

## Some Safety Principles and Characteristics in Tourism

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**Abstracts:** The essay discusses theoretical and practical security challenges in tourism. Important security systems such as travel insurance for tourists, tourist relationships with sanitary and medical institutions, customs institutions, and local xenophobia are also taken into account.

**Keywords:** infrastructure, currency, accommodation, excursion, insurance, customs, tour operator, travel agent.

### Introduction.

Personal security is, of course, an important and ancient concept. It is necessary for every tourist like food, sleep, air and water. Therefore, the safety of the tourist during the trip is one of the main concerns for the tourist company and the state. A number of comprehensive measures are aimed at ensuring the safety of tourists, which are implemented by tourist organizations and state bodies. In this, the political and environmental situation in the host countries is given primary importance. Absence of these factors makes tourism difficult. And it is not safe for tourists.

If the tourist company does not have accurate information about this and cannot provide guarantees to tourists, the number of travelers to unfavorable regions will decrease sharply. For example, the war in the Persian Gulf reduced the number of tourists to this region by 90 percent. A similar situation occurred in the countries of Egypt, Syria, Libya and the Caucasus region. It is known that after the terrorist attack, the number of people going to the Indonesian island of Bali, and after the accident in Chernobyl, the number of people traveling to Ukraine and Belarus decreased sharply.

The consequences of the pandemic and Russia's military actions in Ukraine have also been a serious blow to the tourism industry.

### Materials and methods

Security issues of citizens, including domestic and foreign tourists, the Constitution of the Republic of Uzbekistan, the Law of the Republic of Uzbekistan "On Tourism" (July 18, 2019), the Decree of the President of the Republic of Uzbekistan "On Measures to Further Develop the Tourism Sector in the Republic of Uzbekistan" (2019 August 13), President of the Republic of Uzbekistan Shavkat Mirziyoyev's Address to the Oliy Majlis (January 21, 2020) and other legal documents.

Security issues in tourism have also been considered in the research of a number of foreign and domestic scientists. A. Bobkova, one of the Russian researchers, emphasizes the importance of solving security problems in tourism, because they can have important economic, social and political consequences for both the host country and tourists [9]. He noted that tourism is often seen as a soft target by criminals and terrorists, and that tourist destinations are vulnerable to a range of threats, including crime, terrorism, natural disasters and health emergencies.

Bobkova said effective security measures require a coordinated and integrated approach involving various stakeholders such as governments, tourism industry associations, law enforcement agencies and local communities. It also emphasizes the importance of raising awareness among tourists about potential risks and providing them with information and guidance on how to stay safe.

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Overall, Bobkova's research highlights the need for a proactive and holistic approach to security in tourism, given the complex and dynamic nature of the tourism industry and the various risks and threats tourists face.

In particular, in the book "Turisticheskie formalnosti i bezopastnost v turizme" [14] by the Russian researcher M. Marinin, the functional tasks of the UN, OECD, Interpol and other international organizations in ensuring security in tourism are highlighted, and the importance of these topics from the point of view of the tourism industry is discussed. The book also covers issues such as the role of government in regulating tourism, the impact of tourism on local communities and the environment, and strategies for managing risk and ensuring safety for tourists.

D.Uvarov and G.Borisov's book "Mejdunarodnye turisticheskie organizatsii" [15] provides full information about major international tourism organizations (ITOs) and their role in shaping the world tourism industry. The authors emphasize the importance of ITOs in promoting international cooperation and sustainable development of tourism.

The authors begin by providing an overview of the historical development of international tourism organizations and their evolution over time. They then explore the role of each organization, discussing their goals, functions, and activities.

The authors also explore the challenges facing various international tourism organizations in terms of coordination and cooperation. They emphasize the need for greater cooperation among international tourism organizations to address the complex challenges facing the global tourism industry, such as environmental sustainability, cultural preservation, and economic development.

Overall, "International tourist organization" provides a valuable resource for tourism students and professionals, as well as policymakers and researchers interested in the role of ITCs in shaping the global tourism landscape. The book is well-researched and provides a detailed analysis of key TTs, making it a useful reference for those seeking to better understand the complexities of the global tourism industry.

A.P. Bgatov, T.V. Beyko, M.V. Zubareva's book "Turisticheskie formalnosti" [16], the role of tourism formality in ensuring tourism safety; A.A. Ilichev's book "Popularnaya Entsiklopediya Vyzhivaniya" [17] general safety rules; International and national principles of ensuring security in tourism in the book "Tourism" [19] by V.A. Kvartalnov; K.F. Voytkovskiy in his article "Prognozirovanie lavinnoy odnosti" [20] issues of ensuring the safety of travelers in mountainous and natural conditions; N. Tukhliev and A. Taksanov's book "Economic Bolshogo Turisma" [18] issues of security and formality in the national tourism model; In the study guide "Osnovy bezopastnosti v turizme" by N.Tukhliev and T.Abdullaeva [8] the legal-organizational bases, characteristics, sanitary aspects, insurance mechanism and other aspects of safety in tourism are covered.

The article used scientific abstraction, analysis and synthesis, induction, deduction, statistical and monographic observation, comparison, and other methods during the research.

### **Analysis and results**

The general level of risk in tourism can be grouped as follows:

1. Biological hazard:
  - a) sanitation (mosquitoes, malaria flies, cockroaches, fungus, mold);
  - b) Medical-epidemiological risk (yellow fever, malaria, dysentery, influenza, COVID).
2. Social risk:
  - a) criminal situation (theft, prostitution, drug addiction);
  - b) cultural antagonism (Islamic traditions, conservatism in behavior);
  - c) Xenophobia, intolerance of foreigners.



3. Political risk:
  - a) riots, demonstrations, political conflicts (fascist marches, inter-ethnic conflicts);
  - b) police, border control, persecution of systems using force (checking documents, demanding money if there is no registration);
  - c) Customs barrier.
4. Economic risk:
  - a) currency policy (exchange rate difference);
  - b) goods and food products (the problem of meat and dairy products);
  - c) level of transport and hotel prices;
  - d) infrastructure (communication, car rental, catering, shop);
  - e) Tourist tax.
5. Infrastructure risk:
  - a) lack of rescue service in the mountains;
  - b) Lack of instant communication.

Security issues in tourism also include:

- prepare tourists according to the route category;
- high qualification of tourist guides, instructors, and observers of tourists on the route;
- Equipment of safe routes for tourists to the required level.

Terrorism is a major factor that negatively affects the hospitality industry from operating at full capacity. There are many examples of this from the Philippines, Egypt, Pakistan, Algeria and Israel.

Security is a broad concept that is implemented in several directions. It's just a case. Let's say that a tourist from Uzbekistan took with him a 220 volt and 50 Hz electric device (electric shaver, hair dryer, mobile phone). But this standard does not correspond to the practice of other countries.

For example, this standard is 240/250 in Australia, 110/120 in Brazil, 240 in Great Britain, 110 in Dominican Republic, 110 in Jamaica, 50, 100 and 200 in Spain, 110 in Cuba, 240 in Cyprus, 220/ 250, in New Zealand - 230 W [8]. Often, a tourist, without paying attention to such a difference, tries to use his electrical appliances, putting his life and hotel property at risk.

Another type of security is related to driving a car in a foreign country (carsharing - short-term car rental and rental).

Secondly, there is the concept of "financial security". This can be caused by ordering extra food and drink or not understanding the difference in national currency exchange rates. In such situations, the tourist must not only request a receipt from the computer, but also sign it. Another problem is with shopping or billing for additional food and drink. Visa and MasterCard are accepted in almost all countries. But if you want to withdraw cash from it, you should not forget that interest will be deducted. The fee for this service reaches 15% in some countries.

It is also necessary to take into account the standard of living of the population in the visited country. In countries with a high standard of living, for example, in Europe, prices are much higher, which affects the purchasing power of the traveler.

Attention should also be paid to the number and quality of excursions offered. Because indulging in excessive excursions reduces the importance of the main impression, and in most cases the excursion fee is not included in the tour package, it needs to be paid separately. Usually, in the first days, the tourist has enough energy and finances, and takes away the obligation to go to many excursion sites.

Another aspect is related to the fact that the tourist forgets one or another object in the hotel. These items can be anything from toothpaste to a Ferrari key, and sometimes personal documents.



It is important not to forget to strictly follow the traffic rules. Italy and Turkey have the highest number of road accidents. The number of pedestrian and driving accidents on the streets is not decreasing, but rather increasing. It is even sadder that 13-15 percent of them die. In addition, it is very important to know and take into account the epidemiological situation of the host country and its regions. A road map of the most dangerous areas should be requested.

**Table 1. Security assessment and remediation**

Nº	Types	Danger	Elimination
1	Financial	Due to the complexity of currency exchange	Credit card or currency cashing in advance at the bank
2	Transportation	Invalidity of the national driver's license in the destination country	Obtaining an international driver's license or hiring a driver
3	Hotel	Increase the "star" class, the prices are high	View and compare several location options
4	Public transport	Criminal, urban, street crime is high	Take personal security measures, know the address of the police

**Source:** compiled by the author.

Most countries may require an insurance policy from incoming tourists upon crossing the border. For example, such a rule applies in Schengen visa countries. In the embassies of some countries, a visa is issued only after providing insurance from a certain insurance agency.

Why do you need insurance? There are also situations when a potential tourist abandons a visit for one reason or another. Usually, this is reported two weeks before the trip. In this case, it is necessary to separate from the contribution made to the travel agency. Refunds can be made if the risk of not being able to carry out the planned trip is insured. This form of insurance ranks second after medical insurance in terms of its popularity and the amount of premiums.

This insurance contract is called "tour waiver" and is concluded at least two weeks before "X" hour. If the client is unable to go on a planned trip due to a valid reason (hospitalization, military service, house fire, inability to obtain a visa), the insurance company will refund the cost of the tourist ticket. The cost of such insurance is 4-10 percent of the total cost of the tour.

Also, insurance against the loss of belongings of the tourist, insurance against the tourist's driving is common. In European countries, the insurance responsibility of car owners is made mandatory, if there is no such insurance, it will not be passed through the border control post. Therefore, it is necessary to buy a "Green Card" in advance.

In the Law "On Tourism" in Uzbekistan, "Insurance of tourists and excursionists is optional. It is increased on the basis of contracts concluded by tourists and excursionists with relevant insurance organizations that have the right to conduct such activities.

Tour operators and travel agents have the right to require tourists and excursionists to have an insurance policy, depending on the nature and form of the tourist product. Tourists must insure their civil liability"[1].

A foreigner can buy an insurance policy in national currency through the Uzbekinvest company based on the duration of the trip. Several reputable foreign insurance companies are currently operating in Uzbekistan.

The main elements of medical insurance should include:

- medical assistance;
- hospitalization;
- immediate return to the country for medical reasons;
- repatriation of the body in case of death.



In recent years, tourism has become an important factor in the development of the economy of the Republic of Uzbekistan. It is known that one of the important requirements of tourism development is to provide the sector with quality legislation and regulatory framework. This, of course, also includes safety issues in tourism. Safety in tourism refers to the provision of a legal framework to protect and ensure the safety of tourists, their service providers and local residents.

Currently, issues of forming a modern system of ensuring the safety of Uzbek and foreign tourists are one of the important tasks of the state policy of the Republic of Uzbekistan in the field of tourism, and they are implemented through the following state bodies:

- Ministry of Tourism and Cultural Heritage of the Republic of Uzbekistan;
- Ministry of Foreign Affairs of the Republic of Uzbekistan;
- Ministry of Finance of the Republic of Uzbekistan;
- Ministry of Internal Affairs of the Republic of Uzbekistan;
- Ministry of Emergency Situations of the Republic of Uzbekistan;
- State Statistics Committee of the Republic of Uzbekistan;
- association of private tourist organizations, tour operators, travel agents, regional chambers of commerce and industry;
- mass media;
- International organizations.

International organizations that do not have a tourist profile are also actively involved in ensuring security in international tourism. Including:

- International Labor Organization (ILO, 1919);
- International Civil Aviation Organization (ICAO, 1944);
- International Air Transport Association (IATA, 1945);
- United Nations (UNESCO, 1948);
- International Maritime Organization (IMO, 1958);
- Organization for Economic Cooperation and Development (OESR, 1960);
- Environmental Program of the United Nations (UNEP, 1975);
- International Criminal Police Organization (INTERPOL, 1990) and others.

### **Conclusions and suggestions**

The problem of security in tourism is becoming one of the important conditions for the development of the tourism industry. The conflicts in the countries of the Near and Middle East and in Afghanistan in recent years, the crisis caused by the global pandemic that started in 2008, the special operation of the Russian Federation in Ukraine from February 24, 2022 had a serious negative impact on world tourism. Terrorist attacks, aggressions, environmental degradation that occur from time to time in different countries seriously limit the possibilities of safe tourism and discourage people from international travel.

In order to further improve the level of tourist safety, it is necessary to strictly follow the recommendations of the UN General Assembly, the World Tourism Organization and the World Health Organization on organizing safe tourism.

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