

# Measures of Wuhan City for the Emergency Management of Tourism Emergencies

( Promulgated by Order No. 307 of  
Wuhan Municipal People’ s Government on  
January 27th, 2021 )

**Article 1** In order to prevent and reduce the occurrence of tourism emergencies, regulate the emergency management of tourism emergencies, improve the emergency response capacity of tourism emergencies, ensure the safety of tourists’ lives and property, and promote the safe, orderly and sustainable development of tourism, these Measures are formulated in accordance with the provisions of the *Emergency Response Law of the People’s Republic of China*, *Tourism Law of the People’s Republic of China*, *Tourism Regulations of Wuhan City* and other relevant laws and regulations, and in combination with the actual conditions of Wuhan City.

**Article 2** These Measures shall apply to the response

and disposal of tourism emergencies occurring within the administrative area of Wuhan City, as well as the response and disposal of tourism emergencies occurring during group tours organized by travel agencies of Wuhan City in other provinces, municipalities, Hong Kong, Macao, Taiwan and foreign countries.

The term “tourism emergencies” as mentioned in these Measures refers to sudden occurrences of natural disasters, accidents, public health incidents, and social security incidents that cause or have the potential to cause personal injury, loss of property to tourists, and require emergency response measures to address them.

The term “tourism operators” as mentioned in these Measures refers to travel agencies and scenic spot operators within the administrative area of Wuhan City, and operators that provide transportation, accommodation, catering, shopping, entertainment and other services for tourists within the administrative area of Wuhan City.

**Article 3** The emergency management of tourism emergencies should follow the principles of people-oriented, rescue-first, unified leadership, overall coordination, hierarchical responsibility and territorial management.

**Article 4** Municipal and district people’s governments (including the Wuhan East Lake New Technology Development

Zone, Wuhan Economic and Technological Development Zone, and Municipal East Lake Eco-tourism Scenic Area Administrative Committee, the same below) shall be responsible for the unified leadership, command and coordination of tourism emergency response work, and establish a tourism emergency coordination leadership mechanism.

**Article 5** Municipal and district people's governments shall, in accordance with the laws, organize the relevant departments to formulate special plans for the emergency response system for tourism emergencies and make overall arrangements for such aspects as tourism emergency shelters, traffic organization, meteorological information collection and processing, and safety maintenance of tourism-related areas.

**Article 6** Municipal and district people's governments shall take financial measures to guarantee the funds required for emergency response work, establish and improve the special insurance system for tourism emergencies supported by government funds, and provide financial support for subsequent emergency response to tourism emergencies in Wuhan City.

**Article 7** Municipal and district people's governments shall organize the establishment of a professional talent pool for responding to tourism emergencies, hire professionals in tourism safety, emergency rescue, foreign languages, insurance, psychology, and other relevant fields, provide

decision-making advice and technical support for the prevention of tourism emergencies, on-site response to emergency incidents and handling post-incident work related to tourism emergencies and establish a supporting system for compensating or remunerating the professionals participating in emergency response efforts.

Tourism operators shall establish full-time or part-time emergency rescue teams composed of their own staff, equipped with tourism safety supervisors, establish connections with professional emergency rescue forces, ensure adequate reserves of emergency supplies, and regularly organize training and drills for employees to ensure that their staff are proficient in the emergency response procedures and measures specific to their roles.

**Article 8** Municipal and district tourism authorities shall formulate emergency plans for tourism emergencies in their respective departments in accordance with the law, and report to the emergency management department at the corresponding level and the tourism authorities at the next higher level for filing after approval by the people's government at the corresponding level.

Tourism operators shall, in light of the main risk factors of their own entities, formulate emergency plans for tourism emergencies by type and according to the types of emergencies

that are prone to occur, and make them available to the public in accordance with the law.

**Article 9** Tourism operators shall, in accordance with the relevant regulations, take the following daily safety management measures:

(1) Inspect tourism equipment and facilities, strengthen their maintenance, promptly address any potential hazards and ensure safe use;

(2) Regularly inspect and maintain alarm devices and emergency rescue equipment and facilities to keep them in good condition and ensure proper functioning;

(3) Check the emergency rescue route to ensure the safety passages and exits are unobstructed;

(4) Regularly inspect and maintain hazardous buildings or structures with potential risks;

(5) If hazards are identified, promptly report them to the relevant departments.

**Article 10** Departments including emergency management, tourism, public security, transportation, market regulation, housing security and management, natural resources and planning, and water affairs shall urge entities to rectify and eliminate safety hazards in tourism operation sites with existing accident risks. If necessary, relevant measures shall be taken in accordance with the law.

**Article 11** The municipal tourism authority shall, relying on the existing government emergency platform and professional emergency platform, establish a tourism emergency information platform, realize interconnection and information sharing between emergency platforms, and form mechanisms for rapid response in collecting and reporting information on tourism emergencies and for collecting and analyzing public opinions.

**Article 12** After receiving early warning information, the tourism authority of the tourism operator shall take some or all of the following measures in a timely manner:

(1) Organize the relevant departments and institutions, professional and technical personnel, and experts and scholars to analyze and access the received information, and predict the likelihood, scope of impact, and potential consequences of tourism emergencies;

(2) When the likelihood of a tourism emergency occurring increase, promptly report it to the people's government at the corresponding level and issue safety warnings to the relevant tourism operators;

(3) Based on the forecasted risk situation, require tourism operators to adjust their operational practices, mitigate risks, and reduce losses;

(4) Measures prescribed by other laws and regulations.

**Article 13** Upon receiving the early warning information, tourism operators shall cooperate with the government and its relevant departments to take some or all of the following measures:

(1) Enhance risk alerts to tourists by means of electronic display screens, TV, radio, SMS and WeChat official accounts;

(2) Travel agencies should quickly identify potentially affected tour groups, adjust their operational activities, and enhance risk control measures;

(3) Other tourism operators shall take necessary safety precautions such as closures and ensure the timely evacuation and relocation of potentially affected tourists.

**Article 14** After the occurrence of tourism emergencies, municipal and district people's governments shall take emergency measures according to the law, and may requisition the property of citizens, corporations and other organizations where necessary. Relevant requisition and compensation procedures shall be performed in accordance with the relevant regulations for emergency requisition and compensation at the national, provincial, and municipal levels.

Citizens, corporations and other organizations are encouraged to provide material and technical support for emergency response efforts related to tourism emergencies.

**Article 15** When a tourism emergency occurs, the on-site

personnel of the tourism operator shall immediately report it to the person in charge of the entity. After receiving the report, the person in charge of the entity shall, within 1 hour, report it to the regional tourism authority, relevant department of the tourism operator, emergency management department and other relevant departments responsible for the supervision of safety. In case of major or especially major tourism emergencies, the relevant on-site personnel may directly report it to the relevant tourism department and emergency management department at or above the regional level.

**Article 16** For group tours organized by travel agencies of Wuhan City where tourism emergencies occur in Hong Kong, Macao, Taiwan or overseas, the leader of the group shall immediately report it to the local police, the Chinese embassy or consulate or government agency in that area, and the person in charge of the travel agency. The person in charge of the travel agency shall report it to the relevant tourism department of the place where the travel agency is located within 1 hour after receiving the report from the group leader.

Travel agencies and their tour leaders shall, under the guidance of China embassies and consulates or government agencies in the local areas, make every effort to respond to and dispose of emergencies.

**Article 17** Upon receiving reports from tourism operators,



tourism departments, emergency management departments, and other relevant departments responsible for safety supervision should immediately activate corresponding plans and, as stipulated, promptly report to the same-level people's government and higher-level relevant departments.

**Article 18** Departments and entities including public security, transportation, maritime, urban management and law enforcement shall, in accordance with the needs of emergency response work, establish dedicated channels to ensure that transport operating entities are given priority to transport the necessary materials, equipment, emergency rescue personnel, and individuals affected by tourism emergencies.

**Article 19** In the event of tourists being stranded within the administrative area of Wuhan City, upon receiving reports from tourism operators and their staff, the people's government of the district where the incident occurs and relevant departments of the tourism operators shall immediately take effective measures, reasonably allocate transportation resources, promptly evacuate stranded tourists and maintain the normal order of stations, docks, airports and other places.

**Article 20** In the event of food poisoning or suspected infectious diseases occurring during the tourism activities of a tour group within the administrative area of Wuhan City, the tourism operator and its staff shall arrange for the patient to

seek medical treatment in a timely manner, and immediately report to the relevant tourism department, market supervision department and health department of the district where the incident occurs.

The market supervision department and health department of the district where the incident occurs shall activate corresponding contingency plans for disposal based on circumstances, and the tourism operator shall actively cooperate and take proper steps in incident investigation, disinfection and epidemic prevention, providing relevant explanations and offering reassurance.

**Article 21** In the event of a tourism emergency at a large-scale tourism conventions, exhibitions and festival events, the relevant tourism department and event organizer shall, under the unified command of the local government, coordinate with the public security, fire rescue, health and other departments and entities to maintain order at the scene, evacuate the crowd, provide rescue and take effective measures to prevent the situation from escalating.

**Article 22** Scenic area administrative departments shall, based on the needs of safety management, adjust and determine the maximum carrying capacity of the scenic spot in a timely manner. The actual tourist reception volume in the scenic spot shall not exceed the maximum service capacity

approved by the competent department of the scenic spot. The scenic spot operator shall publicize the maximum service capacity approved by the competent department of the scenic spot and formulate and implement the tourist flow control plan. When the number of tourists is likely to reach the maximum service capacity, the scenic spot operator shall make an announcement in advance and report to the people's government of the district where it is located at the same time, and the scenic spot operator and people's government of the district where it is located shall take timely measures such as diversion and crowd management.

**Article 23** In case of tourist casualties and other tourism emergencies caused by large-scale amusement facilities, passenger cableways and other special equipment in scenic spots, which constitute special equipment safety accidents, the market supervision department shall organize and carry out accident investigation according to the law.

In case of any safety accident due to other reasons in a scenic spot, the people's government of the district where the scenic spot is located shall coordinate and organize the accident investigation.

**Article 24** The sport authority is responsible for guiding and coordinating the organization and management of large-scale sports tourism activities, and assisting in emergency response

and accident investigation of sports tourism emergencies.

**Article 25** For disposal of tourism emergencies involving tourists from Hong Kong, Macao, Taiwan and foreign countries, public security organs and relevant administrative departments shall be responsible for guidance, coordination, and participation in accident investigations; relevant departments such as foreign affairs shall cooperate and provide corresponding policy guidance.

**Article 26** The communications authority shall organize and coordinate communication operators to ensure the smooth communication of the emergency response. The radio management authority shall ensure the availability of dedicated frequencies and electromagnetic environment required for responding to emergencies, and provide necessary technical support.

**Article 27** Municipal and district people's governments shall improve the system of information release spokespersons, establish a mechanism for information release and public opinion response to tourism emergencies, release true and authoritative information according to the law, and effectively prevent, reduce and eliminate the negative impact caused by online public opinion.

**Article 28** Tourism operators violating relevant laws and regulations on tourism, production safety and emergency management, or national and industrial standards shall be

handled by relevant administrative departments in accordance with relevant laws and regulations.

**Article 29** Municipal and district people's governments, as well as relevant departments and their personnel, who fail to fulfill their duties in responding to and managing tourism emergencies in accordance with the law, and engage in dereliction of duty, favoritism, abuse of power, and other misconduct, shall be held accountable according to the law.

**Article 30** These Measures shall come into force as of March 15th, 2021.