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## **Tourism and related services — Measures to reduce the spread of Covid-19 in the tourism industry**

*Tourisme et services connexes — Mesures pour la réduction de la transmission du Covid-19 dans l'industrie touristique*

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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## Introduction

Tourism is one of the fastest growing economic sectors in the world and a key driver for socio-economic progress. However, since the pandemic of SARS-CoV-2 started, the tourism sector has been importantly damaged. According to UNWTO (2020), effected by COVID-19, the world witnessed a loss of 850 million to 1.1 billion international tourists and a loss of US\$ 910 billion to US\$ 1.2 trillion in export revenues from tourism. Furthermore, 100 to 120 million jobs are effectively at risk.

With such an important impact on the economy, the countries have seen the need to identify and implement measures that reduce the spread of the epidemic and recover the tourism confidence to travel and to consume tourism services. In this regard and due to the different existing protocols against Covid-19 worldwide, it seems relevant and necessary to coordinate a single protocol for SARS-CoV-2 for the operation of the tourism sector during the time the risk of contagion exists.

This document sets up the measures to help recovering tourism activity. The effective implementation of this document will help tourists make choices about tourism activities in the safest way.



# **Tourism and related services — Measures to reduce the spread of Covid-19 in the tourism industry**

## **1 Scope**

This document establishes guidelines and recommendations for tourist organizations to prevent the spread of coronavirus SARS-CoV-2 in order to provide safer services and products to tourists and residents.

This document applies to the whole tourism value chain, including the following 19 subsectors:

- Accommodation, including campsites, hostels, hotels and rural accommodation
- Adventure and ecotourism
- Beaches
- Catering services/Restaurants
- Golf courses
- Medical spas
- MICE tourism
- Museums and heritage sites
- Natural protected areas
- Night leisure
- Ski areas
- Theme and leisure parks

NOTE This includes water parks, animal parks (zoos and aquariums) and family entertainment centres.

- Tourist bus companies, rent a car, cableway and tourism water transport
- Tourist guides
- Tourist information offices
- Tourist visits
- Travel agencies

- Unique public spaces
- Yacht harbours and nautical activities

Each tourist organization has to conform only to those measures that apply to the services that it offers, including the core requirements established in 4 and the relevant applicable subclause.

NOTE The term tourist organization applies for all 19 subsectors.

## 2 Normative references

There are not normative references in this document.

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

### 3.1

#### **COVID-19**

infectious disease caused by coronavirus SARS-CoV-2, whose most common symptoms are fever, dry cough, and tiredness

[SOURCE: WHO, 2020]

### 3.2

#### **user**

tourist

customer

guest

person who uses the different facilities and services provided by a tourist organization

### 3.3

#### **cohabitation unit**

group of people who live together

Note 1 to entry: Those can be a family, couple, friends, co-workers, etc.

### 3.4

#### **risk**

possibility of a person becoming infected with coronavirus SARS-CoV-2

### 3.5

#### **risk management**

coordinated activities to direct and control an organization with regard to risk

[SOURCE: ISO 31000:2018]

### 3.6

#### **safety distance**

measure to reduce the risk of transmission of the coronavirus SARS-CoV-2, minimizing exposure by keeping a minimum separation between two people

Note 1 to entry: Most governments have established a safety distance which generally varies from 1 m to 2 m. On the other side, the World Health Organization (WHO) has established the safety distance at 1 m at the time of publication of this document.

Note 2 to entry: Those countries where no safety distance has been defined by the competent authorities shall take the applicable safety distance established by the World Health Organization (WHO) as a reference.

### 3.7

#### **safe capacity**

maximum capacity at a facility (e.g. restaurant) or service (e.g. tour) that allows people to keep safety distance

Note 1 to entry: The safe capacity can be determined by the applicable legal framework and/or by the tourist organization. In some cases, the tourist organization can define a more restrictive safe capacity than the one defined by the legal framework.

### 3.8

#### **tourist organization**

provider offering tourism service and products (i.e. company, contractor, freelancers)

## **4 COVID-19 risks management requirements**

### **4.1 General**

#### **4.1.1 General requirements**

The tourist organization shall commit strongly to risk management and lead in the systematic implementation of health and safety measures to minimizing risk. The tourist organization shall:

- a) Set up a risk management group.
- b) Perform a risk assessment focused on SARS-CoV-2.
- c) Draw up a contingency plan (action plan) based on the findings of the risk assessment, detailing the specific measures it shall take to reduce the risk of SARS-CoV-2 infection.

#### **4.1.2 Legal requirements**

The tourist organization shall:

- a) identify the legal requirements applicable to the services offered in the context of SARS-CoV-2 (e.g. use of face mask by staff and/or tourists);
- b) determine how these requirements apply to the services offered;

- c) ensure that these applicable legal requirements are taken into account when offering its services.

NOTE Data protection regulation is relevant when collecting and sharing information provided by the tourist (e.g. user's health information, such as temperature).

## **4.2 COVID-19 risk management group**

The risk management group shall include employees' representatives and shall be responsible for defining strategies and decision-making to minimise the risk of contagion due to SARS-CoV-2.

Specifically, the COVID-19 risk management group shall:

- a) Establish mechanisms for gathering information to make the best decisions (consult authorities, employees, specialists, etc.) and to coordinate the group (among its members and with authorities, suppliers, subcontractors, occupational risk prevention (ORP) responsible persons).
- b) Ensure that the risk assessment is performed, considering the identification, analysis and evaluation of the activities or facilities where the virus is more likely to be spread, as well as considering the different transmission modes (aerosols, drops and contact), the characteristics of the venue (e.g. indoors, outdoors) and the services provided.

In this regard, the risk of contagion increases when one or several of the following factors take place:

- the safety distance is not respected;
- the space is enclosed, especially if it has no ventilation or if this is poor;
- the time of exposure is over 15 min;
- the humidity percentage is under 40 %;
- no face mask is used (either by the personnel, users or both).

The risk assessment results shall determine which health and safety measures to implement, when and where, for both personnel and users. These shall be part of a comprehensive approach, which includes the use of face mask and other protective barriers, the redesign of services, the reduction of capacity in enclosed spaces, cleaning hands, covering sneezes and coughs, cleaning and disinfection activities, etc.

- c) Design the contingency plan (see 4.3), which shall include the health and safety measures, follow up on the implementation of the contingency plan based on the size and complexity of the tourist organization, and monitor its compliance, assessing its effectiveness and modifying it accordingly if necessary.

Given the evolving nature of this disease, this COVID-19 risks management group shall refer to new research results, including those that could be defined or published in the future.

## **4.3 Contingency plan**

The contingency plan shall include at least:

- a) The measures to reduce the spread of SARS-Cov-2, considering also the needs of people with some type of disability (see recommendations in Annex E) according to the risks assessment results. In this regard, the use of facemask (see informative Annex B) and the provision of hand sanitiser at the places with a higher risk of infection shall be determined in accordance with the risk assessment results.
- b) The assignment of responsibilities to implement those measures and monitor their compliance, as well as the allocation of material resources.
- c) A protocol in the event that an employee or user shows symptoms compatible with COVID-19 during the service (e.g. guided tour) or inside the tourist facilities (e.g. at a campsite). This protocol shall follow the advice of the competent authorities, if applicable (see Annex D).

#### 4.4 Material resources

The tourist organization shall:

- a) acquire the necessary resources, as identified in the contingency plan (e.g. face masks, physical barriers to reduce contact, hand sanitiser, etc.);
- b) consider any possible restrictions on the provision of material resources and service limitations stemming from such restrictions, assessing, if needed, feasible possibilities other than those initially proposed. If a lack of material resources is detected, the risk management group shall analyse the situation, report it to the competent authorities and take alternative effective actions.

#### 4.5 General measures for the tourist organization

The tourist organization shall:

- a) Plan tasks and work processes so as to guarantee the safety distance. Safety distance shall be respected in all activities and therefore the tourist organization shall control occupancy levels when necessary. If this is not possible, other health and safety measures shall be ensured (use of physical barriers or face masks).
- b) Establish rules for the use of facilities and common spaces (e.g. in lifts, dining rooms, lobbies and public areas, canteens, changing rooms, toilets); if employees work in shifts, these should be planned, whenever possible, so that the same employees are always in the same shift groups.
- c) Provide health and safety guidelines and good practices with complete, clear and intelligible information on health and safety protocols to apply in the workplace, before, during and after work. Posters can support these guidelines.
- d) Train the staff in the correct use and maintenance of the face masks, gloves and other protective equipment they use. These training activities shall be registered.
- e) Facilitate hand washing with soap and water (see Annex A), or if this is not possible, the use of hand sanitiser, and provide adequate face masks according to the risks assessment results.
- f) Identify staff who are particularly vulnerable to SARS-CoV-2 in the workplace and determine specific health and safety measures for them.

- g) Urge staff to conform to the contingency plan measures and provide staff with the necessary training.
- h) Supervise that the subcontracted personnel (if applicable) follow the health and safety measures defined by the tourist organization.
- i) Determine the protocol for dealing with users who do not comply with the required health and safety measures.
- j) Promote payment by card, online or other electronic means, preferably contactless (cards, mobiles, etc.) avoiding, as far as possible, the use of cash. The card should be only touched by the user.

## **4.6 Staff**

### **4.6.1 General requirements**

The staff shall know their specific responsibilities within the contingency plan.

In particular, the staff shall implement the health and safety measures defined in the contingency plan and, specifically:

- a) Avoid physical contact when greeting other staff members and users, including shaking hands, and respect safety distances whenever possible.
- b) Wash their hands thoroughly after sneezing, blowing their nose or coughing, or touching potentially contaminated surfaces (cash, menus, etc.).
- c) Throw away any personal hygiene waste -especially tissues- as well as face masks (when applicable) in non-manual waste bins or containers.
- d) Regularly disinfect personal objects (glasses, mobile phones, etc.) throughout the day with soap and water when feasible, and with a hand sanitiser when not available; similarly, disinfect workstation elements (screen, keyboard, mouse, etc.) during shift changes. Specific products applied with a cloth, or special disinfectant wipes, can be used to disinfect electronic equipment.
- e) As a general rule, do not share other employees' work equipment or devices. If certain equipment or devices are shared, the tourist organization shall establish cleaning and disinfection guidelines between each use to reduce the risk of contagion.
- f) Remove work clothes, store them in a bag and wash their hands at the end of the working day and in that order.

Work clothes should be washed (>60 °C) and/or disinfected daily.

### **4.6.2 Staff areas**

The use of dining rooms, rest rooms, dressing rooms, canteens, etc. shall be regulated:

- a) establishing their safe capacity so as to maintain the safety distance, as well as hygiene conditions, during their use; and
- b) reinforcing cleaning and disinfection activities according to the use of these areas.



To ensure this, measures can be taken such as:

- Increasing the number of meal shifts and/or the number of breaks, alternating breaks, etc., so that as few people as possible are in the area at the same time. This can involve the temporary adjustment of the length or distribution of breaks.
- Removing enough chairs to ensure safety distance is respected.
- Putting up signs reminding staff to wash their hands before and after pressing the buttons on vending and coffee machines, if any.
- Not sharing kitchen utensils or tableware items.
- Installing lockers, which shall be wiped before use and after use each day.

Face masks shall be used in locker rooms at all times.

#### **4.6.3 Specific requirements for cleaning and disinfection staff**

Cleaning and disinfection staff shall use appropriate face mask and gloves.

After each cleaning and disinfection session, they shall safely dispose of the materials and protective equipment used, and then wash their hands. Buckets with lids shall be provided for disposal and subsequent waste management.

Cleaning and disinfection staff should not work in areas while users or other staff are in, except when due to the operation of the service this is not possible (e.g. continuous cleaning and disinfection in a theme and leisure park, table cleaning and disinfection at a restaurant while other users are sit).

#### **4.7 Informative measures**

The tourist organization shall communicate

- a) To the employees, subcontractors and suppliers, as well as to the users, the health and safety measures of the contingency plan that they shall implement or follow (e.g. use of masks, hand washing, safety distance). This information should be presented in an accessible way for people with special needs (see Annex E and ISO/DIS 21902 Accessible Tourism).
- b) To the user (e.g. through mail, website), when the tourist services and products are commercialized, the service conditions and measures established to reduce the risk of contagion while consuming the service for their acceptance before booking confirmation. Specifically, the tourist organization shall inform the user that he/she will have to abstain from entering the facility or using the service if he/she has experience symptoms compatible with COVID-19 or if they have been in contact with anyone with COVID-19 in the last 14 days.
- c) Its policies regarding users that do not conform to the established health and safety measures.

Informing about the applicable measures through signposting can be helpful. This should be in at least one foreign language (taking into account the country/countries of origin of the users).

## 4.8 Cleaning and disinfection requirements

### 4.8.1 Cleaning and disinfection plan

The tourist organization shall adapt its cleaning and disinfection plan considering:

- a) An increase in the frequency of cleaning, wiping and disinfection, especially in areas with greater contact (surfaces, doorknobs, washbasins, taps, handles, lifts, reception desk, doors, room keys/cards, telephones, remote controls, toilet flush, protection barriers, air conditioning, dryer, clocking-in system, gym machines, railings, room service menu, minibar, hangers, hand sanitizers of common use, vending machines, walls, floors mirrors, furniture, equipment and decorative and functional elements, point-of-sale terminal (POS), etc.).
- b) Disinfection of work areas at the end of each shift, if applicable, (e.g. reception counter) and at least daily.
- c) Daily ventilation of common areas for users.
- d) The use of disinfectant cleaning products under safe conditions, (e.g. freshly prepared bleach solution: chlorine concentration 1 g/L, prepared with a 1:50 dilution of bleach concentrated at 40-50 g/L; 62-71 % ethanol or 0.5 % hydrogen peroxide solutions are also effective over one minute, and other approved and proven alternative methods can also be used).

All disinfectants used shall be proven to be effective and be used in accordance with its safety instructions.

Specifically:

- Public area waste bins shall be collected under safe conditions so that the bags can be closed/sealed and transferred to the waste collection point.
- If the tourist organization has its own transport with vans, cars, motorcycles or other vehicles, these shall be included in the cleaning and disinfection plan. This plan shall cover the exterior and interior of the vehicle, motorcycle top boxes, etc. Similarly, all transport elements (isothermal boxes and bags, backpacks, carts, helmets, etc.) shall be properly cleaned and disinfected. If the vehicle is used to transport tourists, this shall be disinfected at the end of the service, and daily for multi-day services.
- Dining room equipment for users use shall be disinfected after each use.
- User voice reception systems (headphones, whispers, etc.) that are not single-use shall always be disinfected at the end of the service and, in any case, before being used by another person.

The equipment used for cleaning and disinfection shall be well cleaned and disinfected after each use.

Daily cleanings and disinfections shall be registered.

## 4.9 HVAC (heating, ventilating and air conditioning)

The tourist organization shall conform to the following:

- a) Use natural ventilation, opening windows if possible and safe to do so.
- b) For mechanical systems, increase the percentage of outdoor air, using economizer modes of HVAC operations and potentially as high as 100 %. Before increasing outdoor air percentage, verify compatibility with HVAC system capabilities for both temperature and humidity control as well as compatibility with outdoor/indoor air quality considerations.
- c) Increase total airflow supply to occupied spaces, if possible.
- d) Disable demand-control ventilation controls that reduce air supply based on temperature or occupancy.
- e) Improve central air filtration:
  - increasing air filtration to as high as possible without significantly diminishing design airflow;
  - inspecting filter housing and racks to ensure appropriate filter fit and check for ways to minimize filter bypass.
- f) Generate clean-to-less-clean air movements by re-evaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish measurable pressure differentials. Have staff work in “clean” ventilation zones.
- g) Ensure exhaust fans in restroom facilities are functional and operating at full capacity when the building is occupied.

The HVAC system should be running at maximum outside airflow for 2 hours before and after spaces are occupied, in accordance with manufacturers recommendations.

The HVAC system shall be checked periodically, especially the cleanliness of filters and grilles.

## **5 Specific requirements per tourist subsector**

### **5.1 Accommodation**

#### **5.1.1 General**

This subclause applies to:

- Campsites,
- Hotels,
- Hostels,
- Cottages, rural accommodation, agritourism, etc.

hereafter referred to as the tourist organization.

Each accommodation sector/type shall apply the general requirements that are applicable to its activity as well as the specific requirements that are defined for its typology.

Safe capacity shall be defined for the different facilities of the accommodation (i.e. rooms, toilets, common showers, other common areas).

### **5.1.2 Reception area and check in service**

The following measures shall be enforced:

- a) Establish the necessary mechanisms to ensure safety distance. If this is not possible, physical barrier elements shall be installed to ensure reception staff are protected. These should be easy to clean and disinfect.
- b) Pre-check-in or self check-in shall be encouraged and priority shall be given to telephone contact, whenever possible, in order to reduce the presence of users at the reception.
- c) Counters shall be cleaned and disinfected periodically, depending on the visitors flux. Shared brochures shall be removed from the reach of users as well as decorative elements that prevent proper hygiene and cleaning.
- d) If cards or keys are used, these shall be disinfected at the end of the stay or after each use if they are left at reception.

### **5.1.3 Accommodation service**

Rooms shall specifically meet the following requirements:

- a) Textiles (including rugs), decorative objects and amenities in the room should be reduced, when possible.
- b) The bathroom waste bin shall have a non-manual activation and a bag.
- c) Blankets and pillows in wardrobes shall be protected (e.g. seal). Extra linen or pillows shall be provided in a way that prevents cross-contamination.
- d) If a hair dryer is available in the room, it shall be cleaned and disinfected (including the filter) when each user leaves.
- e) Hangers, if not sealed, shall be disinfected on user departure.

### **5.1.4 Common areas**

#### **5.1.4.1 General requirements**

This subclause does not apply to rural accommodation where the whole house is rented.

The tourist organization shall:

- a) Pay particular attention to the cleaning and disinfection of shared-use areas.
- b) Determine and announce the safe capacity of the different shared spaces.
- c) Have bins with non-manual activation and bagged.

- d) Ensure safe use of vending machines (if available) encouraging the user to wash their hands or use hand sanitiser before and after its use.
- e) Replace consumables as needed (soap, paper towels, etc.).
- f) Clean paper, gel and soap dispensers periodically, depending on the level of use.

#### **5.1.4.2 Laundry area for the users**

The tourist organization shall ensure the minimum safety distances (e.g. by installing visible distance markers to avoid crowding, announcing the safe capacity). There shall be hand sanitiser next to the laundry, visibly placed.

#### **5.1.4.3 Shared kitchen area**

If a shared kitchen is available for guest use, the tourist organization shall ensure that utensils and equipment (refrigerators, microwaves, etc.) are stored to avoid cross-contamination. If this cannot be guaranteed, they shall remain closed.

Therefore, the tourist organization shall provide a space for individual consumption or a dining room subject to the health and safety measures applicable to dining areas.

#### **5.1.4.4 Dining area**

The following measures shall be enforced:

- a) The safe capacity shall be established in the dining area so that safety distance between users is respected.
- b) Hand sanitiser shall be made available to users in the dining area so that they can disinfect their hands when they enter.
- c) Decorative elements and self-service products (napkin holders, toothpicks, oil and vinegar bottles, etc.) shall be removed from tables, prioritising single-dose products.

### **5.1.5 Specific requirements for each accommodation sector**

#### **5.1.5.1 Campsites**

When it is possible, plots and/or rental units (bungalows, mobile homes, etc.) shall be assigned, giving priority to those that have been empty 48 h prior to the arrival of the new user.

As far as possible, priority should be given to providing reception services through an outside window.

#### **5.1.5.2 Hostels**

The following measures shall be enforced:

- a) Hand sanitiser and disinfectant spray for shoes, backpacks, bicycles, etc., shall be available in the reception area.

- b) The hostel shall avoid directly handling users' backpacks and other belongings. Plastic bags or similar shall be offered to users to store their backpacks, boots or other potentially contaminated objects.
- c) In shared bedrooms or dormitories:
  - hand sanitiser shall be available at the entrance to bedrooms;
  - in all cases, beds shall be arranged in rooms to respect the safety distance;
  - users in shared rooms or dormitories shall be encouraged to make their own beds, and not touch the beds or bunk beds of other users;
  - the hostel shall provide users with bagged or packaged bed linen, thus guaranteeing the user that it is clean and avoiding prior contamination.

Disinfectant mats should be placed at the entrance to bedrooms.

### **5.1.5.3 Hotels**

The following preventive measures shall be enforced:

- a) Courtesy service at arrival (e.g. beverage, food) should be provided in a safe way (e.g. single-dose products, individual plating or covered single-service).
- b) When staff transport user's luggage, the service shall be provided in safe conditions.
- c) Rooms shall be allocated to guarantee the required hygienic disinfection measures.

Measures to avoid cross-contamination when storing luggage are recommended (sprays, wipes, etc.).

## **5.1.6 Cleaning and disinfection requirements for accommodation**

### **5.1.6.1 Bedrooms**

- a) Bedrooms shall be cleaned and disinfected in safe conditions.
- b) Cleaning and disinfection shall include airing the room and replacing towels and bedlinen.
- c) This shall be done at least after each user's departure and, additionally, considering the frequencies established for the accommodation category (if applicable). In the case of hostels, every three days of stay as a minimum.
- d) The accommodation shall determine a daily time slot for bedrooms without the presence of users.
- e) Cleaning and disinfection staff shall not work in bedrooms without users leaving the room, except under exceptional circumstances. Information on this measure shall be provided in advance to the users.

### **5.1.6.2 Textile cleaning and disinfection**

The following requirements shall be enforced:

- a) Clean and disinfected linen shall be laid out only once the room has been cleaned and disinfected, in order to avoid cross-contamination.
- b) Dirty or used textiles shall be collected, put in a bag and closed until treatment at the laundry.
- c) Shaking used textiles shall be avoided. In the case of linens, placing them on the room or bathroom floor shall be avoided.
- d) Staff shall wash their hands after handling used textiles.
- e) Used textiles shall be washed at >60 °C or similar disinfecting procedures. If the laundry service is outsourced, the service provider shall be informed of the minimum required temperature.

## **5.2 Adventure tourism and ecotourism**

### **5.2.1 Before the activity**

The following measures shall be enforced:

- The tourist organization shall coordinate with other local adventure tourism and ecotourism companies to avoid crowding, and with the competent authorities for an orderly and safe use of public spaces.
- If the activity is carried out at external facilities (e.g. in a public sports facility), protocols for the prevention of SARS-Cov-2 infection shall be requested to the management organization of the facility prior to the activity.

### **5.2.2 During the activity**

The user shall be informed about:

- a) How to collect and use the material and equipment so as to reduce the risk of contagion.
- b) How to use facilities (e.g. changing rooms, toilets) where appropriate.
- c) The need to respect at all times organization staff instructions and all the health and safety measures notified for the safe development of the activity.
- d) The need to avoid sharing materials by users or by staff and users if they have not been disinfected between uses (e.g. helmets, textiles, poles, wetsuits, etc.).
- e) If the tourist organization provides private transport in its vehicles (e.g. 4×4, photographic safari, travel to and from the activity) the measures issued for transport shall be respected.

### **5.2.3 After the activity**

The tourist organization shall ask the user to apply health and safety measures after the activity for the prevention of SARS-Cov-2 infection by:

- a) Collecting the materials and equipment's in a proper manner so as to reduce the risk of contagion.
- b) Applying disinfection to all the materials and equipment.

- c) Not sharing or renting materials to other users or used by staff, if they have not been disinfected between users (e.g. ropes, helmets, textiles, poles, wetsuits, etc.).
- d) If the tourist organization provides private transport in its vehicles (e.g. 4×4 photographic safari, travel to and from the activity) the measures issued for transport shall be respected.

## 5.3 Beaches

### 5.3.1 Beach safe capacity

This subclause is applicable to beaches and bathing areas throughout the bathing period defined by the tourist organization, either a public authority or a private company and hereafter referred to as the tourist organization.

The tourist organization shall estimate the beach safe capacity, taking into account at least the characteristics of the beach (e.g. tides) and the use of the beach area (e.g. commercial activities/concessions). The safe capacity of the beach can be estimated for example, dividing the total surface area of the beach by the determined safety distance. The safe capacity of the beach shall not only be estimated according to the number of users (e.g. groups, individuals) and influx, but also according to the type of activities or services on the beach available to beachgoers, and where these take place.

Users shall be informed about the safe capacity of the beach and the measures established to ensure the safe capacity is not exceeded (e.g. through posters, public address system, etc.).

When the safe capacity of the beach has been estimated, the tourist organization shall:

- a) Identify when and in which cases it is necessary to implement access control to the beach, in accordance with the risk assessment results, and how it will be carried out (e.g. allowing access to the beach exclusively via one point of access).
- b) Consider any inconveniences that could arise from this type of beach access control (e.g. bottlenecks, crowding) and take the relevant measures to avoid them.
- c) Determine, according to the risk assessment results, if there is a need to define a maximum number of people per group, and act accordingly.
- d) Determine how users are to be informed about when the safe capacity of the beach has been reached.
- e) Define and implement measures to ensure users observe the safe capacity and the measures to apply. In this respect, it can be necessary to modify the beach safety and security plan in line with the results of the risk assessment and to adapt it to the available resources (e.g. re-assigning personnel, use of drones, etc.).

In some cases, the spaces that users can occupy should be identified (e.g. markers, sunshades, signs, etc.) and transit zones for users should be properly marked (e.g. water entrance and exit points, routes to be used by concession holders from access points, etc.). There shall also be ensured that beachgoers on the seafront keep their distance from users in the shore area.

### 5.3.2 Access points

At access points, the tourist organization shall:



- a) Inform about the health and safety measures to be followed by beachgoers.
- b) Inform about the safe capacity of the beach.
- c) Inform about service restrictions or limitations (if any).
- d) Ensure that safety distances are observed between flows of people entering and leaving the beach (e.g. it may be necessary to establish different routes for accessing and leaving the beach).

### **5.3.3 Security, lifesaving and first aid**

First aid staff shall be provided with the same personnel protective equipment as applicable to healthcare personnel at risk of exposure.

Lifesaving and first aid equipment, and also emergency communications equipment (e.g. walkie-talkies, megaphones, etc.) shall be cleaned and disinfected after each use and at the end of the day, and always whenever it changes hands between employees (binoculars, boards, etc.).

### **5.3.4 Accessibility**

If bathing services for people with reduced mobility are provided, the necessary face masks and/or mechanical resources should be made available to the staff to guarantee protection of the persons providing these services, in any case according to the risk assessment results. Whenever necessary, an advance booking system shall be established through which users can be informed via the relevant channels, and tourist information (e.g. tourist information offices, websites, etc.), so that they can take the relevant health and safety measures in regard to cleaning and disinfection of equipment between users. Any necessary training courses for staff is recommended regarding this matter.

Assistive devices and other aids should not be left unstaffed and manipulated by users with disability unattended, given the risk of injuries or contagion.

### **5.3.5 Children's play areas, sports activities and other recreational activities**

Children's play areas, sports areas and any other recreational area located on beaches that are not commercially operated (therefore falling under the direct responsibility of the beach tourist organization), shall be properly adapted in accordance with the health and safety measures established, including control over capacity, where applicable.

If these areas are open to the users, they shall operate under safe conditions, guaranteeing daily clean and disinfection as frequent as possible. If the appropriate conditions cannot be guaranteed, these facilities shall remain closed to the users.

NOTE Subclause 6.4 contains specific requirements for children's play areas.

### **5.3.6 Showers and foot-washers**

The decision on whether to open showers and foot-washers shall be made in accordance with the risk assessment (e.g. taking into account the possibility of frequent cleaning and disinfection of these facilities, avoiding crowds, etc.).

### **5.3.7 Commercial activities**

#### **5.3.7.1 General requirements**

All activities shall be carried out on the basis of ensuring safety distance.

#### **5.3.7.2 Sunloungers and sunshades**

The sunlounger and sunshade areas shall be delimited (e.g. with cones, tape, signs) and control of how they are assigned shall be established, so that they can be properly cleaned and disinfected before and after they are used.

Sunloungers and sunshades shall be distributed within the delimited area so that the safety distances between users of this service can be guaranteed. Sunlounger materials that come into contact with users shall be made from a material that can be disinfected after each use and at the start of the day or disposable materials.

The user shall be encouraged to use towels that are owned or provided by the organization. In any case, the towels cannot be shared between users.

#### **5.3.7.3 Sports and recreational activities**

The following aspects shall be taken into account:

- Boats, pedal boats, kayaks, etc., can be used individually or by cohabitation units (always in line with the guidelines issued by the health authorities in regard to safety distance outside the family unit). In all cases however, they shall be cleaned and disinfected after each rental/service and at the start of the day.
- Any items loaned to users (helmets, life jackets, etc.) shall also be cleaned and disinfected after each use or at the start of the day. They shall be allowed to dry before they are delivered to users, and should be stored properly to avoid any type of contamination.

Floating platforms shall be closed if cleaning, disinfection and safety distance cannot be guaranteed.

## **5.4 Catering services/Restaurants**

### **5.4.1 General requirements**

This subclause applies to restaurants and cafés, hereafter referred to as the tourist organization.

The tourist organization shall:

- a) Have hand sanitiser available in places accessible to users and at least at the entrance to the service area (e.g. restaurant entrance, buffet area). Users shall be encouraged to disinfect their hands before entering.
- b) Respect the safe capacity as established.
- c) In case that payment by card, on line or other electronic means is not possible, assign a single employee to all cash payment collections, using some type of container (tray, glass or similar) to avoid possible contamination.

- d) Regularly disinfect vending and gaming machines used by users.
- e) Prioritise the use of single-use linen. If this is not feasible, avoid the use of the same tablecloth or tablemat with different users, opting for materials and solutions that are easy to change between services. Table or chair surfaces, armrests, etc. in contact with users shall be disinfected after each use.
- f) Avoid the use of shared menus to reduce the risk of contagion, for example, by reading it out loud, using technology (digitised menus, QR), or other systems such as blackboards, posters, disposable menus. If any of the above solutions cannot be chosen, the menu shall be provided as a plasticised document and be disinfected after each use.
- g) Store auxiliary service elements (crockery, glassware, cutlery, table linen, bread baskets, coffee cups, sugar packets, etc.) away from areas where users and staff pass through and preferably, in close areas. All decorative elements shall be removed from tables.
- h) If the characteristics of the service allow it (except when preparing events and in enclosures where users are not commonly present before the service), avoid setting tables without protection.
- i) Eliminate self-service products (serviette dispensers, toothpick holders, oil and vinegar bottles, etc.) and prioritise single-dose products or their service in other formats by waiters at the request of the user.
- j) Ventilate the closed spaces frequently.

## **5.4.2 Kitchen**

### **5.4.2.1 General requirements**

The tourist organization shall conform to all the aspects included in the Hazard Analysis and Critical Control Point (HACCP) system, and this shall be updated for SARS-CoV-2 prevention.

### **5.4.2.2 Raw material reception**

Specifically, there shall be a space (specific area, table, floor mark, etc.) reserved for the reception/return of goods, located near the goods access door, physically or temporarily separated from the rest of the areas. Delivery personnel, who shall conform to their own safety and hygiene protocol, shall not go beyond this reception area and compliance with the protection regulations applicable to them shall be monitored.

In this space:

- a) Packaging shall be removed from the goods received.
- b) Containers that have been in contact with the outside shall be disinfected.
- c) Items that cannot be disinfected, such as fresh produce, shall be moved from the supplier's container to the establishment's own container in the reception area.

Delivery notes and receipts shall be left on the table to avoid contact with the supplier and shall always remain in this reception area. The devices used (thermometers, pens, etc.) shall preferably always be used by the same person. If they are shared, they shall be disinfected after each use. After receiving and/or handling packages/orders, the area shall be cleaned and disinfected, and personnel shall wash their hands.

#### **5.4.2.3 Work areas**

The areas of different employees shall be separated (e.g. with marks on the floor).

Before starting each service, work surfaces shall be disinfected. There shall be soap dispensers next to the sink. Paper towels shall be used for drying and disposed of in a waste bin with a non-manual lid.

At the end of the day, work tools and equipment shall be cleaned and disinfected with the suitable products.

#### **5.4.3 Service**

##### **5.4.3.1 Home delivery**

The relevant health and safety measures determined by the risk assessment results shall be maintained during order, preparation and delivery.

In particular:

- a) The tourist organization shall have a space available to hand over the order to the delivery staff (bar, table, etc.). Delivery personnel are strictly not allowed to get to the kitchen area.
- b) For the delivery service, food shall be deposited in closed bags, preferably sealed, which shall be cleaned and disinfected internally and externally after each delivery.
- c) Contact between staff handing over orders and delivery personnel (showing the order form, etc.) shall be avoided. Once the order has been handed over to the delivery personnel in the area designated for this purpose, staff handing over the order shall wash their hands.
- d) A system shall be set up to prevent delivery personnel gathering.
- e) During delivery to the user, safety distance shall be maintained.
- f) The delivery person shall properly sanitise their hands frequently.
- g) Delivery personnel should not share lifts at delivery addresses. Personnel shall notify the user of arrival using the entry phone and indicate that the order shall be left at the door. There should be single-use, disposable mats to place orders on.
- h) If transport and delivery are carried out by external personnel (delivery platforms or similar), in addition to the above, the service provider shall be asked to provide a contingency plan for SARS-CoV-2.

#### 5.4.3.2 Take-away food

- a) The tourist organization should have a space enabled and signposted for collecting orders (e.g. table, counter) where the exchange and payment shall be made.
- b) During the take-away food service, safety distance shall be guaranteed (e.g. with visible marks on the floor).
- c) Take-away food area shall be disinfected periodically.
- d) The staff shall keep at all times health and safety measures during take-away food service (e.g. periodically hand washing).

#### 5.4.3.3 Bar service

Safety distance between users and staff shall be respected; if this is not possible, other protective measures shall be implemented according to the risk assessment results.

The positions to be occupied by the user or groups of users shall be established in such a way as to avoid crowding and to guarantee safety distance between them.

Any products exhibited at the bar shall be adequately protected. User self-service at the bar shall not be allowed.

#### 5.4.3.4 Dining room service

- a) Table service: Waiters shall use the protective measures according to the risk assessment results.
- b) Order pick up at the counter: Waiting shall be organised to avoid crowding and contact between incoming and outgoing users. Safety distance shall be marked on the floor or in a similar way, and panels/signs explaining the collection procedure shall be displayed (e.g. at the counter, at the kiosk area). If a shared digital device is used (e.g. tablets, kiosks), it shall be disinfected before handing it over to them. Hand sanitiser dispensers shall be available in these areas.

#### 5.4.3.5 Terrace service

The following measures shall be followed:

- a) The safe capacity of the terrace shall be defined and controlled. The layout of the furniture and distribution of people shall guarantee the safety distance.
- b) Measures shall be implemented to ensure users do not make random use of the furniture on terraces (chairs and tables) so that it can be disinfected when one user leaves and another one arrives. Delimiting terraces (for example with ropes, tape, floor markings or other methods) may help to ensure this measure is successfully implemented.
- c) A system shall be established to manage users waiting in queues (if applicable).
- d) Signs shall be put up to inform users about the hygiene and disinfection rules so that they are aware of and respect those rules. This information shall clearly state that users cannot occupy a table until the staff have shown them to it.

#### **5.4.3.6 Buffet service**

Formulas such as the assisted buffet with protective screen, individual plating and/or covered single-servings (also with protective screen), shall be implemented.

Shared elements or equipment (oil and vinegar bottles, salt shakers, drink dispensers, sugar packets, etc.) and any decorative elements shall also be removed from all services.

Based on its facilities, the tourist organization shall also consider a suggested or predefined route to avoid crowding in certain areas and to prevent contact between users.

If self-service vending machines are provided, there shall be hand sanitiser next to them, encouraging users to disinfect their hands before and after its use. The sanitiser shall be topped-up or replaced as required.

#### **5.4.3.7 Events**

Where events are allowed, the applicable specifications of 6.6 (safety distances, service procedures, etc.) shall be followed.

### **5.5 Golf courses**

#### **5.5.1 General requirements**

This subclause describes the measures to be taken in recreational golf, covering all facilities of a standard golf course, hereafter referred to as the tourist organization.

Safety distance shall be respected in all indoor and outdoor areas and physical greetings shall be avoided. Protective equipment shall be used according to the risk assessment results.

#### **5.5.2 Before the play**

Before starting to play, the following measures shall be enforced:

- a) If individual or family buggies are used, they shall be disinfected before and after each use.
- b) Individual manual and electric carts shall be disinfected before and after each use.
- c) Players shall be informed that they shall go directly to tee 1, five minutes before tee time.

The tourist organization should encourage players to arrive dressed for the game. Matches should be played by 4 people.

#### **5.5.3 During the play**

During play, the tourist organisation shall ensure:

- a) each player carry a spray to clean the ball, a brush to remove any dirt and a cloth to dry the ball;
- b) bunkers are repaired by the player without using rakes;
- c) hole flags remain in place and are not removed or touched;

- d) holes have a stopper that prevents the ball from dropping to the bottom of the hole;
- e) players are asked to pick up the ball with caution, using preferably an accessory to pick up the ball from the hole.

Ball washers, fountains, benches, etc., should be available according to the risk assessment results.

#### **5.5.4 After the play**

After play, the following points shall be followed:

- a) Ensure shoes are not cleaned and disinfected in the cleaning area.
- b) Encourage the player to go directly from the course to the car park.

#### **5.5.5 Facilities**

##### **5.5.5.1 Reception**

In the reception area, the tourist organisation shall:

- a) Minimise the use of the reception area.
- b) Ensure all bookings are made online or by telephone.

##### **5.5.5.2 Secretary's Office**

The Secretary's services shall be offered by telephone or online.

##### **5.5.5.3 Club room**

The golf club storage room should not be used. In all cases, the necessary measures shall be established and communicated to ensure safe distancing between anyone in the area.

##### **5.5.5.4 Round**

During the round, the following measures shall be enforced:

- a) Holes shall be equipped with a system that prevents the ball from falling into them.
- b) Rakes shall be removed from bunkers.

##### **5.5.5.5 Driving range**

On the driving range:

- a) Safety distance shall be guaranteed.
- b) All driving range elements shall be regularly sanitised.
- c) Golf professionals shall be encouraged to follow health and safety measures during their work.

#### **5.5.5.6 Putting green**

Holes shall be equipped with a system that prevents the ball from falling into them.

#### **5.5.5.7 Buggies and manual and electric carts**

Buggies and carts shall be disinfected before and after use.

#### **5.5.5.8 Catering services**

If the tourist organization provides catering services, the requirements provided in 5.4 shall be met.

### **5.6 Medical spas**

#### **5.6.1 Reception service**

The following health and safety measures shall be enforced at medical spa reception area:

- The medical spa shall determine the system (e.g. distance markers) to avoid crowding at reception and ensure safety distance on group arrival and/or individuals (e.g. reservation).
- The protective equipment shall be facilitated to the staff according to the risk assessment results.
- Hand sanitiser shall be available in the reception area for user and staff use.

If the doctor detects symptoms compatible with COVID-19, when the type of therapeutic treatment requires prior medical consultation, access to the facilities shall not be allowed. For other recreational or wellness services, a statement of responsibility from users shall be registered, indicating any medical incompatibility.

#### **5.6.2 Medical service**

Waiting room safe capacity shall be defined and controlled, ensuring safety distance in all cases (e.g. by means of an appointment system), or by installing physical separation methods between users.

The medical consultation room shall be clean and disinfected at least daily. The facilities and equipment which are in contact with the user shall be cleaned and disinfected after each use.

During the medical examination, the user's body temperature shall be checked with a contactless thermometer.

#### **5.6.3 Treatment area**

##### **5.6.3.1 General requirements**

The tourist organization shall identify which techniques from its catalogue will be available considering the following criteria into the risk assessment:

- a) The existence of scientific studies showing a greater or lesser risk of contagion (e.g. treatments involving inhalation, such as aerosols or nebulisers, shall not be provided until information on the risks inherent in these treatments in the current situation is available).



- b) The possibility of disinfection or sterilisation of materials and booths.
- c) Whether techniques applied are collective or individual (e.g. swimming pool or individual bath, etc.).
- d) Other criteria, such as the result of scientific studies on the impact of SARS-CoV-2 on certain treatments.

Each technique shall be analysed. Some collective techniques, depending on the risk assessment results shall be applied individually.

In the specific case of applying muds or peloids, they shall be single-use and disposable or, if they are reused for the same user, the tourist organization shall identify the peloid with their name. In the case of parafango, those used for other users without a physical protection barrier cannot be used.

#### **5.6.3.2 Dry area**

The dry area shall be between 23 and 26°C. All dry area equipment (sofas, beds for relaxation, etc.) shall be washable and easily disinfected. The use of a towel or a bathrobe shall be mandatory when using any equipment (chairs, loungers, etc.) to avoid physical contact between users and the equipment. This equipment shall be disinfected periodically.

#### **5.6.3.3 Wet area**

The following health and safety measures shall be enforced in the wet area:

- a) Handrail disinfection shall be intensified.
- b) No carpets or rugs shall be used.
- c) There shall be a space (e.g. bucket, basket, etc.) for users to deposit used towels (preferably in containers with a lid, pedal and inner bag).
- d) Treatments involving drinking the water shall be assisted.
- e) Complementary water after treatments shall use bottled water and not shared fountains (except if they are continuous flow, in which case disposable cups shall be used).

In swimming pools, the available evidences of the behaviour of SARS-CoV-2 in the water of both outdoor and indoor swimming pools shall be taken into account.

### **5.7 MICE Tourism (Meetings, Incentives, Conferences and Events)**

#### **5.7.1 General**

This subclause establishes the guidelines and recommendations to be applied during conferences, meetings, incentives, conventions, trade fairs and events (MICE activities). It applies to the design, organization and execution processes of the aforementioned events and to the parties who are involved in these activities: event organisers, travel agencies, Professional Congress Organisers (PCO's), Destination Management Organization (DMO's), convention bureaux, conference halls, trade fair premises and trade fair organisers, among others.

## 5.7.2 Activity planning

The event organiser (hereafter referred to as the tourist organization) shall plan the activity so that it can be carried out under safe conditions for staff, participants, exhibitors and service providers. Consequently, the following aspects shall be considered:

- a) Spaces, safe capacities (e.g. considering the possibility of holding the event outdoors if possible).
- b) Assembly requirements (e.g. considering temporary installations for health care or other services).
- c) The services that can be offered.
- d) Choice of suppliers, taking into account their prevention and health and safety protocols.
- e) Information measures.
- f) Inclusion of commitments and responsibilities in contracts in regard to fulfilment of the measures established.

If safety measures cannot be met, the event shall not be organized. This shall be analysed within the risk assessment.

## 5.7.3 Preparing and holding the activity

### 5.7.3.1 General requirements

The tourist organization shall establish the necessary measures to coordinate activities by the different parties involved in carrying out the activity in order to ensure compliance with health and safety measures.

In general terms, the tourist organization is responsible for defining the safe capacity, managing queues, ensuring safety distances, and compliance with the health and safety measures.

### 5.7.3.2 Assembly/Disassembly

The tourist organization is responsible for ensuring compliance with the aforementioned measures during assembly and disassembly.

- Safety distance measures shall be observed in halls, pavilions and other spaces in line with the safe capacity, limiting the number of stands whenever necessary or increasing the spaces between passageways and areas where participants converge.
- Once assembly has been completed, the entire area shall be thoroughly cleaned and disinfected.

### 5.7.3.3 Accesses

#### 5.7.3.3.1 Controlling the flow of people at entrances and exits

The tourist organization shall:

- Redesign and adapt entrance and exit routes to the venue and inform about the defined entrances and exits.

- Manage information systems and pedestrian and vehicle traffic operations outside the entrance areas, (e.g. indicating which entrance should be used on passes before the event is held, information systems, re-distribution of public mobility and transport services so that passengers are dropped off at different access gates) taking peak hours into account.
- Recommend minimising the number of entrances to the venue and concentrating them to defined areas at the facility in order to ensure control and management of health and safety protocols for all persons (providing that this facilitates implementation of preventive and health and safety measures).

#### **5.7.3.3.2 Control of access, registration, subscription, administration**

In order to properly manage incoming and outgoing flows of people to the event, the following general guidelines shall be established:

- Whenever possible, substitute manual methods for on-line methods (e.g. delivering passes on-line, downloading passes to smartphones).
- Manage queues (e.g. floor markings or separation barriers) to ensure safe distancing (unless face masks are worn by all participants and staff) at registration and accreditation counters, offices for dealing with exhibitors, fitters, decorators, etc.
- Provide participants (e.g. users, exhibitors, speakers, etc.) with relevant information beforehand, explaining access condition as well as health and safety protocols (including the right to admission in the event of failing to comply with the established protocols).
- Hand sanitiser shall be provided at entrances.
- To enable a working area for registration, subscription or administration duties so that safety distance between personnel can be guaranteed.
- To avoid printed materials, encouraging the use of digital information (e.g. through QR codes).
- To supervise compliance with the health and safety protocols.
- To clean and disinfect counters daily, and as frequently as possible in line with the influx of participants.

Additionally, where applicable:

- Attendance certificates shall be sent out in digital formats.
- Any promotional merchandising items for participants shall be disinfected before they are delivered, whenever possible, and this process shall be carried out individually.

#### **5.7.3.3.3 Mechanisms for controlling capacities**

Depending on the criteria taken into account when designing the activities, safe capacities shall be established and ensured. More specifically, the following measures can be established:

- Implementation of systems to count and control the number of users (automatic or manual) at entrances and exits (e.g. controlling the number of passes and/or invitations by participating companies according to the available surface area and the number of event days.
- Identification of potential areas of crowding, increasing the width or size of passageways, pavilions and other areas whenever needed and possible
- Establishment of timetables to allow for thorough post-activity cleaning and disinfection of the area.
- Information on posters, signs or through personnel to help manage the transit of people. It is recommended to design an exhibition layout to help orderly distribution of transit and plan how people will be distributed in the different areas.

#### **5.7.3.4 Audiovisual services**

The tourist organization shall liaise with the audiovisual service company to ensure suitable planning of assembly, testing and disassembly. This shall be carried out while the facility is closed to the participants.

Technical areas shall be cordoned off (control, camera) to ensure the safety distances from event participants.

#### **5.7.3.5 Communications, speeches and presentations**

Audiovisual material by speakers shall be delivered in advance, uploaded to a Cloud drive or any other on-line channel, in order to avoid speakers approaching the technical area. Safety distances between speakers and the rest of the participants at the event shall also be guaranteed.

The use of lecterns is not advised so as to avoid any possible contact between potentially contaminated surfaces. If lecterns shall be used, they shall be disinfected after each use. Additionally, if using a computer at the lectern is necessary, a plastic keyboard cover shall be fitted for each speaker and be changed between each of them.

If remote controls are used to change slides during presentations, they shall be disinfected after each use.

Individual foam covers for microphone shall be provided for each speaker, which shall be changed and disinfected after each speaker (e.g. with cotton wool and hand sanitiser). One microphone for individual use by each speaker is recommended.

Whenever possible, the use of Apps and smartphones for interactive voting shall be encouraged, thus avoiding the use of any shared devices. If this is not possible, voting devices shall be delivered to participants in sealed bags and shall be cleaned and disinfected after each use.

#### **5.7.3.6 Simultaneous translation equipment**

If simultaneous translation services are required, they shall be carried out remotely, and participants shall be provided with disposable headphones (or they shall be encouraged to use their own headphones). Otherwise, if any equipment is to be loaned out for use, it shall be delivered to participants in individual bags and shall be cleaned and disinfected afterwards.

If these services cannot be carried out remotely and have to be provided on-site, a translation booth shall be provided for each interpreter and shall be disinfected at the end of the shift, and in any case at the end of the service.

### 5.7.3.7 Halls

The areas where activities are held shall be adapted to the safe capacities and to the health and safety measures established in accordance with risk assessment results.

Also:

- When ushering users, if applicable, they shall keep within the safety distance.
- They shall ensure that attendees are located in line with the safety distances and control the entrance and exit doors to avoid users having to touch them when entering and leaving the hall.

### 5.7.3.8 Networking areas

The areas where networking is carried out shall be adapted to the safe capacities and to the health and safety measures established in accordance with risk assessment results. For example, larger tables and counters shall be used, and screens that can be easily cleaned and disinfected, to ensure physical separation between participants.

### 5.7.3.9 Parking and transport

Whenever necessary (due to the expected number of users) parking areas shall be provided for the users' private vehicles.

Signposting these areas and access points shall be coordinated, and suitable distribution of parked vehicles shall be ensured through the use of auxiliary members of staff. Users shall be duly informed about the measures for parking their vehicles, and shall also be informed about public parking facilities if the venue does not have its own exclusive car park for this purpose.

If shuttle buses are required to transport users, the transport company shall implement the relevant measures to prevent infection by coronavirus SARS-CoV-2 as established for Tourist Coach Companies in 5.13.

## 5.8 Museums and heritage sites

### 5.8.1 Welcoming and attending to users

The following preventive measures shall be observed:

- a) The safe capacity in the welcoming and user arrival area shall be defined, and the number of members in groups of users.
- b) The necessary health and safety measures shall be established in accordance to the risk assessment results. For example, if the safety distances cannot be kept, the staff shall be protected (e.g. through a physical barrier that is easy to clean and disinfect, and shall wear face masks).
- c) Depending on the number of users and the size of the museum, access control systems shall be considered (e.g. calculating the capacity with advance bookings, seat sales, thermal cameras) as well as distancing markers to avoid crowds.

- d) Hand sanitiser shall be provided in the arrival and user service area, as well as next to the technological devices/screens that requires the interaction of the user.
- e) The suggested route (if there are several possibilities) shall be signposted to reduce the amount of contact between people (e.g. one-way route, separate entrance and exit).
- f) Counters shall be cleaned and disinfected at least daily, adapting the frequency to the influx of users.

### **5.8.2 Information and communication**

The following measures shall be observed:

- a) The museum shall report and control the safe capacity.
- b) The museum shall inform (e.g. through posters or other media), about the health and safety measures to be observed by users and specific access conditions to the museum.
- c) Any leaflets within reach of users should be removed. If leaflets or maps are provided, they shall be provided for individual use. In any case, information through on-line channels shall be encouraged (museum website, destination website, apps, etc).

### **5.8.3 Bookings and tickets sales**

Whenever possible, museums shall encourage on-line bookings and tickets sales, or bookings by telephone, via Apps or other channels in order to face the risks identified with the risk assessment, particularly in regard to the number of people on internal routes and at access points. The influx of users and time slots should be considered, and where applicable visiting times shall be established.

### **5.8.4 Visits**

For guided tours, the museum shall define:

- a) The maximum number of people in groups.
- b) How visits are going to take place, the routes and possible limitations along routes. This shall consider whether stops are to be made in front of certain exhibits, according to available space, the number of users in the group and the health and safety measures for guides and users.
- c) The use of disinfected or single-use headsets/whispers/radio guides. If they are not single-use, the user shall be encouraged to disinfect their hands before and after use. The museum shall inform the user about the procedure to return these devices, placing them all in a bag, which shall be sealed.

Other alternatives can be considered, for example, online applications (apps) for the users's mobile are recommended.

### **5.8.5 Facility requirements**

#### **5.8.5.1 Exhibition areas**

Access to any areas that cannot be thoroughly cleaned shall be restricted.

In regard to shared equipment (e.g. touchscreens), the necessary measures shall be established to ensure they can be used in safe conditions, e.g.:

- Disinfection after each use.
- Use of devices to avoid contact with touchscreens by people, and subsequent disinfection.
- Use of hand sanitizer (when it might not affect the exhibition) or availability of washing hands before touching shared equipment.
- Possibility that the user accesses the digital information through his/her technological device.

#### **5.8.5.2 Sitting areas**

The layout of rest areas, audiovisual areas, workshops, etc. should guarantee the safety distance between people (spacing them out, marking positions or seats that are not to be occupied, etc.).

### **5.9 Natural protected areas (NPA's)**

#### **5.9.1 General**

This subclause establishes the guidelines and recommendations to be applied by organizations (hereafter referred to as tourist organizations) who manage Special Protected Areas (SPA's) included in the Natura 2000 network, and areas protected under international instruments (in particular because of their importance, Biosphere Reserves and UNESCO Global Geoparks) to reduce the risk of infection by the SARS-CoV-2 virus through equipment, services and activities used by the public.

#### **5.9.2 Capacity control and safety distance in regard to the use of public facilities and services**

The safe capacity of the different facilities for public use (user centres, footpaths, viewpoints, recreation areas, nature rooms, car parks, etc.) in the NPA shall be defined, so that the necessary measures can be established to ensure safety distances between users, between users and staff and between members of staff themselves.

If safety distances cannot be observed (e.g. in arrival areas), face masks shall be worn.

After defining the safe capacity of the facilities for public use:

- a) These shall be clearly marked out in the arrival area in order to avoid crowds. A member of staff shall not deal with several cohabitation unit at the same time.
- b) Time limits to remain in users' centres shall be established, and when there are high numbers of people, entrance shall be by cohabitation unit.
- c) The car parks at users' centres and recreation areas shall be adapted to the established capacity and facilities in order to avoid crowds from gathering, and this shall be informed accordingly.
- d) Peak hour monitoring shall be carried out at car parks and in recreation areas, and waste containers shall be disinfected. Users shall be asked to take their rubbish home with them. Any recreational areas where cleaning and disinfection cannot be guaranteed after each use shall be closed to the public.

- e) Monitoring services shall be increased at viewpoints and the time users spend there shall be limited (when needed and applicable) in order to ensure the safe distance.
- f) The safety distance guidelines shall be observed on signed trails and in bathing areas (if any).
- g) Whereas the NPA provide specific equipment (e.g. binoculars and telephoto lenses for bird watching), this shall be provided duly disinfected and checked. At the time of booking, the NPA shall consult the desire of user to use their own specific equipment (avoiding sharing them among the users), and if so, the tourist organization shall send them the disinfection and safety requirement and verify compliance at the beginning of the activity.
- h) Priority shall be given to activities where safety distance can be ensured, and any activities that involve shared equipment and/or tools shall be avoided.
- i) In climbing areas, via ferratas, meeting points for canyoning and other places for adventure tourism, coordination with the companies who organise these activities shall be established to avoid any crowds of users.
- j) Any environmental education activities that are usually held indoors shall be held outdoors whenever possible. Groups can be divided up so that they can change between indoor and outdoor activities in these areas in smaller groups.

Priority shall be given to cohabitation units in order to reduce the risk of infection. In order to guarantee the safety of the rest of the group, a one cohabitation unit per room rule should be implemented. Likewise, one table per cohabitation unit shall be used in the canteen, and any communal spaces with shared items and furniture where there is a risk of infection, shall be closed off. Measures shall be taken to reduce the spread of coronavirus SARS-CoV-2 in regard to catering services, as established in 5.5 as applicable.

### **5.9.3 Welcoming and receiving users**

The following preventive measures shall be observed at user information points and reception areas at user centres:

- a) Hand sanitiser shall be provided.
- b) The emergency telephone numbers of nearby health centres shall be kept conveniently at hand.
- c) Information points shall be relocated whenever possible (e.g. marquees) to the outside of the user centre, thus increasing services outdoors and allowing control over the capacity of different areas and channelling the flows of users.
- d) Relevant information at these outdoor information points about the conditions for visiting the NPA and its facilities (recommended footpaths, etc.) shall be provided (e.g. setting up a model of the NPA, showing the areas that are out of use).
- e) Disabling touchscreens in exhibitions and in general any information methods that entail contact by hands or face, unless disinfection after each use can be guaranteed.

Two seats for every occupied seat shall be left empty in audiovisual rooms. Only alternate rows should be occupied. If cleaning and disinfection of audiovisual rooms (with seats) cannot be carried out after each use by users, they shall be closed in order to prevent any possible infection from the furniture (e.g. chairs, benches, etc.). If the display can be seen while standing up, these rooms may be kept open.



#### 5.9.4 Bookings and tickets sales

Users shall be informed about the new public service and usage conditions that could affect them (capacities for vehicles on guided tours, new timetables, new routes, etc.). Website or other on-line and social media channels shall be used to provide this information.

For public use services that require prior booking (guided tours, environmental education services, authorisation for certain activities, etc.), the NPA shall inform about the applicable health and safety measures before booking (e.g. on the website, pdf documents, social media) and also admission conditions depending on the type of group.

#### 5.9.5 Visiting NPAs

##### 5.9.5.1 Guided tour services

These services are provided by personnel depending on the managing organization of the NPA, by tourist guides who arrive with groups and by adventure and environmental tourist operators who carry out activities inside these protected areas (either under authorisation or as concession holders).

How explanations are delivered during tours should be redesigned in order to ensure safety distance throughout the route.

These measures should allow the guide to be able to control the group, and the use of whispers or headsets is recommended. Small, flexible groups are recommended and in line with 5.2 on adventure tourism and ecotourism, and 5.14 for tourist guides.

Specifically:

- During guided tours on foot, the guide shall explain the health and safety measures to observe during the visit.
- Guides may use any means that enable safety distance among users (e.g. radio guides) during visits. Specifically, at observation points or sites where stops are made to regroup, safety distances shall be observed, and also during walks to the next site.
- Concerning guided tours in vehicles (boats, cars) or use of cable cars requirements on 5.13.2 Coach, bus and minibus services shall be followed.

For adventure tourism activities, etc., 5.2 on adventure tourism and ecotourism shall apply.

##### 5.9.5.2 Unguided tours

Users shall be encouraged to keep safety distances on signed footpaths, and in general, to make sure crowds do not form at stopping points.

On narrow footpaths, the NPA shall establish time and/or capacity limits, or make sure users only move in one direction, which they shall be duly informed about.

If audio-guides are provided, they shall be disinfected after each use, or disposable headphones should be provided.

The safe capacity of bird-watching observation points shall be established, and any partially confined areas shall be cleaned and disinfected. Disinfectant shall be provided for viewing devices. Any viewing items that cannot be cleaned and disinfected after each use shall be disabled and/or removed.

## **5.10 Night leisure**

### **5.10.1 General requirements**

This subclause is applicable to the following night-time recreational facilities (hereafter referred to as tourist organisations): nightclubs, party halls, theatre cafés, restaurant performances, pubs, bars, lounges, concert halls, summer terraces and temporary facilities, and any other type of establishment that hosts similar activities.

The tourist organization shall conform to the following measures:

- a) The safe capacity of the premises shall be respected in order to allow safety distance between users, and a method to ensure the capacity is not exceeded shall be implemented.
- b) Hand sanitiser dispensers shall be provided for users at different points around the premises, particularly in areas where there is most influx of users (entrances, cloakroom service, bar, etc.).
- c) Proper ventilation shall be ensured to renew the air. Owing to the difficulty of ensuring correct natural ventilation, the HVAC systems should be regulated to increase the rate of air exchange per hour and the percentage of clean air from outside in order to avoid air recirculation inside the premises (working as much as possible with clean air from outside). See requirements and recommendations on HVAC in 4.9.
- d) Pedal or automatically operated waste bins or containers fitted with bin liners shall be provided.

The organization is responsible for ensuring the users respect the health and safety measures inside the premises, the safe capacity is not exceeded, and to prevent access by any persons who do not meet the admission or control conditions required for access to the establishment, inviting them to leave.

### **5.10.2 Box offices, access and admission**

The following measures shall be implemented:

- a) Screens or physical separators shall be fitted to ensure protection of the staff at box offices and access points if safety distance cannot be guaranteed. These shall be easy to clean and disinfect.
- a) Access to the establishment shall be gradual.
- b) Incoming and outgoing flows of people shall be controlled to ensure the safe capacity is not exceeded.
- c) The entrance and exit paths shall be differentiated using direction signs.

### **5.10.3 Bar and drinks dispensing service**

#### **5.10.3.1 General requirements**

The use of disposable beakers is recommended. If non-disposable glasses or crockery are used, they shall be disinfected at  $> 80\text{ }^{\circ}\text{C}$ .

### 5.10.3.2 Serving

The positions users or groups of users are to occupy at the bar shall be established in order to avoid crowds from gathering and to guarantee the safety distance between them.

Any products displayed on the bar counter shall be properly protected from users and employees.

### 5.10.4 Bookings and special celebrations

Night-time recreational establishments are recommended to encourage activities that avoid crowds of people (e.g. use of bookings, organization of social events and celebrations with limited access). Likewise, they shall establish the relevant measures to control the influx of users, as described previously.

### 5.10.5 Requirements for shows and entertainment

Events to be held shall be designed and planned in accordance with the results of the risk assessment.

The safe capacity of the premises shall be defined in order to ensure safety distance between people.

Shows and entertainment activities shall be carried out outdoors whenever possible, and any shared or exchanged items shall be avoided.

The items that have been used during the show shall be disinfected afterwards. The safety distances to be observed by the spectators shall be marked in the relevant areas (stands, benches, etc.).

Specifically, and in regard to the performers:

- a) The safety distance between the spectators and the performers shall be guaranteed.
- b) If performances take place on stages, the same measures are applicable to determine the maximum number of performers on the stage (ensuring the safety distance between them).
- c) There shall only be one person in a booth (DJ).
- d) Access to specific dressing rooms and rest areas reserved for the performers shall be provided, sufficiently large enough to ensure safety distance.
- e) Individual make-up and hairdressing items and costumes shall be used (unless cleaning and disinfection can be guaranteed after each use).
- f) The organization shall clean and disinfect their sound equipment and microphones after each performance.
- g) Assembly and disassembly of the stage backdrops, lighting and sound equipment shall be carried out while the establishment is closed.

## **5.11 Ski areas**

### **5.11.1 General Requirements**

Ski and mountain resorts (hereafter referred to as the tourist organization) shall conform to the following measures in their facilities, taking into account the result of the risk analysis and the safety distance to be kept between people:

- a) In outdoor services: appropriate measures to reduce crowds and ensure that the safety distance is respected (for example: marked safety distance, queue monitoring, schedule management, etc.) shall be implemented.
- b) In services provided in enclosed spaces (for example catering, shops, equipment rental area, etc.): a safe capacity shall be established.
- c) Users shall be informed of the specific capacity of each facility.
- d) Hand disinfection points shall be installed for users in the places that the risk assessment determines (for example, spaces where users detach from ski gloves or the like).

### **5.11.2 User access and reception**

The following measures shall be met:

- a) The tourist organization shall encourage the sale and online booking of passes/ski passes.
- b) If the safety distance at the locker cannot be maintained, screens or other physical barriers that are easy to clean and disinfect shall be installed between staff and users.
- c) To avoid crowds at the accesses, distance markers shall be installed.
- d) The use of signage/digital indications shall be encouraged to avoid the use of maps or similar. If those are delivered, they cannot be returned.
- e) Hand sanitizer shall be available in access and reception areas for user and staff use.

### **5.11.3 Ski area**

The tourist organization shall assess whether it is necessary to establish a protocol of use and enjoyment of the ski area, which is an outdoor space, considering the density of users, in order to guarantee the safety distance when skiing.

### **5.11.4 Rental of equipment and materials**

In the rental space of equipment and materials, the safe capacity shall be determined, controlling it and ensuring the safety distance. Depending on the space, it is recommended to set a one-way flow of users.

### **5.11.5 Transfer, internal transport, cable transport/ski lifts**

If the tourist organization has ski lift service or cable transport, it shall conform to the specific clause of this document.

### 5.11.6 Ski events & championships

In case of organizing sporting events and championships, the tourist organization shall follow closely the recommendations made by federated bodies such as the International Ski Federation (FIS). Among these recommendations, the tourist organization shall especially consider:

- a) To decrease the number of users in waiting spaces.
- b) To space the start times of the races to avoid overloading the ski lifts, catering services and common areas.

### 5.11.7 Ski school

The ski school shall:

- a) Provide the action guidelines to the groups to minimize the risk of contagion among users and staff.
- b) Determine the maximum number of users each group will have.
- c) Arrange meeting points for each activity ensuring the established safety distance.

### 5.11.8 Kindergarten or snow garden

The following measures are established:

- a) The safe capacity shall be defined according to the space of the premises and the staff available, and this shall be observed.
- b) They shall have hand sanitiser to disinfect the hands when entering.
- c) They shall have a tab (or similar system) in which the contact details of their users are registered, in order to be able to contact them in case of epidemiological outbreak.

### 5.11.9 Medical centre

The medical centre shall have a protocol in the event that a user with COVID-19 compatible symptomatology is detected, and the necessary coordination mechanisms shall be established with the competent authorities, following in any case their instructions.

## 5.12 Theme and leisure parks

### 5.12.1 General requirements

Theme and leisure parks (hereafter referred to as the tourist organization) shall conform to the following measures at their facilities:

- a) The tourist organization shall define its total safe capacity in order to ensure safety distance, always taking into account the results of the risk assessment and type of park. The SARS-CoV-2 risk management group shall carry out periodical monitoring of the safe capacity at the facility and shall ensure the proven effectiveness of the contingency plan.
- b) Control shall be kept over the number of users by monitoring incoming and outgoing users.

- c) Hand disinfection points shall be fitted for users in places identified in the risk assessment (e.g. at the entrance to each ride, at embarking and disembarking points).

#### **5.12.2 User access and reception area**

The following preventive measures shall be implemented:

- a) The tourist organization shall encourage on-line entrance ticket bookings and sales.
- b) If the safety distance cannot be maintained at entrance ticket sales booths, screens or other physical barriers, that are easy to clean and disinfect, shall be fitted.
- c) In order to avoid crowds at entrances, distance markers shall be fitted to ensure the minimum safety distance between users.
- d) The use of electronic signs/posters shall be encouraged to avoid the use of leaflets. If individual leaflets are delivered, they shall not be returned.
- e) Hand sanitiser shall be provided at access and welcoming points for use by users and staff.

#### **5.12.3 Performances, shows**

Performances and shows shall be designed and planned so that the safe capacity can be controlled and the safety distance between people can be respected, avoiding physical interaction with users (e.g. during photo-calls, processions, characters, etc.), unless face masks are used.

All items used for these performances and shows shall be properly disinfected:

- a) The safety distance between the spectators and the performers shall be guaranteed at all times.
- b) If performances take place on stages, the same measures are applicable to determine the maximum number of performers on the stage (ensuring the safety distance between them). Access to specific dressing rooms and rest areas reserved for the performers shall be provided, sufficiently large enough to ensure safety distance.
- c) Individual make-up and hairdressing items and costumes shall be used (unless cleaning and disinfection can be guaranteed after each use).
- d) The sound equipment and microphones shall be cleaned and disinfected after each performance.
- e) Assembly and disassembly of the stage backdrops, lighting and sound equipment shall be carried out while the park or area is closed and using the relevant face mask in accordance with the risks assessment.

#### **5.12.4 Rides and entertainment facilities**

Rides and entertainment facilities shall conform to the following preventive measures:

- a) The tourist organization shall define the safe capacity of the different rides and entertainment facilities in order to ensure safety distance and communicate it to the users. According to the risk assessment results, the use of face masks can be mandatory.

- b) Hand sanitiser shall be provided for users at access and/or exit points, whenever this is required according to the risk analysis.
- c) User flows shall be monitored to ensure crowds do not form and to prevent groups of people passing each other. Management and control protocols should be established for queues at entrance gates and access to rides (embarking, disembarking points, queuing points, etc.), and to control capacities, so that safety distance between users is guaranteed.

The tourist organization shall establish an internal control method to ensure the safety distance is kept at entertainment services in accordance with the type of function (e.g. blocking or removing seats, fitting plastic covers, use of vinyl screens, employing ushers, etc.).

Safety distances shall be observed at indoor shows. Any indoor areas and activities where it is not possible to keep at a safety distance shall not be operating.

#### **5.12.5 Accommodation**

If the park has accommodation services inside the premises, the measures to reduce transmission of infection by coronavirus SARS-CoV-2 for hotels and tourist apartments established in 5.1 section shall be observed.

### **5.13 Tourist bus companies, rent a car, cableway and tourism water transport**

#### **5.13.1 General requirements**

This subclause applies to coach travel companies (CTC's), car rental companies (with or without driver), cable transport (cable cars, ski lifts, etc.) and tourist water transport, (hereafter referred to as the tourist organization), regardless of the services these organizations provide (shuttle or transfer services, city tours, trips, long routes, circuits, etc.). Cruise ships are excluded.

The tourist organization shall:

- a) Inform passengers about the established health and safety measures (safety distance, face covering when required, etc.) to prevent contagion by SARS-Cov-2 through the usual communication channels (website, social media, ticket sale offices, etc.) or inside the vehicle (e.g. using graphical symbols signage).
- b) Define and inform about the safe capacity and monitor that this is not exceeded.
- c) Encourage on-line ticket sales whenever possible.
- d) Provide pedal or automatically operated bins for disposing of any waste.
- e) Ensure staff wash their hands regularly, or they disinfect them with sanitiser or disinfectant wipes, and at least every time they come into contact with cash or payment cards.
- f) In regard to face masks, inform passengers, drivers and other staff whether its use is compulsory according to the risk assessment result.

- g) Supervise and control compliance with hygiene and safety measures (through the driver or other member of staff). Consequently, drivers shall be appropriately trained on prevention of contagion by SARS-CoV-2 and shall be familiar with the measures established.
- h) If headphones are provided, ensure they are of the disposable kind or have been properly disinfected between users.
- i) Supervise eating inside the vehicle, which shall only be admitted if the conditions of the vehicle allow it (i.e ventilation). This shall be considered in the risk assessment, to act according to the results.

There should be a physical barrier (e.g. screen) between the driver and the passengers.

### **5.13.2 Coach, bus and minibus services**

The following measures shall be observed:

- a) The distribution of passengers inside the vehicle shall be defined (e.g. passenger distribution in an alternating distribution, zig-zag, etc.), respecting safety distance between passengers and the driver and between the driver and the guide where applicable.
- b) In case there is a folding seat - next to the driver, this shall not be used. Also, sitting on the first row of seats shall not be permitted unless there is a shield between the driver and those seats (as these are passing points and are close to the driver).
- c) There shall be a system to avoid crowds when getting on and off or into and out of the vehicle. When available and in order to reduce contact with the driver, passengers should enter the vehicle through the rear door unless entering through the front door is necessary for technical reasons. In any case, safety distance shall be ensured between passengers to the greatest extent possible.
- d) Any passengers who get off or out of the vehicle and then get back on (organised trip with intermediate stops) shall always sit in the same seat afterwards. Therefore, seat identification/numbers shall be visible.

### **5.13.3 Rent a car**

#### **5.13.3.1 Vehicles without driver**

The tourist organization shall implement the following measures:

- The vehicle shall be cleaned, disinfected and ventilated after each use. If cleaning and disinfection cannot be guaranteed, the vehicle shall not be rented out to users.
- With motorcycle rental services, disposable hairnets shall be provided to be worn under the helmet.

A vehicle rotation system that increases the down-time between each time the vehicle is used should be established, so that once a vehicle has been returned by a user, it is the last one to be used again afterwards.

#### **5.13.3.2 Vehicles rented with a driver of up to nine seats, including the driver**

Sitting on the row behind the driver should not be permitted unless there is a shield between the driver and those seats.



#### 5.13.4 Cable transport

The following preventive and hygiene measures shall be applied:

- a) The capacity of cabins shall be defined and controlled in line with the specifications of the cabins (e.g. standing or sitting passengers).
- b) Safety distances at access and/or waiting points shall be marked out.
- c) In order to avoid crowds and to control safe capacity, previous booking shall be encouraged whenever possible. Advance bookings shall allow for scheduled access to cable car transport (e.g. time brackets).
- d) Passengers shall be asked to disinfect their hands before and after entering the cabins. Consequently, hand sanitiser shall be made available. In general terms, hand sanitiser shall be provided at places where there is a risk of infection in accordance with the risk assessment.
- e) Whenever possible, natural ventilation shall be ensured in order to guarantee air renewal inside cabins. In any case, cabins shall be ventilated regularly whenever possible.

#### 5.13.5 Tourist water transport

The following measures shall be applied:

- a) The safe capacity and distribution of passengers inside the vessel shall be defined, respecting safety distances between passengers, in so far as it is possible (e.g. passenger distribution in an alternating distribution, zig-zag, etc.), and also between passengers and staff.
- b) In order to avoid crowds and to control safe capacity, previous booking shall be encouraged whenever possible. Advance bookings shall allow for scheduled access to transport (e.g. time slots). Likewise, a system shall be established to avoid crowds of passengers when getting on and off the transport.
- c) Whenever necessary, according to the influx of users and the results of the risk assessment, safety distances shall be clearly marked at access points and/or in waiting areas.
- d) Any passenger who gets off or out of the transport and then get back on (organised trip with intermediate stops) shall always sit in the same seat afterwards. Therefore, seat identification/numbers shall be visible.
- e) Passengers shall be asked to disinfect their hands before and after entering the vessel. Consequently, hand sanitiser shall be made available to passengers. In general terms, hand sanitiser shall be provided at places where there is a risk of infection. If passengers travel in confined spaces, regular ventilation shall be provided to guarantee renewal of the air.

### 5.14 Tourist guides

#### 5.14.1 Design of activities

The tourist guide (hereafter referred to as the tourist organization) shall follow these measures when designing activities:

- a) Determine how the visit shall be conducted and where the tour shall go, based on the risk assessment and possible restrictions applied by the various service providers (museums, monuments, natural areas, etc.). For example:
  - Prepare one-way routes to avoid groups crossing whenever possible (small towns, historical centres), coordinating in any case with other tourist guides.
  - Avoid areas likely to be crowded.
  - Avoid small spaces with limited capacity.
- b) Walking tours and stops for explaining monuments shall be done in open and/or wide spaces, respecting the safety distance.
- c) A maximum number of people to whom the service can be offered safely shall be established. If tourist guides use their own vehicle to transport tourists, they shall have the required licence.
- d) The tourist organization should request its most common service providers (e.g. accommodation, restaurants, coaches, museums, monuments, user centres, etc.) their implemented protocols for the prevention of contagion of SARS-CoV-2.

#### **5.14.2 Coordination with tourist service providers**

The tourist organization shall coordinate with suppliers in order to avoid crowding when groups arrive, for example:

- Sending the list of users documentation in advance.
- Handing out room keys inside the vehicle.
- Staggered entrance to the hotel/museum/monument.
- Setting up an appointment.

With regard to user coach transport, the Transport section (5.13) sets out guidelines and recommendations for the carrier. Passenger transport shall follow the instructions given by health authorities at any time (spaces between passengers, safety distance from the driver, etc.). In particular, each passenger shall sit in the same seat every time they get on the vehicle.

#### **5.14.3 Pre-activity information and communication**

The tourist organization shall:

- Send the user a document along with the quote explaining the health and safety measures that shall be taken preferably in the user's mother tongue, or in English. This document should be as graphic and illustrated as possible.
- Have access to information on the location and contact details of medical and emergency care centres where a user with SARS-CoV-2 compatible symptoms can be referred.

#### 5.14.4 Welcome and development of activities

The following measures should be enforced:

- a) Before starting the tour/visit, the tourist organization shall:
  - Recall the measures in place and urge compliance with them (keeping a safety distance, wearing a face mask, washing hands frequently, etc.).
  - Inform the group of how the visit will be carried out, the route and the rules and/or possible restrictions applied by the various providers (museums, monuments, natural areas, etc.).
  - Avoid forms of greeting and/or saying goodbye that involve physical contact with the user.
  - Ensure microphones are properly disinfected between services, unless microphones with disposable cover are used. In this last case, the cover shall be changed between users.
- b) During the tour/visit, the tourist guide shall:
  - Always appear calm and confident in applying the measures. Users shall be reminded of complying with them during the tour.
  - Wash their hands (or use hand sanitizer) before and after the visit and whenever equipment is shared.
  - Ensure properly disinfected or single-use headsets/whispers/radio guides are used. If they are not single-use, the user shall disinfect their hands before and after use and return these devices, placing them all in a bag which shall be sealed. Other alternatives can be considered, such as applications on the tourist's mobile.
  - Avoid the use of printed material such as maps, brochures, etc. If this is not possible, these shall be plasticised, be easy to clean and disinfect, or be disposable.
  - Respect the planned schedule as much as possible to avoid incidents. Improvisations affecting the development and itinerary of the visit shall be avoided.
  - Respect the work of other colleagues and coordinate with them, especially in places with narrow streets, access to monuments, etc.
  - Maintain the safety distance between the tourist guide and users, and between users themselves, throughout the tour. If this is not possible, the proper health and safety measures shall be established according to the risk assessment results. Users shall be informed of this and whether they shall bring a face mask.

In the presence of user with hearing disabilities, it is recommended to facilitate communication using transparent face shields or inclusive masks to facilitate labiofacial reading.

- c) After the tour and during the farewell, the tourist organization shall:
  - Avoid the use of cash and prioritise the use of cards or other electronic means, preferably contactless, when charging and paying for services and/or providers (e.g. on line pre-payment).

- Dispose face masks of properly (e.g. if applicable).

## **5.15 Tourist information offices (TIO's)**

### **5.15.1 User service**

The following measures shall be enforced by the tourist information offices and points (hereafter referred to as the tourist organization):

- a) Establish the necessary measures to ensure that the safe capacity is not exceeded (e.g. by means of door access control, shifts, placing line dividers, placing markers on the floor, entry of one member per group, etc.). In the case of groups composed of an adult with children, the latter should be accompanied by the adult. The measures to ensure the safe capacity is respected shall be announced in such a way that they are visible to users from outside the offices.
- b) Establish the necessary measures to ensure the safety distance is respected. According to the risk assessment result, physical elements easy to clean and disinfect or the use of face masks can be needed.
- c) Mark clearly the safety distance between users where more than one user can be attended at a time (e.g. with floor markings or posts). In any case, staff should not inform several individuals at the same time.
- d) Provide hand sanitiser.

### **5.15.2 Tourist information service**

The tourist organization shall:

- a) Establish a protocol for providing leaflets and written material (if any) in a safe manner (e.g. avoiding direct contact with the user), avoiding shared use leaflets, street maps, Braille guides, etc. The self-service area for leaflets shall be eliminated and signs can be installed displaying the information removed from the self-service area.
- b) Ensure leaflets given to the user are returned. A pedal bin with lid shall be available in the display/consultation. Satisfaction surveys shall not be conducted using manual means, avoiding the use of shared material, paper and pens.
- c) Encourage the use of digital channels to provide destination information, as well as documents in electronic format (e.g. QR codes for the user to download the most requested information, destination guides in pdf). Information shall not be sent by post.
- d) Disable temporarily screens or other shared equipment to enhance the user experience (information screens, tablets, queue managers, 3D glasses, etc.), until COVID-19 risk management group determines that they can be used depending on the evolution of the context, unless availability of means to ensure their safe use can be guaranteed (e.g. gloves, hand sanitiser or disinfectant wipes, and signs for the safe use of these facilities).

## 5.16 Tourist visits

### 5.16.1 Design of the user service

The tourist organization shall:

- a) Design (or redesign) tourist visits in accordance with the risk assessment result and modify routes and activities, if required.
- b) Define how and where visits will take place on the basis of the risk assessment and/or possible applicable restrictions. This process shall consider whether stops are to be made in front of certain areas, according to space limitations, the number of users in the group and the personal protective measures taken by guides and users. Whenever the tourist organization is able to, and the type of visit allows for such, considerations shall be made to arrange visits to make use of open/outdoor spaces.
- c) Consider a one-way route design in order to avoid groups passing each other (depending on the number of users and the facilities where the services are provided).
- d) Avoid confined spaces and areas that are susceptible to crowds forming as well as work areas (for example active production zones where employees and users could come together).
- e) Establish the maximum number of people so that the service can be provided safely. The influx of users and time slots shall be considered, and where applicable visiting times shall be established.

On guided tours, stopping to give explanations shall be carried out in open and/or large spaces whenever possible, and observing recommended safety distance. In the case of non-guided tours, the information resources (panels, posters, etc.) should be located in places where safety distances between users can be kept. In closed spaces and indoor areas where safety distances cannot be kept, face masks shall be worn.

### 5.16.2 Bookings

Whenever possible, the tourist organization shall encourage bookings in advance, therefore being able to control the number of users and apply the different measures in accordance with risk assessment results.

Users shall be encouraged to sign a form stating they have been informed about and accept the established health and safety measures, and informing them that they will be invited to leave the premises in the event of repeated breaches of the said measures.

### 5.16.3 Welcoming users

When users arrive at the premises, the tourist organization shall:

- a) Remind them about the conditions of the visit, including any specific measures implemented to prevent infection by SARS-CoV-2 and others that users shall conform to.
- b) Provide hand sanitiser.
- c) Depending on the influx of public and the available spaces, assess the need to fit visible safety distance markers in order to prevent crowds.

- d) If entrance tickets are issued to users by staff, avoid touching the tickets that users hand over or show on arrival. The use of electronic entrance ticket and/or code readers is recommended.
- e) Remove any leaflets or maps within reach of users. If leaflets or maps are provided, they shall be for individual use. The tourist organization shall provide information through on-line resources (website, apps, social media, etc.).
- f) Provide any devices and equipment aiming to enhance the user experience in the form of disposable items (e.g. headphones), or encourage the use of users' own devices (e.g. via apps on the users' smartphone). If disposable items cannot be provided, any equipment used by users shall be properly cleaned and disinfected before and after each use (e.g. tablet computers, audio-guides, touchscreens, etc.); otherwise, they shall be removed.

#### **5.16.4 Visits**

##### **5.16.4.1 General requirements**

- a) Indoor spaces on the visit shall be marked out, kept free from any obstacles, signposted and ventilated at least on a daily basis, and as frequently as possible.
- b) Whenever possible, removing or disabling any exhibits that users can touch is recommended (e.g. models, touchscreens.). They shall be removed or disabled if disinfection after each use cannot be guaranteed.
- c) If there is a museum in the premises, the relevant measures to reduce the spread of coronavirus SARS-CoV-2 shall be referred to for museums and heritage sites, as established in 5.8.
- d) Any rest areas shall be laid out so that safety distance between people is guaranteed (spacing, marking areas to keep clear, etc.).

##### **5.16.4.2 Guided tours**

For guided tours the tourist organization shall:

- a) Inform users at the start of the visit about how it is to take place, the route and rules and/or any possible restrictions that may apply. Users shall also be informed about any health and safety measures.
- b) Avoid any greetings that entail physical contact with users.
- c) If safety distances cannot be observed, face masks shall be used. The use of transparent screens is recommended to facilitate communication with users with hearing impairments.

##### **5.16.4.3 Unguided tours**

If there are several possible routes to take on unguided tours, a route to avoid crowds or groups passing each other should be defined (e.g. signposts, posters, electronic resources, maps).

##### **5.16.4.4 Departure**

Users shall not fill in user satisfaction surveys on paper.

#### **5.16.4.5 Use of audio and radio guides**

If audio or radio guides are used, users shall be encouraged to bring their own headphones, or they shall be provided with disposable headphones. If the tourist organization provides equipment, this shall be disinfected after each use and individually placed in bags to be delivered to the next user.

A container shall be provided so that users can leave any loaned equipment in it after use.

#### **5.16.4.6 Passenger transport and visits using the organization's vehicles**

If the tourist organization provides such service, measures to reduce the risk of infection by coronavirus SARS-CoV-2 in tourist bus travel companies, car rentals, cable-car transport and tourist boat trip transport established in 5.13 shall be followed.

### **5.16.5 Experiences, activities and workshops**

#### **5.16.5.1 General requirements**

Experiences, activities and workshops shall be adequately designed and planned to ensure a controlled number of people and safety distance between people throughout the entire activity.

If the safety distance cannot be observed, the appropriate health and safety measures shall be determined considering the risk assessment results.

Any items that are used by users shall be disinfected afterwards (e.g. furniture, moulds, receptacles, tools) and shall not be shared (e.g. wine glasses, cutlery).

As a general rule, any activities that involve direct physical contact shall be avoided (e.g. clay and other modelling activities, and in general any others where users actively take part through contact).

#### **5.16.5.2 Product tasting**

If the tourist organization provides product tasting, the following measures shall be observed:

- Whenever possible, product tasting shall be held in well ventilated, open areas. Safety distance shall be observed at all times. If it is not possible to guarantee the safety distance, protective equipment shall be used.
- Food and drink shall be served individually (individual portions, etc.) or placed on individual plates before users arrive, in order to avoid any unnecessary contact. Tasting sessions shall be organised to avoid crowds and to ensure safety distance. Shared portions shall not be served, and bottles provided for self-service by users shall be avoided. Any leftover products that have been served to users shall not be returned.
- Tablecloths and napkins that have been used shall be of the disposable variety (where applicable). If possible, disposable cutlery and crockery should be used, although if this is not possible, these items shall be disinfected at temperatures over 80°C (glasses, cutlery, plates, etc.) and shall not be shared.
- Pedal or automatically operated waste bins or containers with bin liners shall be provided.

If tasting sessions cannot be carried out under safe conditions, they should not be organized. They can be substituted by delivering individual samples for users to take away with them to try later.

## **5.17 Travel agencies**

### **5.17.1 General**

These requirements are not applicable to the travel agencies (hereafter referred to as the tourist organization) if the following two conditions are met simultaneously:

- One employee travel agencies as well as those travel agencies whose staff do not share the workplace (because they telework at home).
- Travel agencies which do not have facilities open to the public (e.g. on line travel agencies).

### **5.17.2 Office access and user service**

The following measures shall be enforced at workplaces open to the public:

- hand sanitiser shall be available;
- safe capacity shall be established and the occupancy restrictions shall be informed to the user.

### **5.17.3 Information**

The following points shall be enforced:

- Tourist organizations shall provide information on the travel recommendations issued by the competent authorities.
- A system shall be established for providing brochures and written material safely, avoiding direct contact with the user and the use of shared material (e.g. individual delivery, digital information, etc.).

## **5.18 Unique public spaces**

On the basis of the risk assessment the public manager shall draft a catalogue of unique public spaces that are open to the public and:

- a) Design preferential routes for users whenever necessary, ensuring the least possible inconvenience to the lives of residents.
- b) Estimate the safe capacity of any spaces as required for the influx of users, establishing the relevant capacity control measures.
- c) Implement measures that ensure safety distance (e.g. visual markings on the floor).
- d) Increase monitoring tasks on compliance with the guidelines established.
- e) Provide hand sanitiser according to the risk assessment plan, on the basis of the results of the risk assessment, increasing the frequency of cleaning and disinfection, according to the flux of users.



Drinking water fountains should be sealed due to the high risk that it represents in the epidemic context.

If guided tour services or self-guided routes are provided, the measures to reduce the risk of infection by coronavirus SARS-CoV-2 on tourist visits established in 5.14 shall be observed.

The relevant requirements on restrooms included in 6 shall be followed.

## **5.19 Yacht harbours and nautical activities**

### **5.19.1 User service at offices**

The following preventive measures shall be observed by the yacht harbour and nautical activities provider, hereafter referred to as the tourist organization:

- a) Appropriate measures shall be implemented to ensure the safe capacity is not exceeded (access control at gate, turnstile, etc.).
- b) The safety distance between users shall be observed, and clearly visible markings shall be fitted to avoid crowds if necessary. If the safety distance cannot be respected, screens or other physical barriers that are easy to clean and disinfect shall be fitted.
- c) Hand sanitisers shall be provided in the reception and user service area.

The craft registration process should take place via on-line methods (app, e-mail) and payment should preferably avoid users having to physically go to the offices.

Any single-use, disposable leaflets or documents should be removed. If leaflets are delivered to users, they shall be for individual use only.

### **5.19.2 Operational activities**

The tourist organization shall define the safe capacity for its activities and facilities.

Access should be arranged so that users arrive gradually, assigning arrival times by mooring number (odd or even numbers) and day of the month (odd or even), adapting this odd/even number system or a similar system if it is not suitable for the mooring number system.

### **5.19.3 Common areas**

The tourist organization shall define the access capacity of the facility by non-authorised persons or users, in line with the context and guidelines issued by the competent authorities.

Access to enclosed communal areas will depend on the ventilation in the premises, the time spent in those spaces and on ensuring safety distance between people on the inside, which shall be analysed within the risk assessment. Magazines, documents or other items that can be shared shall be removed from waiting rooms. Whenever required, leaflets for exclusive individual use shall be provided.

### **5.19.4 Craft moorings**

The tourist organization shall implement the proper measures during arrival and departure of craft at moorings, so as the safety distance between users and employees is observed at all times.

Craft shall be requested to announce their arrival by radio (VHF) or telephone when they are approaching the yacht harbour. Users shall be requested to wait for authorisation by the yacht harbour staff before accessing the mooring.

Safety distances between the facility's staff and users shall be ensured at all times.

#### **5.19.5 Rental of boats, ships, floating craft and complementary items**

During these rental services, the tourist organization shall conform to the following health and safety measures:

- Ensure safety distance between employees and users is maintained throughout the entire service (contracting, delivery, return, etc.).
- Disinfect all crafts before they are handed over. They shall be thoroughly cleaned and disinfected after use, particularly in high contact points (handles, furniture, surfaces, etc.).
- Organise deliveries and/or returns so that they are carried out gradually, limiting contact between users from different vessels and floating craft (for example, minimising the delivery time by providing relevant information in advance via on-line channels). Deliveries and/or returns should not be carried out on waiting jetties, since these areas are the places where there is most transit of people.

#### **5.19.6 Fuel supply to craft**

The staff operating the refuelling station shall wear gloves that are resistant to fuel and shall disinfect the nozzles and other surfaces subject to frequent contact.

#### **5.19.7 Laundry service**

If the laundry service is provided by the yacht harbour's own staff, the following measures shall be observed related dirty clothing:

- it shall be collected, placed in a bag and the bag closed until the clothes are washed.
- It shall not be shaken.
- it shall be washed at  $> 60\text{ }^{\circ}\text{C}$  and staff shall wash their hands after handling it.

If a self-service laundry washing service is provided, the tourist organization shall place information posters about preventive measures to be observed in the facilities. Appliances shall be cleaned and disinfected more frequently in line with the level of use.

If the laundry service is outsourced, the tourist organization shall inform the subcontracted company about these preventive measures and supervise compliance with them.

#### **5.19.8 Complementary activities**

The tourist organization shall inform about any activities, attractions and services that are not available.

The activities carried out at the yacht harbour (sports, nautical, recreational, etc.) shall be planned and designed so that capacities and safety distances between people can be respected.

If the activities are provided by concessionaires, the tourist organization shall guarantee that the concessionaire conforms to the measures established.

All items that have been used during the activity shall be disinfected afterwards.

## **5.19.9 Nautical sports schools and nautical activities**

### **5.19.9.1 Health and safety measures**

Within the scope of nautical sports schools (sailing, canoeing, rowing, stand-up paddle surf, surfing, etc.) and other nautical activities, the following measures shall be implemented:

- Regarding the use of personal life jackets and equipment, individual use of their own life jackets, sunglasses, sun cream and cap is recommended. If life jackets are shared, they shall be cleaned and disinfected after each use, and a T-shirt shall be worn underneath. All pupils shall take their own bottle of water with their name on it.
- All materials and vessels shall be rinsed with fresh water after each use and the deck area and other parts that are in contact with users' hands shall be disinfected. Sheets shall be brought down and disinfected by submerging them in a hand sanitiser after each use.
- During the time spent on the slipway and surrounding area, or even on the beach, craft and windsurfing boards shall be spread out to ensure a separation of at least one metre between them. All assembly procedures shall be carried out from the same side.
- When launching, the instructor shall make sure that the vessels are sailing and under control before allowing the next one to be launched. Any persons who are not involved in the sporting activity who are in the dock area or in the water, shall keep at least 3 m away from the vessels. The areas where vessels are being rigged shall be cordoned off using tape. The facility shall have outdoor shower facilities so that only minimal use is made of the changing rooms, when they can be used.
- Theoretical classes and briefings shall take place outdoors, ensuring safety distance between people.

### **5.19.9.2 Maritime training centres and nautical qualification academies**

Maritime training centres and nautical qualification academies shall observe the following measures:

- The capacities of classrooms shall be adapted so that there is minimum contact and proximity between pupils and the training staff.
- On-line training shall take priority over personal attendance in classrooms.
- Nautical schools shall inform their pupils about the health and safety measures that have been implemented to disinfect the vessels, and all the equipment that will be used during the practical lessons. Moreover, pupils shall be requested to remain on the deck during practical lessons, to avoid physical contact and to ensure that the established safety distances between crew members are observed.

### **5.19.9.3 Practical lessons on vessels**

During the initial stage, sailing shall take place in individual craft, supervised by a coach or instructor from an inflatable support vessel. One instructor for each six vessels is recommended. If two-person vessels are used, they shall be shared by people from the same family. Group events to celebrate the end of the course or day shall not be held.

During the second stage, in regard to vessels crewed by several people and practical lessons at training academies:

- Safe capacities shall be established according to the risk assessment results.
- Hand sanitiser shall be provided on board the vessel so that pupils can disinfect their hands during on board activities.
- The vessel shall be thoroughly cleaned and disinfected with each change of passengers or crew.

Any activities scheduled to take place in cabins or in communal areas inside the vessel should be cancelled, and using toilets on board the vessels shall be avoided as far as possible. If they shall be used, the measures described in 6 shall be observed.

Pupils shall be advised to remain on the deck during practical lessons, avoid physical contact and to ensure safety distances between crew members are observed.

If celebrations are held at the end of the course or the end of the day, they shall be outside and ensure safety distance between people is kept.

## **6 Ancilliary services and facilities to all subsectors**

These requirements will be applicable for those tourist organizations which offer/have them.

### **6.1 Common restrooms, dressing rooms and lockers**

Restrooms shall conform to the following:

- a) Safe capacity shall be defined and measures to ensure safety distances are respected (e.g. washbasins, men's urinals, etc.) shall be established and communicated (e.g. using distance markers to avoid crowding, if needed).
- b) Cleaning and disinfection measures shall be reinforced, according to the needs. There shall be a daily cleaning and disinfection as a minimum.
- c) Paper towel dispensers or hand dryers shall be provided. Bins shall not be manually operated and shall be fitted with bin liners. Shared hair dryers shall not be used (e.g. medical spas).
- d) All consumables shall be topped-up (soap, paper towels, etc.) and paper towel, hand sanitiser and soap dispensers shall be cleaned regularly according to the level of use.
- e) If there are dressing rooms and locker rooms, they shall be used safely (e.g. providing disinfecting wipes for users, hand sanitiser next to the lockers, etc.).

f) In case of chemical toilets, those shall be open according to the risk assessment result.

There should be automatically operated sanitary fixtures.

Mats should be avoided in common restrooms (e.g. at hostels).

In common showers (if any), appropriate footwear is recommended.

## 6.2 Gyms

The following points shall be enforced:

- a) The tourist organization shall define the safe capacity of the facility to ensure the safety distance (also between machines) and provide bins for used towels, if necessary. Users shall be encouraged to use a towel on all sports equipment. These bins shall have lids, be pedal-operated and have a plastic bag.
- b) Collective or group classes (if any) shall guarantee a 2 m × 2 m space, apart from the instructor. Positions should be marked on the floor. Exercises involving contact shall be avoided. Activities that can be done outdoors shall be taken outside.
- c) Public drinking fountains shall be sealed, unless they are continuous flow, or automatic or pedal activated.
- d) A period of inactivity shall be ensured between group classes to ventilate, clean and disinfect rooms after each session.
- e) Machines shall be cleaned and disinfected after each use. The same applies to common gym elements such as weights, fitness balls, dumbbells, etc., which shall be removed if their cleaning and disinfection cannot be ensured.

If safety distance cannot be guaranteed in this type of facility, it should be closed temporarily and other alternatives offered to users (e.g. customised exercises to be followed outdoors).

## 6.3 Valet service

Handling users' cars by valet service staff shall be provided only if health and safety measures can be ensured. The driver shall disinfect his hands before and after using the vehicle.

## 6.4 Children's play areas

The tourist organization shall establish controlled hygienic measures at the access to the play area (e.g. hand washing or, failing this, use of hand sanitiser). Child caregivers (relatives or staff) shall maintain strict personal hygiene with frequent hand washing and/or use of hand sanitiser.

Toys, games, electronic devices and all items handling in play areas shall be disinfected periodically.

Outdoors activities shall be encouraged.

## 6.5 Entertainment activities

The tourist organization shall design and plan entertainment activities so that the safe capacity is controlled and the safety distance respected. They shall be held outdoors whenever possible and avoid sharing objects. In all cases, the material used for entertainment activities shall be disinfected after each use.

## 6.6 Events

The tourist organization shall define the areas in which events may be held, based on the risk assessment results. Events shall be designed and planned in such a way that occupancy can be monitored and the safety distance respected on arrival and during the event. If the events venues are rented to a third party, requirements regarding MICE (5.7) are applicable.

The risk of distributing material at meetings (paper, pen, water, etc.) shall be assessed.

## 6.7 Shopping areas

The following measures shall be observed in shopping areas:

- a) If it is a closed space (shop):
  - the safe capacity shall be stated, and access shall be controlled to ensure the capacity is not exceeded;
  - there shall be hands sanitizer at the entrance and users shall be asked to use it when accessing the area.
- b) Measures shall be taken to promote the users touch as minimum as possible the exhibited items (e.g. fitting showcases or protective screens), and to ensure disinfection is carried out.
- c) The products shall be disinfected regularly.

## 6.8 Lifts

The safe capacity of lifts shall be defined and users shall be informed accordingly. Individuals from different cohabitation unit shall not share lifts, unless face masks are used. Hand sanitiser shall be provided next to the lifts.

## 6.9 Cloackroom service

The cloakroom service shall avoid accepting users' clothing, and should only provide this service for bags and other items such as umbrellas, which the users shall place in bags provided by the tourist organization.

## ACRONYMS

HACCP:	Hazard Analysis and Critical Control Points
NPA:	Natural Protected Area
ORP:	Occupational Risk Prevention
POS:	Point of Sale
CTC:	Coach Travel Company

## Annex A (informative)

### Who recommendations for hand washing

# How to **wash** hands



[SOURCE: World Health Organization]

Figure A.1 — How to wash hands properly



## **Annex B**

(informative)

### **Proper use of face mask**

Face masks should be chosen in such a way as to guarantee maximum protection with minimum discomfort to the user and minimum impact to the environment, and to this end, it is especially important to choose the size and design that better suit the user.

The correct placement of the face mask is essential to avoid any kind of biological risk; equally important is face mask removal to avoid contact with contaminated areas and/or dispersion of the infectious agent.

Face mask should be disposed off safely, in closed bags deposited in a proper waste container (if applicable).



[SOURCE: World Health Organization, 2020]

Figure B.1 —How to wear a medical mask safely

## Annex C (informative)

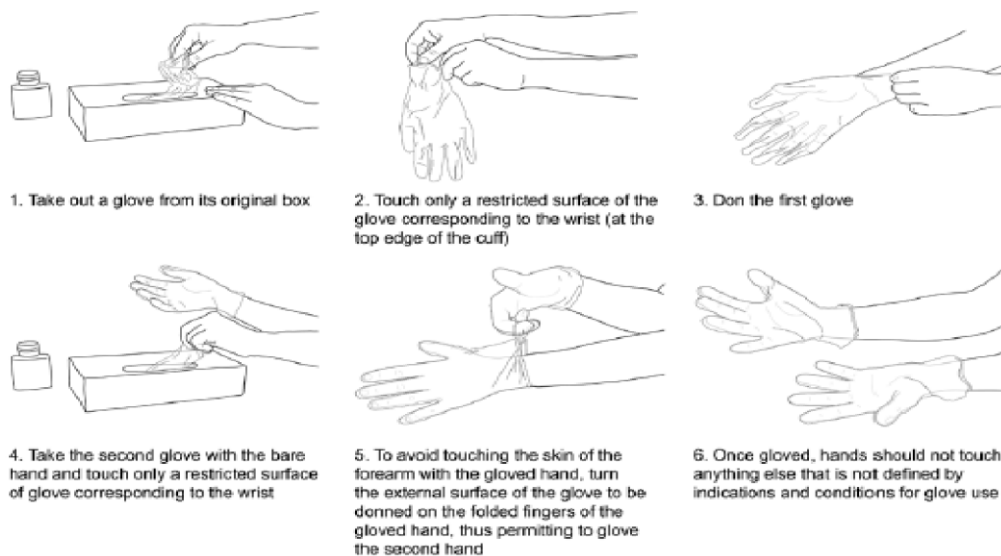
### Proper use of gloves

In regard to SARS-CoV-2, gloves should only be used for cleaning and disinfection activities, as well as to treat or care of people infected.

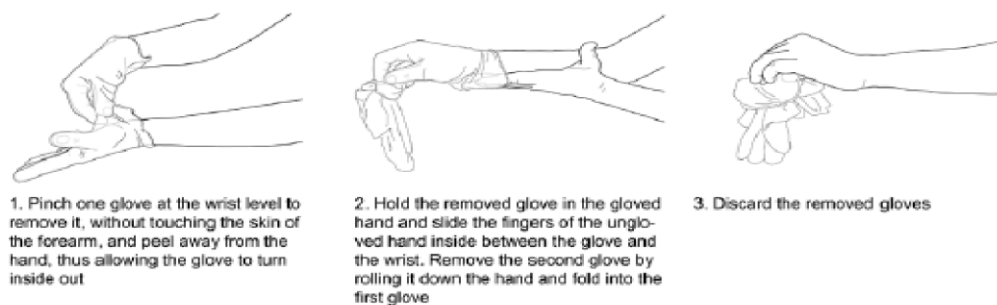
#### Technique for donning and removing non-sterile examination gloves

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

##### I. HOW TO DON GLOVES:



##### II. HOW TO REMOVE GLOVES:



4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

[SOURCE: Glove use information leaflet. World Health Organization, 2020]

Figure C.1 — Technique for donning and removing gloves

## **Annex D (informative)**

### **How to act in case of infected or risk staff/users**

At present, this basic knowledge about SARS-CoV-2 should be kept in mind for the prevention of contagion:

- The main symptoms of COVID-19 are dry cough and fatigue, and other symptoms are less common such as loss of taste and smell, nasal congestion, sore throat, muscle or joint pain, etc.
- The time between exposure to SARS-CoV-2 and the time symptoms begin is, on average, 5-6 days, but can range from 1-14 days, and among those who develop symptoms, most (about 80 %) recover from the disease without needing hospital treatment.
- The tourist organization has to draw up a procedure according to the guidelines given by the competent authorities to be applied in the event of detection of possible infected persons, or persons who have been in contact with these.
- If a staff member begins to have symptoms compatible with the illness, he has to immediately contact the competent authorities or health centres, and inform the tourist organization where he works. The tourist organization will then notify the competent authorities according and follow the defined procedure.

## **Annex E** (informative)

### **Accessibility considerations for the contingency plan design**

The following considerations should be taken into account:

- Update information, instructions and alerts in accessible, easy-to-read and clear language formats so any users with specific access requirements knows how to proceed.
- Contemplate different options of communications between the tourist organization and the user, especially during the explanation of health and safety measures. The use of one single communication channel needs to be avoided and alternatives in accessible formats should be provided in communication and signage. Information can be conveyed in visual (signage, pictograms, images, QR, etc.) or auditory form (oral explanation, public address system and other sound announcements, etc.), as well as in alternative accessible formats (accessible PDF for screen readers, easy reading and large print for users with intellectual disabilities or visual impairments, subtitled video tutorials and sign language clips, magnetic loops, etc.).
- Use Braille signage and disinfect regularly as it is frequently touched. Place beacons to ease indoor wayfinding for persons with visually impairment as they are facing new barriers and modified signage.
- Continue to guarantee the provision of precise, reliable and real-time information and an adequate communication flow between the user and the user service staff, especially when physical separation elements or other barriers are being installed.
- Purchase transparent face masks and visors shields when possible, so that persons with intellectual and psycho-social disabilities, as well as deaf persons would understand better key instructions.
- Make webpages and Apps accessible, especially those related to SARS-COV-2 travel advice and alerts.
- Place hand dryers and disinfectant solution dispensers, such as hand sanitisers, preferably with sensors, at a height of between 70 cm and 120 cm.
- Provide assistance staff or offer alternatives to those users with specific access requirements who need support to carry out an activity or to use any equipment (for example wheelchair users, users with motoric disabilities, visually impaired people, persons using crutches, pregnant women, the elderly, among others). This case applies, in particular, to users travelling unaccompanied. The assistance providers of tourist organizations need to use the protective equipment determined by the risk assessment results.
- Regularly disinfect assistance equipment.
- Ensure that tourist organizations adapt their itineraries, and consider group sizes and safety of users with disabilities and seniors when using equipment, providing information and planning visits.

- Monitor that required adaptations in the distribution of the furniture installed to guarantee the safety distance, do not hinder the passage area and do not suppose unnecessary obstacles for the accessibility of the itinerary (sidewalks, access to front desks, etc.).
- Keep operational or establish a new priority access, for the elderly, pregnant women and people with reduced mobility or other disabilities, in activities that involve queuing and crowd management. Keep considering reserved seats for persons with disabilities and seniors. Do not remove front desks whose height has been adapted to wheelchair users or clients of short stature.
- Observe ratios of reserved seats and keep other accessibility features in function for users with disabilities, when deciding on safe capacity, considering safety distance. Keep accessibility features and their regular sanitization open.
- Provide training to the employees whose work involves a direct interaction with users on the main needs and requirements of people with disabilities in the SARS-CoV-2 context. Brief them on possible obstacles that these measures may impose and therefore need to be adapted, on ad-hoc basis, to those users unable to bridge these barriers.

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