat COVID-19 cases and are considering closing attractions and hotels.

On 23 February, Israel rejected around 200 passengers that departed from South Korea to enter the country, except for 12 Israel citizens. Israel passengers will be quarantined for a total of 14 days. Currently, the government has added Korean and Japan as restricted countries regarding the COVID-19 outbreak.

In South Korea, Seoul has rejected receiving travelers from Hubei City, China. Moreover, the government has been strictly implementing the prevention and control measures in attempts to boost the economy which has been affected by COVID-19.

On 21 February, South Korea said that they would not allow all soldiers to leave their military bases after three cases who were infected with SARS-COV-2 were confirmed after they returned from Daegu. Currently the investigation is in progress for people in Daegu and Cheongdo. Moreover, the government banned the religious assemblies of the Shincheonji group and restricted entry to the Seoul Shopping Center Plaza, Cheonggye Plaza and

Gwanghwamun Plaza. Those who violate this measure will be fined up to 3 million won (2,485 USD). Daegu and Cheongdo were designated as "Special Administrative Zones" and there are plans to send staff military doctors and to prepare temporary detention facilities for those who are detained.

On 23 February, South Korea raised the situation to Red (Highest level) in the whole country to stop the COVID-19 spreading.

North Korea, on 12 February 2020 stopped flights and trains in border countries and announced the quarantine measure for Chinese travelers to be 30 days. On 22 February, the Annual North Korea Marathon that was planned to be conducted in April was cancelled.

Japan has screened more than 100 citizens who are close contacts with taxi drivers. On 17 February, the emperor's birthday event was cancelled. On February 18, 2020, plans were made to test the use of HIV drugs to treat patients with coronary virus infection due to the increasing number of patients. On 20 February 2020, the Japanese government asked for the cooperation of the citizens and industry owners to reconsider upcoming events, provide alcohol gel, or reject attendance from participants who have fever or respiratory symptoms to reduce the risk of spread. On 21 February 2020, the quarantines measures on the Diamond Princess cruise were changed after decreasing the number of COVID-19 cases. On 22 February 2020, Tokyo cancelled and postponed public activities until the Tokyo government can confirm it is appropriate to organize events.

The Australian government allowed 760 Chinese students who did not come from Hubei back to study and join their classes on 21 February, although some universities and schools will not allow them to attend.

Kazakhstan restricted all passengers who departed from countries that reported COVID-19 cases including Thailand and required a 14-day quarantine measure for people in that group of passengers. After 14 days, a 10-day quarantine will be used to monitor them in the hospital .

Iraq closed the Iraq-Iran border for 3 days after Iran announced 3 cases of COVID-19.

Italy implemented a 14-day home quarantine for all travelers who returned from affected areas of China. It is prohibited for those who do not follow the measures.

The Bahrain government announced that overseas workers, flex work permit holders and family visa holders (except Travel Visa) will be quarantined and screened upon return. WHO also suggests that if it's not necessary, Thai people should avoid visiting Bahrain is an appropriate choice.

In **Singapore**, On 18 February 2020, random calls were made and checkpoints were set up for Singaporeans and non-resident long stay visa-holders, after the announcement of the measures for travelers to quarantine themselves within 14 days of return from China. The effective date is 18 February 2020, 11:59 p.m. Foreign immigrants who violate this policy will have their visas suspended. Singaporeans who violate this will be prosecuted according to the Infectious Disease Act and must pay a fine of not more than \$ 10,000 or imprisonment of not more than 6 months or both. On 20 February 2020, the Ministry of Labor distributed the

guidelines for suspected and confirmed cases of COVID-19 to work place owners in Singapore.

On 21 February, Singapore announced that Singaporeans who returned from the Diamond Princess need to quarantine themselves to prevent an outbreak.

China is still closing cities to reduce the spread of novel coronavirus and stopping public transportation services such as buses, underground trains, ships, trains and airplanes in 17 cities including Wuhan, Huanggang, Chibi, Èzhōu, Zhījiāng, Xinjiang, Xiantao, Enshi, Huangni, Xianning, Guangzhou, Lixuan, Tianjin, Jingzhou, Taizhou, Hangzhou and Xiaogan. China released the COVID-19 prevention measures for travelers who are staying in China in six languages including English, Russian, French, German, Japanese, and Korean.

On 19 February 2020, the antiviral drug, Favilavir, secured approval from the National Medical Products Administration of China to treat COVID-19. It is to be the first official medicine to treat the COVID-19 cases in China.

On 20 February 2020, the biggest rental car service in China - Didi Co. Ltd. set up partitions in their vehicles between driver and passengers. Driver temperature screening and free mask distributions were located in 148 cities across China.

On 11 February 2020, **The Hong Kong Special Administrative Region of the People's Republic of China** asked the cooperation from their people to remain in their households as long as the COVID-19 outbreak lasts to prevent contact with the disease. On 13 February 2020, They postponed the opening of the academic semester to mid-March 2020. Recently, on 16 February, the government brought Hong Kong citizens back to their homeland and have set 14 days for quarantine at a designated place.

The Macao Special Administrative Region of the People's Republic of China, on 20 February 2020, allowed casinos to reopen after the COVID-19 outbreak, as long as they follow the measures.

The Republic of China (Taiwan) has required that people report disease events. If people violate this policy, they will be fined NTD 150,000 (about 150,000 baht).

The Philippines have postponed the ASEAN Para Games (APG) from 20-28 March 2020 to May or June 2020.

Vietnam closed Son Loi City, north of Hanoi to quarantine and stop the transmission after finding six cases in that community. (Son Loi is the first city outside China that has been closed) On 13 February 2020, the EU planned a border country surveillance and risk analysis in response to finding confirmed cases in European countries.

The United Kingdom released health recommendations to prevent COVID-19 among students, officers, and parents and released prevention measure guidelines for case investigations and surveillance in suspected and confirmed cases. Moreover, they provided important recommendations for travelers who departed from affected areas with local transmission, and surveillance for countries mostly in the Asia Pacific. Thailand was included

as one of the countries in the list. Some hotels nearby Heathrow Airport were designated as quarantine areas for suspected passengers.

Russia temporarily rejected all Chinese people, effective as of 20 February 2020.

Germany sent 8.7 tons of equipment including PPE, medicine, and medical supplies to China, valued at around \$162,000.

Mongolia expects to open the academic semester at the end of March 2020. They have stopped sending coal to China until 2 March 2020 after they found a confirmed case near the Mongolia-China border crossing area.

3. The Disease Situation in Thailand

3.1 Surveillance protocol for COVID-2019

From 3 January to 22 February 2020, the Department of Disease Control has been implementing its surveillance protocol by fever screening of travelers from all nations at points of entry at air, sea and ground ports, and intensive screening measures have been provided among travelers from affected areas. The accumulated data, until 22 February 2020, showed 1,466 flights and the accumulated number of screening people was 2,346,552 persons. There were 68 of those people who met the case definition criteria of PUI. For the screening protocol outside the airports, there were 95,734 people from 424 ships that were screened at six sea ports (Bangkok, Laem Chabang, Chiang Saen, Phuket, Samui and Krabi) between January 1 and 22 February 2020. Since 1 February 2020, there were 572,804 people that were screened at 34 ground ports from 1 to 22 February 2020. A total of 50,202 people renewing their passports at the Government Complex Commemorating His Majesty at Chaengwattana Road were also screened from 30 January to 21 February 2020.

Among 138 Thai people traveling back from Wuhan, China since 4 February 2020, there were four PUI and all of them were referred for treatment at Queen Sirikit Naval Hospital. The laboratory testing of all PUI showed negative results for the virus causing COVID-19. All four PUI were in good health conditions on 16 February 2020. One person got sick during the quarantine period and the laboratory results showed positive results for the virus causing COVID-19 and the patient was treated at Chonburi Hospital. The virus causing COVID-19 was not detected from the laboratory testing on 21 February 2020. All 138 Thai people have already returned home.

3.2 Situation of patients with suspected symptoms of COVID-19 in Thailand.

On 23 February, 2020 at 18.00, 98 additional people met the criteria for patients under investigation raising the total 1,453 PUI as shown in Table 2.

Table 2: Results of screening implementation to detect patients with suspected symptoms of COVID-19

Situation	Total number of PUI
Total number of people who met the criteria of patients under investigation (PUI)	1,453
<ul style="list-style-type: none"> Detected from the airport screening (Suvarnabhumi : 44, Don Mueang: 16, Phuket: 6, Chiang Mai: 1, U-Tapao: 1) 	68
<ul style="list-style-type: none"> Sought medical services on their own at hospitals (Private hospitals: 755 cases, Government hospitals: 617 cases) 	1,372
<ul style="list-style-type: none"> Notified by hotel residences, the Erawan Medical Center, local universities and tour groups 	13
Total number of people who met the criteria of patients under investigation (PUI)	1,453
<ul style="list-style-type: none"> Under treatment (Private hospitals: 146 cases, Government hospitals: 186 cases) 	332
<ul style="list-style-type: none"> Recovered from their illnesses and discharged from the hospitals 	1,116
<ul style="list-style-type: none"> Monitoring of symptoms at OPD/PUI's home 	5
Confirmed cases	35
Recovered and discharged from hospitals	21
Being treatment	14
Severe cases	2
Deaths	0

4. Thailand Precautions

On 22 January 2020, The Department of Disease Control (DDC), Ministry of Public Health (MOPH), Thailand scaled up the Emergency Operations Center to Level 3 to closely monitor the ongoing situation both at the national and international levels. The MOPH has also strengthened the surveillance system by screening travelers from Wuhan for viral pneumonia by strictly thermal scanning passengers for detecting fever and respiratory symptoms at Suvarnabhumi, Don Mueang, Chiang Mai, Krabi, and Phuket international airports. Moreover, surveillance and preparedness to respond to emerging infectious diseases have been enhanced in the government and private hospitals, and areas of tourist attractions. There is ongoing cooperation between the Ministry of Transport, the Ministry of Foreign Affairs, the Ministry of Tourism and Sport, the Royal Thai Police, and the Ministry of Higher Education, Science, Research and Innovation, the Office of the Prime Minister, the Ministry of Interior, and security agencies. The MOPH also coordinates with WHO and ASEAN member states to exchange information and measures. Thailand has shared experiences in surveillance to neighboring countries to demonstrate how Thailand can efficiently implement prevention and control of emerging communicable diseases with the highest standards.

On 23 January 2020, The Travel Alert for the coronavirus outbreak was raised to Level 3. The MOPH recommends that travelers avoid all non-essential travel to outbreak areas. Furthermore, the English situation reports and related information sheets were disseminated through the DDC Viral Pneumonia 2019 website (<https://ddc.moph.go.th/viralpneumonia/intro.php>).

On 3 February 2020, a meeting of the National Committee for Emerging Infectious Disease Preparedness, Prevention and Response was convened by the Thai Prime Minister. He instructed all relevant agencies and all provinces to take all comprehensive measures to prevent COVID-19 in every part of the country. All provinces in Thailand were requested to regularly report the results of their work.

On 20 February 2020, the Faculty of Medicine, Chiang Mai University notified guidelines for personnel to refrain from traveling to China, Macao Special Administrative Region, Hong Kong Special Administrative Region, of the People's Republic of China, Republic of China (Taiwan), and the Republic of Singapore. If travel to these areas is necessary, upon return they are recommended to stop working and self-quarantine for 14 days. Moreover, travel to Japan, the Republic of Korea, the Socialist Republic of Vietnam, Australia and Germany should be avoided and those who traveled to these countries, upon return, should self-quarantine for 14 days.

Chulalongkorn University has announced the list of countries and administrative districts at risk of COVID-19: the Republic of Korea, Republic of China (Taiwan), the People's

Republic of China, Hong Kong Special Administrative Region, Macao Special Administrative Region of the People's Republic of China, Japan, Malaysia, the Socialist Republic of Vietnam and the Republic of Singapore. Chulalongkorn University also announced preventive measures against COVID-19 including not allowing travel to countries at risk of COVID-19. If travel to high-risk areas is necessary, when returning passengers have to go through screening at King Chulalongkorn Memorial Hospital and if they were suspected for COVID-19, they have to take 14 days for quarantine. Inviting foreign personnel to participate in any activity from 20 February 19 April 2020 was prohibited.

The Faculty of Medicine Siriraj Hospital, Mahidol University has made its first announcement regarding travel safety during the COVID-19 outbreak. Personnel who return from foreign countries, must inform their superiors and pass screening at Siriraj Hospital and should avoid nonessential travel (announced on 20 February, 2020).

The Department of Consular Affairs requested Thai people in China (except Hong Kong Special Administrative Region of the People's Republic of China) to consider leaving China while there are flights available. Also, Thai people should refrain from traveling to China, if travel is not essential. Thai people living in China should monitor the ongoing situation and strictly follow the guidance of the Chinese government to prevent the spread of COVID-19.

The Royal Thai Embassy, Seoul announced a pneumonia outbreak caused by the novel strain of coronavirus in the Republic of Korea (South Korea) warning all Thai people in the Republic of Korea to avoid travel to areas where many people have been infected. For those who live in Korea, they should avoid traveling to high-risk areas or mass gatherings. Be vigilant and maintain good health. For those who show symptoms such as coughing, sneezing, fever, or respiratory illness or who have family members suspected of being infected, seek a medical provider for diagnosis. People are encouraged to wear surgical masks that cover their mouth and nose and to closely monitor the situation. People can contact the Department of Disease Control, Republic of Korea, at the telephone number 1339 or the Immigration Bureau of the Republic of Korea (announced 21 February 2020).

The Thai Red Cross Society has announced protective measures against the spread of COVID-19 for Thai Red Cross Society personnel. People who show symptoms have to wear hygienic masks and frequently wash their hands. Personnel without symptoms are urged to clean their hands regularly and they are not allowed to take days off for travelling or transit to countries or administrative districts at risk of COVID-19: Republic of Korea (South Korea), the People's Republic of China, Macao Special Administrative Region of the People's Republic of China, Hong Kong Special Administrative Region of the People's Republic of China, Japan, Republic of China (Taiwan), Malaysia, the Socialist Republic of Vietnam and Republic of

Singapore. In case of personnel who gained approval or permission before the announcement was made, for days off to travel to risky countries or areas that were mentioned earlier, they should refrain or postpone the trip. Any expenses will be reimbursed if there is a cost incurred. (announced 21 February 2020).

The Department of Medical Services has announced guidelines for travel safety during the COVID-19 outbreak: 1) Personnel who return from foreign countries, must inform their superiors and their superiors will have to report to the director; the personnel must wear surgical masks at all times and be particularly vigilant for COVID-19, 2) Personnel who have approval or permission from the Department of Medical Services to travel abroad are requested to reconsider their plan, 3) Personnel who are going to attend an academic conference, present academic papers or take any days off to countries at risk or in other countries are urged to avoid traveling. If travel is necessary, be careful not to get sick, 4) The Department of Medical Services personnel should monitor all announcements regarding advice conducted by the Ministry of Foreign Affairs or the Thai government and refrain from traveling to countries that quarantine travelers from Thailand. Please strictly comply with the announcement (announced 21 February 2020).

The Royal Thai Consulate-General, Osaka suggested that Thai people in the Kansai area (Osaka, Mie, Hyogo, Wakayama, Kyoto, Nara, and Shiga) follow recommendations of the local Japanese authorities including avoid traveling to crowded communities/ places if travel is not necessary. If there is need to travel to the said areas, wear a mask and frequently wash hands after touching surfaces and objects. Anyone who has a temperature above 37.5 degrees Celsius for at least four days, develops a fever, feels fatigue, muscle pain and has difficulty breathing, please proceed as follows: 1) Thai people living in Kansai and Shikoku are asked to seek advice from the local public health unit and notify them of any symptoms, 2) Travelers shall receive advice from the Osaka Call Center, tel. 06 6131 4550 or website http://osaka_tourist_guide.livecall.jp/?locale=en. The Thai Ministry of Public Health recommended that Thai people who have a desire to travel or do business in Japan should consider avoiding or postponing the trip during this time, if there is no urgent need (announced 22 February 2020).

On 20 February 2020, Thai AirAsia X has announced the cancellation of all flights from and to South Korea from 6 to 27 March and offered options for passengers affected by the cancellation of some flights as follows: 1) One-time flight changes for a new travel date with the same route within 30 calendar days from the original flight time without additional cost, subject to seat availability on the flight and the conditions specified, 2) Retain the value of passengers fare in AirAsia BIG Loyalty account for future travel with AirAsia. The online credit account is to be redeemed for booking within 90 calendar days from the issuance date for

your travel with AirAsia. The actual travel dates can be after the expiry date as long as the flight schedule is out, 3) Obtain a full refund in the amount equivalent to your booking in the form of original payment. This option is only available for all flights in and out of South Korea.

The Emergency Operations Center, Department of Disease Control has conducted guidelines for students who are returning from study visits in countries where disease outbreaks are reported. These guidelines instruct the students to self-quarantine at home and the guidelines were distributed to universities and international schools.

5. Risk Communication to the Public

- The novel coronavirus disease (COVID-19) can be prevented using the principles for respiratory disease prevention, i.e. washing hands, wearing masks and avoiding contact with patients who have a respiratory disease.

- People should avoid travelling to China and countries with local transmission, and it is recommended to avoid visiting crowded places and making contact with patients who have respiratory symptoms. If this is unavoidable, people should wear a mask.

- If anyone has symptoms including coughing, sneezing, panting or runny nose within 14 days after departing from Wuhan, China, please seek medical care at the hospital immediately and inform the doctor regarding the history of recent travel to China.

- It is recommended to avoid visiting markets selling carcasses or live animals. If touching or handling live animals, people should wear gloves.

- Regularly wash hands with water and soap or use alcohol gel. It is also recommended to avoid using your hands to touch your eyes, nose, and mouth.

- Do not use or share personal stuff with others (i.e. handkerchief, glasses, and towels) since pathogens causing respiratory disease can be transmitted to other people through secretions.

- It is recommended to avoid eating uncooked food.