Palestine

وزارة السياحة والآثار

Ministry of Tourism & Antiquities

COVID-19
TOURISM OPERATION MANUAL FOR PALESTINE

جاهزين Jahzeen

PALESTINE TOURISM RECOVERY TASKFORCE

فريق عمل إنعاش السياحة الفلسطينية

التعاون الألماني DEUTSCHE ZUSAMMENARBEIT

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Disclaimer

The "COVID-19 Tourism Operations Manual for Palestine" (hereafter "Manual") outlines the mandatory protocols, standards and guidelines for Palestinian and foreign tourism businesses and individual tourism service providers to be eligible to commence offering their services to local and international guests, visitors and travellers in Palestine despite the persisting COVID-19 pandemic and the associated health risks.

Based on international standards and protocols, the Manual was developed to allow a resumption of business and leisure travel employing measures that minimising the risk of exposure to, and infection from, the COVID-19 virus.

To date, neither a tested and widely available vaccine is available, nor is an effective treatment of a COVID-19 infection. The only effective means of minimising the risk of getting infected with COVID-19 is to not get in contact with the virus itself, whether through contact with an infected person or with contaminated surfaces or objects.

While most of the regulations outlined in the Manual address the daily work routine and professional provision of services by tourism employees and service providers, some rules are also mandatory to be followed by clients, visitors and tourists.

Only if everyone accepts the new rules and guidelines, especially physical distancing, enhanced cleaning and proper personal and professional hygiene, can the risk of infection can be significantly reduced.

At the same time, it must be understood that even the best and most comprehensive manual and set of rules and regulations cannot eliminate the risk of getting infected with the COVID-19 virus. In particular, not all persons infected with the COVID-19 virus show symptoms of an infection but can still spread the virus to others or contaminate surfaces.

The authors and publishers of the Manual assume no liability regarding the effectiveness, integrity and completeness of the Manual itself or any specific rule, guidelines, standard operational procedure or rule in it. All information in the manual was collected and complied with the utmost care and following international standards available at the time of preparation of the respective content. It is possible that international standards have or will change in the future as the COVID-19 pandemic is still evolving, and more and more research is conducted. Thus, all information in the entire Manual is supplied without any liability. The authors and publishers including any contributor to any piece of information in the Manual cannot be held responsible for the accuracy of the correctness of the information or any damage, including a potential COVID-19 infection acquired during a touristic stay in Palestine, which might occur due to using the supplied information or implementing the rules, guidelines, standard operational procedures or rules in it.

The "COVID-19 Tourism Operations Manual for Palestine" outlines means, which, if properly implemented and followed by all entities involved including travellers themselves, are proven by international standards to significantly reduce the risk of a COVID-19 infection during travelling in Palestine and to allow the resumption of tourism. The Manual, however, does not eradicate the risk of a COVID-19 disease during travelling in Palestine. No tourism business or tourism service providers operating in Palestine can be held responsible or liable if a worker or client (tourist, visitors, traveller etc.) gets infected with COVID-19 while providing or receiving touristic services stated that all mandatory rules and regulations as outlined in the Manual were followed correctly by both, the service provider or tourism businesses and the client.

Even with the best and most comprehensive set of guidelines to minimise the risk of infection with the COVID-19 virus in place, workers and tourists must be aware that a residual risk to get infected with COVID-19 always remains.

Forewords

Ministry of Tourism and Antiquities (MoTA)

There is no doubt that Palestine is currently facing difficulties due to the COVID-19 pandemic sweeping the land. And coinciding with the severe financial pressure brought on by arbitrary measures imposed by Israeli occupation authorities, a joint and concerted effort is required to confront the crisis.

Under the direction of His Excellency the President, the Prime Minister and the Council of Ministers, and in cooperation with international donors and institutions, the Palestinian government continues to put concrete measures in place to provide support solutions for the tourism sector.

Upon forming the Palestinian Tourism Recovery Taskforce with representatives from the private and public sectors, the Ministry of Tourism and Antiquities developed a systematic plan to restore life to the tourism sector. To that end, allow me to present to you the "COVID-19 Tourism Operation Manual for Palestine," that covers all establishments and tourism service providers in Palestine. The standards aim to provide a healthy and safe environment for visitors, tourists and employees in the tourism sector, as well as our dear Palestinian community.

The beginning of the road was the signing of a memorandum of understanding with the Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ), the German development agency, to develop globally accepted Palestinian hygiene standards and protocols applicable to tourist sites and facilities. The standards took into account instructions and protocols placed by the Palestinian Ministry of Health, the World Health Organization and the World Tourism Organization. GIZ contracted Hotel Resilient and Mascontour, two globally recognised authorities, to align the standards.

Within the same framework, we have formed a national team to oversee the implementation of these standards and protocols, which will receive intensive training from specialised international bodies, and all workers and employees in the sector will be trained in their respective fields of specialisation. A digital e-learning application called "Jahzeen" was also developed to easily and quickly bring all sector stakeholders up to speed with the new standards. Certificates will be given to those workers, employees, companies and organisations that register and complete the training curriculums and quizzes assigned to each tourism speciality.

I hope that God Almighty ends this pandemic and that the Ministry and the private sector be Jahzeen, meaning ready, for a full and prosperous recovery. I thank everyone who contributed, funded and worked to accomplish this achievement.

Mrs Rula Maa'yaa
Minister of Tourism and Antiquities

Palestine Tourism Recovery Taskforce

Based on our conviction that the future starts now and that diligent work is needed to kick start the revitalisation of the vitally important tourism sector, we present to you the "COVID-19 Tourism Operation Manual for Palestine." These 'new normal' standards form the foundation required for restoring confidence into the tourism sector, both for Palestinians travelling internally and for visiting tourists from abroad.

This work is the first achievement in a series of planned steps that aim at implanting safety and resilience into the tourism sector. Created in close partnership between the private sector, represented by its official associations, and the public sector, represented by the Palestinian Ministry of Tourism and Antiquities (MoTA), the COVID-19 Tourism Operation Manual for Palestine is a significant contribution to paving the road towards full recovery and growth.

We fully understand and acknowledge that the success of this work depends on the implementation of the standards and protocols in everyday business. It is for this reason that we intend to work with our partners as a unified team to confront the ongoing Coronavirus pandemic. If this achievement indicates anything, it shows the strength and importance of this ongoing partnership, especially the technical teams that worked night and day to make this achievement come to fruition.

Finally, the team would like to thank Dr. Mohammad Shtayyeh, the Prime Minister of the Palestinian National Authority, and Rula Maa'yaa, Palestinian Minister of Tourism and Antiquities (MoTA) for their support and adoption of these standards. We also thank Majid Ishaq, who represented MoTA in its collaboration with the team of GIZ technical consultants who cooperated to produce the final version of this manual.

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH / PSDP

As in the entire world, COVID-19 is affecting personal lives in Palestine in an unprecedented way with the tourism industry as one of the most affected sectors. Based on data from the Palestinian Central Bureau of Statistics (PCBS), the sector comprises more than 10,000 enterprises along the tourism value chain and employs around 35,000 people. Since the beginning of the crisis, the tourism sector is facing losses of around 55 million USD per month which amounts to 6 percent of Palestine's GDP.

It is not yet foreseeable when tourists will be able to travel again to Palestine, but as all destinations worldwide, Palestine needs to implement new standards and operational procedures for post-COVID-19 tourism as quickly as possible and fully aligned with international standards. For that reason, the Palestine Tourism Recovery Taskforce has been established by the private and public sector with the mandate to create and implement new standards for post-COVID-19 tourism in Palestine and to prepare the sector for the reopening. The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) in cooperation with international and Palestinian experts provided technical support to the Taskforce. GIZ also developed an easy to use e-learning platform around the new guidelines which will help to quickly and easily train employees throughout the tourism sector on the new standards and protocols.

The COVID Tourism Operation Manual for Palestine has been completed within only 6 weeks, it covers the entire tourism value chain and is fully aligned with all relevant international standards. This manual now combines the most important general information on hygiene and safety with all the very specific information and requirements for each subsector, and, we believe, is as user friendly and practical as possible. We believe that this manual will very much help to build trust for returning tourists, ensure their safety as best as possible, and will be a key element in re-start the tourism sector in Palestine without any delays as soon as the situation allows.

August 2020
Gerold Schwarz
Private Sector Development Programme
Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

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Introduction

About this Manual

What are the objectives of this manual?

The "COVID-19 Tourism Operation Manual for Palestine" is the comprehensive and mandatory guideline document for the Palestinian tourism sector to safely and responsibly reopen for tourism during and after the COVID-19 pandemic.

This manual outlines mandatory standards and operational procedures, including protocols and guidelines, for all tourism service providers and anyone working directly or indirectly in Palestinian tourism.

The objective of the manual is to communicate to stakeholders the "new normal" for the standards and processes essential to reinitiate Palestinian tourism operations, considering that the COVID-19 pandemic threat will not vanish within the foreseeable future. Hence adaptations must be made locally within Palestinian tourism enterprises allowing them to responsibly open for business for both, visiting tourists and employees.

What is the scope of this manual?

The "COVID-19 Tourism Operation Manual for Palestine" covers all sectors of Palestinian domestic and international incoming tourism. Its standards and operational procedures, protocols and guidelines are mandatory for all tourism service providers and businesses along the tourism value chain and those offering their service directly or indirectly to tourists or other tourism-related service providers.

The manual addresses three major topics:

1. Standard operational procedures for carrying out and offering touristic services.
2. Standards and protocols for occupational safety and health (OSH) of tourism employees.
3. Guidelines are mandatory for visiting tourists to follow while travelling in Palestine.

How and by whom was the manual created?

The manual was commissioned by the Palestinian Tourism Recovery Taskforce (PTRT), comprised of the Ministry of Tourism and Antiquities (MoTA), the Arab Hotel Association (AHA), the Holy Land Incoming Tour Operators Association (HLITOA), the Palestinian Society of Tourist and Travel Agents (PSTTA), the Arab Tourist Guide's Union, and the Network of Experiential Palestinian Tourism Organizations (NEPTO).

The development of the technical content of the manual was supported by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH through the bilateral German-Palestinian Private Sector Development Programme (PSDP). GIZ commissioned an expert team of Palestinian and international tourism professionals to thoroughly analyse the Palestinian tourism value chain and standard operational procedures, to review international global standards for tourism operation considering the COVID-19 pandemic threat and to develop suggestions for Palestinian standards, operational procedures, protocols and guidelines specific to Palestinian tourism operations.

Two internationally renowned tourism consultancy companies supported the technical content development with their expertise: Hotel Resilient, the world's only scientific benchmarking and certification body for disaster risk management of hotels and resorts, and Mascontour, one of the world's leading consultancies for sustainable tourism development.

In total, a team of 12 Palestinian and international experts were involved in the development of the technical content of the manual. The content was thoroughly reviewed by the PTRT and assessed for its applicability and implementability in the Palestinian context.

Who should use this manual?

The manual is mandatory to be used by any tourism service provider, tourism business or service provider serving directly or indirectly the Palestinian tourism sector and is hence applicable to anyone working for or in the Palestinian tourism sector.

Good to know: The manual also outlines the mandatory standard for non-Palestinian tourism business sending tourists to Palestine or operating services in Palestine.

How should this manual be used?

The manual outlines the mandatory standards and operational procedures, protocols and guidelines for the "new normal" in Palestinian tourism operation. Anyone working in or for the tourism sector in Palestine is obliged to familiarize themselves with the sections of the manual relevant to them, thoroughly.

The manual is meant as a guideline to carry out responsible tourism services in Palestine and is also meant to serve as a reference for tourism workers and service providers to know and comprehend, why and which adaptations to the way tourism is conducted, must be made.

Where can I find learning resources?

Additional learning resources for tourism employees and tourism service providers can be found on the Palestinian tourism e-learning platform Jahzeen.ps.

Good to know: For more information on the e-learning platform see p 24.

Understanding COVID-19

What is the coronavirus, COVID-19?

COVID-19 is an infectious disease caused by a newly discovered coronavirus. Infected people will experience mild to severe respiratory illness.

What are COVID-19 symptoms?

COVID-19 symptoms include cough, fever, shortness of breath, muscle aches, sore throat, unexplained loss of taste or smell, diarrhoea, and headache. The symptoms usually get stronger as the illness wears on.

What do I do if I experience COVID-19 symptoms?

If you experience mild symptoms, like a mild cough or slight fever, stay at home and isolate yourself from others, and monitor your symptoms. There is no need to ask for medical care unless the symptoms get more severe. Senior citizens and people with pre-existing conditions such as high blood pressure, diabetes, cancer, and respiratory conditions should seek immediate medical assistance.

When should I seek medical assistance?

Call for urgent medical assistance if you feel pressure on your chest and difficulties in breathing. Call your doctor before heading to the clinic or hospital to receive guidance on how to approach the medical institution and always maintain physical distancing of at least 1.5 metres from other people. Do not touch table surfaces with your hands.

How does COVID-19 spread?

Data from published epidemiology and virologic studies provide evidence that COVID-19 is primarily transmitted from symptomatic people to others who are in close contact through respiratory droplets, by direct contact with infected persons, or by contact with contaminated objects and surfaces.

How can we protect ourselves and others from contracting the virus COVID-19?

Standard recommendations to prevent the spread of COVID-19 include frequent cleaning of hands using alcohol-based hand rub or soap and water; maintaining

physical distancing of at least 1.5-metre distance from others, covering one's mouth and nose with a face mask and avoiding close contact with anyone that has a fever and cough.

Can you get COVID-19 from someone who does not show symptoms?

Yes. It is possible that people infected with COVID-19 could transmit the virus before significant symptoms develop. It is important to recognize that pre-symptomatic transmission still requires the virus to be spread via infectious droplets or through touching contaminated surfaces.

Everybody Can Help in Fighting COVID-19!

The COVID-19 virus is highly contagious and spreads easily from human to human and can remain infectious on surfaces for multiple days. With no effective medication or vaccinations available to date, the only way to contain further spreading of the virus is to consequently isolate infected people, applying strict hygiene measures and enforcing physical distancing among people as much as possible.

As COVID-19 does not stop at borders and has already spread to all regions of the world, it is vital that everyone join the fight against the pandemic and to contribute their share. Maintaining physical distance from others, reducing the intensity of meeting with friends, family, and colleagues, following strict personal hygiene measures at work and in daily life, and monitoring oneself for symptoms of a possible infection are the most effective means to slow down the spreading and minimizing the possibility of getting infected.

But as simple as these measures are, it is important that they are widely shared and carried out by everyone to make the difference. Important: For the COVID-19 threat to be diminished, everyone must contribute to the fight against COVID-19 and thereby return to a widely normal personal and business life be deemed possible.

Jahzeen.ps: COVID-19 e-Learning for Palestinian Tourism

The Palestinian tourism sector is a major contributor to the country's GDP and a main employer in the economy. To support the sector's recovery from the COVID-19 epidemic, and to guide the sector's stakeholders in reopening their businesses and return to their jobs, the Palestine Tourism Recovery Taskforce in cooperation with GIZ has developed the 'Jahzeen.ps e-Learning digital platform' to equip the sector with the information, standards, protocols and guidelines necessary to protect the sector in the post-COVID-19 era.

The Jahzeen e-Learning curriculum provides its users with access to information that includes a general introduction to COVID-19 as well as the new standards and protocols necessary to implement a successful recovery. Jahzeen is intended for business owners, employees, and service providers, working in hotels, transportation, tourist sites, and other categories within the tourism sector to educate themselves about the 'new normal' standards and gain certification that is meant to raise the profile of Palestinian tourism as a COVID-ready sector.

Based on the user's tourism sub-sector and job description, the platform formulates a curriculum, exclusively customized for the user's knowledge needs. The curriculum, which is broken down into lessons, will guide the users through the learning process and quiz users after each lesson. Once completed and based on the user's success in answering the quiz questions, the user is either presented with an accomplishment certificate that signifies successfully completing the course or requests the user to retake the course to achieve a better grade.

Jahzeen is an opportunity for business managers to make sure that their employees are fully equipped with the knowledge that they need to conduct business in this new environment. The curriculum is designed to accommodate individuals looking to conduct the course by themselves or for those looking to conduct the course as a group exercise. Either way, Jahzeen will transmit to users a wealth of actionable information, made clear through the use of illustrations and graphics, developed to raise awareness, confidence, and safety of all involved in the tourism sector.

Mandatory Protocols, Standards and Standard Operational Procedures for Palestine

Introduction

What are protocols, standards and standard operational procedures (SOP)?

All tourism businesses and tourism service providers must develop and implement COVID-19 standard operating procedures (SOP) aimed at protecting tourists, clients and employees from potential COVID-19 infections. The protocols, standards and standard operational procedures identify methods for preventing transmission and responding to potential infections in a safe manner.

Important: All tourism businesses, tourism service providers and tourism employees must follow all official guidelines for safety, legal, and liability reasons and to show tourists, clients and employees that comprehensive measures are being implemented for their personal sake and health. It is important that all tourism businesses and tourism service providers regularly monitor changes in official guidelines and update their COVID-19 SOP accordingly.

The following mandatory standards apply to all tourism businesses and tourism service providers:

- Develop methods to prevent the transmission of COVID-19 during the operation of tourism businesses or while delivering tourism service.
- Develop steps to effectively identify symptomatic tourists, clients and employees and to safely manage infected tourists, clients and employees.
- All SOP must follow the guidelines and standards outlined in this manual. If a tourism business or tourism service provider wants to deviate from the official Palestinian standards, it must obtain written permission from the Ministry of Tourism and Antiquities (MoTA).
- Tourism business or tourism service providers must assign a COVID-19 Response Officer being responsible to receive updates on COVID-19 regulations from MoTA. It is mandatory to:
  - Register the name and contact information of the COVID-19 Response Officer via the online registration form of MoTA.
  - Register a substitute for the COVID-19 Response Officer.
  - Keep the registered contact information always updated.

Good to know: More information on the COVID-19 Response Officer can be found on p 36.

How can I find relevant information for me and my business in this manual?

The manual has three main sections:

1. Section 1 outlines the basic protocols and standards that are applicable and mandatory for all tourism businesses and tourism service providers operating in Palestine. In this section, you can find information on basic personal hygiene and personal protective equipment (PPE) as well as information on how information must flow during the COVID-19 pandemic, how to appoint a COVID-19 Response Officer and how to develop your employees' capacities to better understand the "new normal" in Palestinian tourism and to adapt workflows accordingly.

2. Section 2 outlines general protocols and standards applicable and mandatory for all tourism businesses and tourism service providers operation in Palestine. In this section, you can find cross-cutting themes, which are not specific to one tourism sector but apply to all sectors. Topics include general guidelines on keeping your employees safe at work (occupational safety and health), developing and implementing an effective communication strategy, how to implement safe hygiene measures, physical distancing and enhanced cleaning as well as how to prepare a professional and effective response plan to react to and handle suspected or confirmed cases of COVID-19 infection in your business or line of work.

3. Section 3 outlines specific workflows and standards including standard operational procedures (SOP) applicable and mandatory for all tourism businesses and tourism service providers in a specific sector of Palestinian tourism. In this section, you can find specific information relevant to your business or line of work including accommodation, food & beverage, transportation (including special cases like cable car operation, animal riding), tour guiding, shop operation (including souvenir shops, factories and street vendors' booths), touristic sites (including places of worship and pilgrimage, museums, archaeological sites, spa facilities, hammams, outdoor activities, events and other places of interest), public bathroom operation and guidelines for tour operators.

Important: The information in sections 1 and 2 are mandatory for all tourism businesses and tourism service providers and should be thoroughly studied by anyone working in or for the tourism sector.

In section 3, you must identify the information relevant for your occupation, line of work or business operation. Good to know: The table of content lists all segments of the manual in detail and can be a good reference to identify which sections are applicable for you and your business.

Can I develop my own protocols or deviate from the manual?

The manual addresses typical workflows of tourism businesses and tourism service providers. All protocols, standards and SOPs mentioned meet the minimum criteria set by MoTA to allow a responsible and low-risk resumption of tourism operation.

- In general, tourism business or tourism service providers must not deviate from these minimum criteria in their daily operation.
  - A tourism business or tourism service providers may deviate from the minimum criteria of this manual, if self-developed protocols, standards and standard operating procedures are exceeding the minimum criteria.
  - Any deviation which is falling short of the minimum criteria must be documented by the tourism business or tourism service providers and be approved by MoTA.
  - The appointed COVID-19 Response Officer of the tourism business or tourism service providers is responsible to announce any deviation from the minimum criteria in this manual to the government or relevant authorities and to document if approval has been received prior to implementing own standards.

SECTION 1

Basic Protocols and Standards

Basic Personal Hygiene and Personal Protective Equipment (PPE)

What are the general recommendations for basic personal hygiene?

The following general recommendations for basic personal hygiene are applicable to anyone regardless of occupation and apply to personal as well as professional aspects of daily life.

Good to know: While specific guidelines and protocols can substantially reduce the risk of becoming infected with COVID-19, assuring a high level of basic personal hygiene is the most effective way to minimize the risk of getting sick.

- Always recognize and follow all applicable general health and safety procedures, at work and during leisure time.
- Regularly and thoroughly wash hands with soap and water minimum for 20 seconds or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid handshaking.
- Follow good respiratory hygiene: covering mouth and nose with bent elbow or tissue when coughing or sneezing.
- Avoid passing on or touching items or objects. After touching items or objects clean hands following hygiene standards and avoid touching eyes, nose and mouth with unwashed hands.
- Always maintain at least 1.5-metre distance between persons (except for persons belonging to the same household).

What is personal protective equipment and how must it be used?

Personal protective equipment (PPE) is a collective term for protective clothing, helmets, goggles, face shields, gloves, face mask including supplies like soap, hand sanitizer, which is designed to protect the user's body from injuries or infection. During the COVID-19 pandemic threat, PPE is especially used to prevent infection with the COVID-19 virus.

Since the COVID-19 virus is not only transmitted from human to human directly via droplets (when speaking or coughing) but can also survive on surfaces, using adequate PPE is important and mandatory when carrying out work or personal activities where an infection with COVID-19 must be suspected.

Important: Depending on the activity or work carried out, specific PPE might be recommended or required in addition to the below general list of general PPE:

- Always wear a face mask when dealing with others in enclosed spaces and whenever appropriate physical distancing cannot be maintained. It is recommended to change the face mask at least every 4-6 hours or whenever contamination is suspected. Good to know: A transparent face shield instead of a face mask can be used if wearing a face mask is not suitable.
- Gloves should only be used when needed (for handling cash, other peoples' luggage or items, disposing trash, performing cleaning and disinfection, caring for someone with and without COVID-19 symptoms).
- In general, PPE must be changed whenever potentially contagious items were handled or cleaning or maintenance activities were carried out. Reusable PPE, such as face shields, must be cleaned maintaining appropriate standards after use.
- Always wear PPE during any cleaning or sterilization processes and make to wear sturdy shoes when handling detergents or disinfectant solutions. It is generally forbidden to carry out cleaning or sterilization unless wearing closed shoes and long trousers.
- In general, employers are obliged to provide their employees with the appropriate level of PPE. This includes as a minimum a face mask, transparent face shield (if useful), gloves, soap and water, hand sanitizer, appropriate cleaning supplies.

What are the specific mandatory hygiene standards for tourism employees?

The following hygiene standards are mandatory for all tourism employees in all sectors of the Palestinian tourism industry and regardless of job position, employment status, work contract or position in a tourism business. The standards are also applicable to all self-employed tourism service providers.

Hygiene

- Recognize all applicable general health and safety procedures for your job position or tourism sector as well as all general occupational safety and health regulations.
- Regularly and thoroughly wash hands with soap and water minimum for 20 seconds or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid handshaking.
- Follow good respiratory hygiene: covering mouth and nose with bent elbow or tissue when coughing or sneezing.

Personal protective equipment (PPE)

- Business owners, managers, department heads and those in a supervising position are obliged to provide employees with the appropriate level of PPE. This includes as a minimum a face mask, transparent face shield (if useful), gloves, soap and water, hand sanitizer, appropriate cleaning supplies. Additional PPE might be necessary according to the relevant standard operating procedures and guidelines.
- Self-employed business owners and service providers must assure that all required supplies, PPE, and utensils are present before carrying out any work or providing any services.
- It is mandatory to always wear a face mask when dealing with visitors, tourists, clients, customers, colleagues, service providers and others in enclosed spaces and when physical distancing cannot be maintained.
  - It is recommended to change the face mask at least every 4-6 hours or whenever contamination is suspected.
  - Good to know: A transparent face shield instead of a face mask can be a more suitable option when interacting with others.
- Gloves should only be used when needed (for handling cash, other peoples' luggage or items, disposing trash, performing cleaning and disinfection, caring for someone with and without COVID-19 symptoms).
- PPE must be changed whenever potentially contagious items were handled or cleaning/ maintenance activities were carried out.
- PPE must be used during any cleaning or sterilization processes and make sure to wear sturdy shoes when handling detergents or disinfectant solutions. It is generally forbidden to carry out cleaning or sterilization unless wearing closed shoes and long trousers.

Physical distancing

- Always maintain at least 1.5-metre distance between persons (except for persons belonging to the same household) including visitors, tourists, clients, customers, colleagues, service providers and others.

Touching objects

- Whenever possible, avoid passing on or touching items or objects.
- After touching items or objects clean hands following hygiene standards and avoid touching eyes, nose and mouth with unwashed hands.

Waste

- In general, avoid waste as much as possible.
- In general, it is recommended to prepare two separate trash bins:
  - One trash bin for general waste.
  - One trash bin for contaminated waste including PPE.
- Clearly mark the trash bins for their respective use. It is recommended to use icons instead of text for better recognition, especially when dealing with foreigners.
- Dispose of PPE in a safe manner and make sure it is out of reach for others as used PPE might be infectious.

What are specific mandatory hygiene standards for visitors, tourists, clients, customers and other non-professionals?

The following hygiene standards are mandatory for all visitors, tourists, clients, customers and other non-professionals (hereafter summarised as "visitors") you get in contact with while carrying out your tourism job or providing your tourism services. Good to know: Visitors can be excluded from a tour or be denied services including transportation, accommodation, eating in restaurants or cafés etc. if they refuse to comply with applicable basic hygiene standards.

Hygiene

- Visitors must regularly and thoroughly wash hands with soap and water minimum for 20 seconds or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Visitors must avoid touching eyes, nose and mouth with unwashed hands.
- Visitors must avoid handshaking.
- Visitors must follow good respiratory hygiene: covering their mouth and nose with bent elbow or tissue when coughing or sneezing.

Personal protective equipment (PPE)

- Visitors are generally requested to bring their own PPE.
  - In order to assure that visitors are informed about this requirement, local and international tour operators must be notified by the relevant Palestinian tourism and health authorities or by their local Palestinian business partners.
  - Tour operators and travel agents can also provide kits with PPE to their clients.
  - PPE can also be available for purchase during a trip. Important: It is mandatory to assure that any provided PPE is meeting minimum standards of quality and has continuously been stored in a proper way to keep it clean.
- It is absolutely forbidden to reuse PPE.
- Visitors must wear a face mask when dealing with other persons, when physical distancing cannot be maintained and in enclosed spaces. Good to know: It is recommended to change the face mask at least every 4-6 hours or whenever contamination is suspected.

Physical distancing

- Visitors must always maintain at least 1.5-metre distance between persons (except for persons belonging to the same household) including between other visitors, tourism services providers and employees.

Touching objects

- Visitors should, whenever possible, avoid passing on or touching items or objects.
- After touching items or objects visitors must clean their hands following hygiene standards and avoid touching eyes, nose and mouth with unwashed hands.

Waste

- Visitors should avoid making waste as much as possible.
- Individual waste should be disposed of by the visitors and not left behind in vehicles, at touristic sites, restaurants, hotels and other places where others could get in touch with it.

Adherence to basic hygiene standards

- Important and good to know: Visitors can be excluded from a tour or be denied services including transportation, accommodation, eating in restaurants or cafés etc. if they refuse to comply with applicable basic hygiene standards.

Flow of Information and Capacity Development

Why is good communication important?

During a time of crisis, it is pivotal to assure a good, structured and effective communication strategy and flow of information between all concerned parties, including official government bodies, industry stakeholders, workforce, freelancers, service providers, international business partners, clients and customers, the media and the public.

Currently, it is not possible to predict how long COVID-19 will persist and at the same time, it is almost unforeseeable how the pandemic will develop over time. In addition, the dynamics of the pandemic, the ways the COVID-19 virus spreads and affects people are all not fully understood, which affects the measures and actions countries and regions implement to contain outbreaks and prevent further spreading of the virus.

Until the COVID-19 virus is completely understood and effective treatments or even a vaccination is made widely available, the only effective means to slow the spreading of the virus is the minimization of the risk that people infect others. For this purpose, the standards and protocols in this manual have been developed in sync with emerging global standards and recommendations.

At the same time, it must be noted that current best-practice examples and standards might be outdated when new scientific discoveries are made, or the pandemic takes a different turn in its development.

It is of utmost importance that everybody, individually as well as from a professional viewpoint, is aware that standards and best practices are still constantly reviewed, adapted and aligned with new research and findings becoming available.

To assure that new information, better guidelines and more effective measures are adapted and implemented quickly it is important that all involved parties are and actively receive and share relevant information.

The following paragraphs outline how everyone involved in the tourism sector can contribute to the goal of better information sharing and communication.

Flow of information during COVID-19 tourism operation

The flow of information during the COVID-19 pandemic must be reliable, efficient and fast. While it is important that tourism businesses and tourism service providers make sure to receive official information on the general threat level, regional outbreaks and travel restrictions, mandatory standards, guidelines and protocols, it is also important that communication happens in both ways.

Especially in situations where a COVID-19 infection in a tourism business or among tourism service providers, whether among employees or clients, is suspected. Local authorities, as well as other businesses and the public, must be informed immediately to take proper steps minimizing the risk of a larger outbreak.

Important: It is the responsibility of every tourism business, service provider, all employees as well as every visiting tourist or clients to inform the relevant authorities about any clear symptoms of a COVID-19 infection as soon as it is detected and to follow the mandatory steps.

It is also of pivotal importance that tourism businesses and tourism service providers, together with all business partners and contacts along the tourism value chain, work together to identify potential gaps or flaws in local hygiene concepts and report these back to their relevant authorities via the COVID-19 Response Officers.

Important: Establishing a reliable, effective and trusted flow of information is one key in fighting COVID-19 and assuring that tourism operations can resume swiftly and be resilient, given that the pandemic will likely persist for some time and that regional outbreaks and rising numbers of infection must be expected.

How can you adapt to changing pandemic threat levels?

The COVID-19 threat will not go away overnight. It is unlikely that the new protective measures tourism business or tourism service providers are putting in place now will suddenly stop or become unnecessary.

In fact, it is more likely that a transition will occur from high to medium to low threat, in which case easing of protection strategies may be warranted in incremental steps.

In addition, even when global or national infection rates might be improving, tourism businesses and tourism service providers might experience sudden rising threat levels due to a new wave of COVID-19 or in response to localized outbreaks.

To react quicker and more efficiently, tourism businesses and tourism service providers should identify a gradient type of approach to ensure that as threat levels increase, so do ramp up measures for COVID-19 protection.

In order to select appropriate protection measures, tourism businesses and tourism service providers should ensure a reasonable assessment of the threat level has taken place. To conduct a threat level assessment, it is recommended to consider the following factors:

- Government regulations aimed at preventing transmission.
  - Infection rates in the region and local destination.
  - Infections within the hotel, past and present.
  - Suspected cases of COVID-19 among tourists or employees.
  - Presence of tourists who have recently travelled to countries with high prevalence of COVID-19.
  - The capacity of local hospitals in the region.
  - The percentage of tourists that are older (60 years) OR have a known health condition.
- Density of your local destination.

In general, tourism businesses and tourism service must adhere to the following standards:

- Implement a system to assess and monitor changes in the COVID-19 threat level by monitoring the natio36nal threat level and the local situation.
- Appoint a COVID-19 Response Officer to assure that official updates on local protocols, standards and standard operating procedures are received.
- Ensure that the protocols, standards and standard operating procedures are well-matched with actual threat levels and continuously updated as well as that updates on protocols, standards and standard operating procedures issued by the government or relevant authorities are implemented.
- Include assessments by other sources such as the government or scientific agencies if available.

COVID-19 Response Officer

Importance of assuring the reliable flow of information

As outlined above, assuring a reliable flow of information among all stakeholders and entities involved in the operation of tourism is important, especially to address and manage suspected cases of COVID-19 infection and to be able to respond quickly and adequately to any upcoming situations.

At the same time, it is of utmost importance that tourism businesses and tourism service providers are always up to date with the latest developments of the COVID-19 pandemic threat and are aware of guideline updates.

To assure that relevant information is received, acknowledged and properly spread, all tourism businesses and tourism service providers must designate a COVID-19 Response Officer.

The response officer is the designated focal person in the business or service provider responsible to assure a reliable flow of information. In addition, the response officer is responsible to assure that the applicable protocols, guidelines and operational procedures are known and followed by all employees.

Duties of COVID-19 Response Officers in tourism enterprises

The tourism business or tourism service provider must designate a senior employee to be the COVID-19 Response Officer to oversee the implementation of COVID-19 guidelines.

Good to know: By placing a manager or other senior staff member in this position, the tourism business or tourism service provider shows to all employees that the guidelines must be taken seriously and also provides the COVID-19 Response Officer with the authority needed to act.

How to assign and register a COVID-19 Response Officer

The tourism business or tourism service provider must decide which employee to designate as a COVID-19 Response Officer and register the selected employee including a substitute with all relevant contact information in the official COVID-19 Response Officer database.

Standard responsibilities of the COVID-19 Response Officer

The Response Office can delegate tasks to other employees but remains responsible for the proper implementation of all protocols, standards and standard operating procedures applicable to the tourism business or tourism service provider.

The standard responsibilities of the COVID-19 Response Officer include the following:

- Assuring a reliable flow of information between the respective authorities, the business' management and all employees as well as between relevant business partners and service providers a business is dealing with.
- Participating in creating and implementing a prevention and safety plan for the tourism facility and ensuring approval of the plan by MoTA. Good to know: If the protocols, standards and standard operating procedures outlined in this manual are implemented without deviation, additional approval is not needed.
- Supervising the training of employees in their respective fields.
- Supervising the implementation of all applicable protocols, standards and standard operational procedures.
- Supervising the sterilisation of the facility according to the applicable protocols.
- Assuring that all essential sterilisation and protection materials are made available to all employees.
- Assuring that tourists and clients are informed about these preventive procedures and instructions within the tourism facility.
- Assuring the presence of instructional and direction boards within the facility's outlets.
- Supervising the monitoring and screening of tourists and guests upon entering the tourism facility in accordance with the respective protocols and standard operating procedures.
- Assuring that all mandatory standards for occupational safety and health of employees are implemented throughout the tourism facility.

COVID-19 Staff management and capacity development

How can you develop you and your employees' capacities for COVID-19?

As an employer, it is your responsibility not only to assure the safety of your employees but also to develop their capacities considering the COVID-19. As a matter of fact, it is not enough to hand out the guidelines to your employees or to post them at the workplace. You must clearly assign staff roles and responsibilities and individually discuss with each employee his or her role, responsibilities and duties regarding COVID-19.

Important: As many of the new standards and guidelines require changes or amendments to existing workflows, it is more important to address and discuss all steps of a typical work routine and identify changes.

This paragraph provides an overview of steps you can take to assure that your employees are knowledgeable about their new responsibilities and that you can resume your business in a safe manner.

COVID-19 employees' roles and responsibilities

The tourism business or tourism service provider must clearly define the roles and responsibilities of staff involved in the prevention and response to the COVID-19 threat. Since all employees must inevitably need to react when an infection is suspected among tourists, clients or employees, it is important to clearly outline roles and responsibilities beforehand.

The following minimum standards and responsibilities apply to employees:

- Assign employees with COVID-19 specific roles.
- Clearly define the responsibilities of each role.
- Identify backup personnel to fulfil the roles of those who become unavailable.
- Document the COVID-19 related roles and functions of each role.

Objectives of employees' capacity development

All employees must be provided with training on the guidelines and their specific roles. As a matter of fact, the ability of the tourism business or tourism service provider to prevent transmission and respond to suspect cases is greatly influenced by the actions, knowledge, capacity and proper training of all employees.

While the guidelines are critical to outline the steps to maintain a safe environment, employees need to be trained in their implementation. Good to know: Training objectives are a clear understanding of COVID-19 risk, a commitment to implementing the guidelines to counter the risk, and identification of the role each employee will fulfil.

The tourism business or tourism service provider must assure the following minimum training standards for its employees:

- Train employees on general COVID-19 information, including how the virus is transmitted, symptoms, potential health impacts, and vulnerable groups.
- Advise employees of the latest regions and countries deemed high-risk for infection and provide them with information sources to stay apprised of changes.
- Train employees on all relevant guidelines including physical distancing, safe hygiene, enhanced cleaning, use of PPE and infection response.
- Train relevant employees on their specific role in preventing the spread of COVID-19 and in responding to a COVID-19 infection.
- Document all training.

Registering staff for relevant courses in the COVID-19 e-learning

It is not mandatory that employers register their employees for the e-learning training platform. However, it is strongly recommended that employers urge their employees to take their respective courses.

If employers would like to register their employees for courses, it is recommended they do so with the employees being present and to allow employees to open their individual accounts. Important: For the digital certificates to be issued correctly, employees have to register their own accounts.

Good to know: More information on the e-learning can be found on p 24.

Monitoring training progress and evaluating employees

Senior employees should regularly evaluate the effectiveness of the implemented guidelines. To assure that evaluation eventually results in improvement, employers should consult their managers to seek their feedback.

Employers and department heads should regularly evaluate their department's ability to implement the relevant guidelines and monitor their effectiveness in reducing risks and identify steps towards improvement if needed.

The tourism business or tourism service provider must assure the following minimum standards for monitoring and evaluating employees' performance considering the COVID-19 guidelines:

- Consult with managers to evaluate each department's capacity to implement COVID-19 related guidelines and their effectiveness to reduce risk.
- Establish mechanisms to ensure that evaluations and recommendations made by the evaluation/management team result in improvements.
- Conduct evaluations weekly.

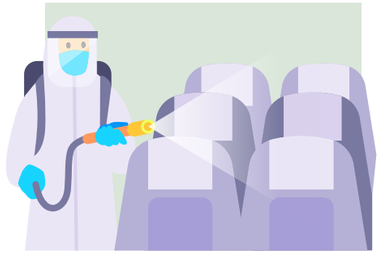
SECTION 2

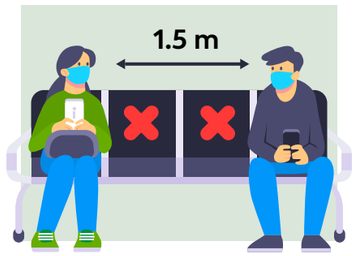
General Protocols and Standards

What are general protocols and standards? When do they apply?

The general protocols and standards in this section address cross-cutting themes, which are not specific to one tourism sector but apply to all sectors. Topics include general guidelines on keeping your staff safe at work (occupational safety and health), developing and implementing an effective communication strategy, how to implement safe hygiene measures, physical distancing and enhanced cleaning as well as how to prepare a professional and effective response plan to react to and handle suspected or confirmed cases of COVID-19 infection in your business or line of work.

Important: The general standards are mandatory for all tourism businesses and tourism service providers operation in Palestine.





Occupational Safety and Health (OSH)

What can you do to keep yourself and your employees safe at work?

As an employer, it is your responsibility to provide a safe and secure workplace and working environment for all your employees and to assure that external service providers, contractors, and delivery personnel working or entering your property are not exposed to any personal risks.
This section addresses topics of occupational safety and health (OSH) and outlines how employers can assure that their employees are able to perform their work in a safe manner. Considering the COVID-19 threat, it is of pivotal importance to not only provide a work environment where adequate physical distance can be maintained and PPE but also to inform and train employees on the new guidelines.
Good to know: More information on developing employees' capacities can be found on p 38 .

Limit or restrict employees' travel to regions that are a high COVID-19 risk

The tourism business or tourism service provider should discourage employees from travelling to unsafe areas. It is important that management is aware of any regions within the country or neighbouring countries with high COVID-19 infection rates. While high-risk areas may be reported in standard news media, it is highly recommended that employers and employees review trusted sources of information on infection rates.
It is recommended that the COVID-19 Response Officer is tasked by the tourism business or tourism service provider to keep an updated list of high-risk areas and is consulted ahead of any employees' travel.
The tourism business or tourism service provider must assure the following minimum standards regarding limiting or restricting employees' travel:

- Establish policies that limit or restrict employees' travel to regions that are a high COVID-19 risk.

Safety of vulnerable employees

Depending on the kind of business and services offered by the tourism business or tourism service provider, some employees are typically in closer contact with tourists, clients, other service providers and fellow employees than others.
The risk of getting infected with COVID-19 posed to older employees and those with health conditions can be reduced by not placing them in positions with high exposure to tourists, clients, other service providers. Cleaning and maintenance employees also have high contact with rooms, surfaces and items used by tourists and clients.

Good to know: You can reduce the risk of getting infected with COVID-19 for vulnerable employees by moving them to safer positions with less exposure to visitors, tourists or clients.

The tourism business or tourism service provider must assure the following minimum standards regarding safety of vulnerable employees:

- Identify vulnerable employees within the workforce: older employees (above 65 years), those with underlying health conditions such as weakened immune systems, diabetes, heart and lung disease. Important: For any list created by the employer, it must be assured that all information is anonymized to assure that personal health conditions are not becoming public.
- If there are vulnerable employees, inform all employees of the risks involved and discuss protective actions.
- It is recommended to assure that vulnerable employees do not work in positions with frequent close contact with tourists, guests, clients, service providers and fellow employees OR assure that physical separations (plexiglass screen) are in place.

Employee screening

Frequent and continuous screening of employees is an essential means to reduce the risk of spread of infection in a tourism business or tourism service provider.

The tourism business or tourism service provider must assure the following minimum standards regarding employee screening:

- Implement a strict system of screening employees including the following:
  - Take the temperature of every employee entering the tourism facility or ahead of starting the work or providing services.
  - Use a non-contact thermometre (infrared or thermal scanner) to conduct temperature checks in a safe manner.
  - Ask employees if any of the following symptoms are present: dry cough, and tiredness as well as aches and pains, nasal congestion, sore throat or diarrhoea.
  - Conduct repeated daily temperature checks of all employees.
  - Record results the results in anonymized form only accessible to dedicated management staff.
- Ask employees returning from leave or business travel about their recent travel history and keep in mind that staff returning from high-risk areas might show symptoms of infection within 14 days after their return.
- Tourism business or tourism service providers with a high number of employees

arriving at the same time to work should establish a procedure and screening area ensuring maintaining 1.5-metres distance between people while screening is conducted.

Dealing with symptomatic employees

The tourism business or tourism service provider must establish a protocol for the handling of employees with COVID-19 symptoms. Good to know: In general, handling of symptomatic employees has the same principles as handling symptomatic tourists, clients or guests, which include limit contact, protect against transmission, and treat medically if needed. At the same time, there are some key differences to be kept in mind.

- Due to the employer-employee relationship, the tourism business or tourism service provider can ensure employees follow standard operating procedures through training and clear internal publication of these procedures.
- The tourism business or tourism service provider can encourage employees to stay at home and therefore eliminate contact with others as soon as symptoms arise.

The tourism business or tourism service provider must assure the following minimum standards regarding dealing with symptomatic employees:

- Establish policies to ensure employees stay at home and seek medical assistance, if needed, if they have COVID-19 symptoms.
- If at the workplace, ensure employees who have reported COVID-19 symptoms are told to stop work immediately and go home.
- Help employees arrange private transportation instead of public transportation where they could infect others.
- Ensure medical assistance for employees is arranged, if needed.
- If unable to travel home, ensure the employee is isolated in a room at the workplace or nearby as medical assistance is arranged.
- Ensure the employee will be provided with a face mask which should be kept on until the employee is safely home.
- The employees' work area must be disinfected.
- The hotel should regularly monitor the employee through mobile call or other remote communication.
- Ensure that the employee is cleared by a medical professional prior to returning to work.

Contractors and suppliers

All contractors, service providers, suppliers, delivery personnel and drivers should follow basic hygiene, cleaning and physical distancing measures while on the tourism business' or tourism service provider's property. All individuals should confirm their intent to follow the respective guidelines and protocols while on-site, preferably in writing.

The tourism business or tourism service provider must assure the following minimum standards regarding contractors and suppliers:

- Provide all contractors and suppliers entering the property with a description of the COVID-19 SOPs that apply to their activity on-site.
- Request all contractors and suppliers to sign that they understand and commit to adhere to the respective guidelines and protocols while on-site and to apply to them.
- Limit the amount of contact of contractors and suppliers with employees or tourists as much as possible.
- Reduce the need for contractors and suppliers to enter the premises by, for example, preparing a designated unloading zone for receiving goods and assure one delivery corridor from the unloading zone into the property.

Communication Strategy

Why is a clear communication strategy important?

During the COVID-19 crisis it is of pivotal importance to assure a clear and efficient communication strategy among all involved parties and between tourism service providers and their clients.
Good to know: General information on assuring a good flow of information can be found on p 45
This section outlines how you can implement an efficient communication strategy on different levels and especially towards your clients and visitors. Ensuring a good and professional flow of information to your customers is not only important to assure that they are aware of specific COVID-19 measures implemented in your business and how that might affect their trip, but maintaining a good communication is also a clear sign towards your clients that you are taking the COVID-19 threat serious and are taking necessary steps to assure a maximum of safety for your employees and clients.
Good to know: A professional, clear and honest communication can greatly benefit your image as a professional tourism service provider and especially in uncertain times like now, can even be a competitive edge and marketing opportunity.

Standard communication scenarios and recommended templates

Depending on the situation, the tourism business or tourism service provider may need to communicate COVID-19-related information such as changes to local protocols, guidelines or current specific policies, updated risk information, suspected infections, etc. to a variety of stakeholders.

The tourism business or tourism service provider should outline what information should be provided to each stakeholder, which information to prioritize and how information is communicated.

Key stakeholders off-site may also inquire about the status of the tourism business or tourism service provider and its clients and staff. Therefore, the business or service provider hotel should plan how to respond to such inquiries as well as how to be proactive in the COVID-19 messaging strategy.

Good to know: MoTA prepared templates for communication to assure that the whole Palestinian tourism sector speaks with one voice.

The tourism business or tourism service provider must assure the following minimum standards regarding communication:

- Establish procedures for communicating COVID-19 information to:
  - Current tourists, visitors and clients.
  - Future tourists, visitors and clients.
  - The general public.
  - Employees.
  - External stakeholders such as tour operators and booking agents.
  - Media.
  - Health authorities and emergency service providers.

Communicating with tourists, visitors and clients

Keeping tourists, visitors and clients informed requires regular monitoring of news media, as well as government, health authority and scientific sources. How tourism businesses and tourism service providers inform their tourists, visitors and clients should be based on the businesses' technologies and capacities, but a variety of communication methods is recommended.

Tourism businesses and tourism service providers should inform their guests at time of booking or reservation of guidelines to maintain safety during COVID-19, including the local regulations tourists and clients will need to follow. Ideally, tourists and clients should confirm that they have read this information prior to finalizing the booking.

Good to know: MoTA developed templates for communicating with tourists, visitors, and clients to assure that the whole Palestinian tourism sector speaks with one voice.

The tourism business or tourism service provider must assure the following minimum standards regarding communicating with tourists, visitors and clients:

- Ensure a summary of government COVID-19 health guidelines is available to tourists, visitors and clients and how they affect the use of services.
- Ensure that specific information of respective COVID-19 guidelines implemented at or by the tourism business or tourism service provider are communicated to future guests, including:
  - Updating the website and marketing material to outline the measures implemented to prevent COVID-19 cases.
  - Outlining safe hygiene measures.
  - Outlining enhanced cleaning measures.
  - Outlining physical distancing measures.
  - Describing the response strategy for tourists, clients or employees with COVID-19 symptoms.
  - Outlining cancellation and booking modification policy.
- Ensure a summary of the policies and procedures implemented at the tourism business or tourism service provider is available to guests and handed out upon check-in, boarding or starting of service in an abbreviated form.
- Ensure a summary of the latest travel alerts in the area is available to tourists, visitors and clients.
- Ensure up-to-date contact information for health facilities is available to tourists, visitors and clients upon request or in case of need.
- Ensure a list of sources for COVID-19 information is available to tourists, visitors and clients.
- Ensure basic COVID-19 health-related information is provided to tourists, visitors and clients as a printed brochure and available in multiple languages.

Dispelling rumours and avoiding panic

The tourism business or tourism service provider should follow simple steps to combating fear, anxiety, rumours and misinformation surrounding COVID-19. The first step to combat misinformation is to only use trusted and credible information sources.

It is imperative to communicate facts to tourists, visitors, clients and business partners as well as employees, to provide sources and be available to explain the information. The tourism businesses and tourism service providers should also consider strategies for directly countering false information about COVID-19 as identifying rumours, labelling them false, and explaining why, can prevent them from spreading and causing fear and anxiety in daily tourism operation.

The tourism business or tourism service provider must assure the following minimum standards regarding dispelling rumours and avoiding panic:

- Report only facts to tourists, visitors, clients and staff.
- Double verify information prior to releasing to tourists, visitors, clients and employees.
- Identify the sources for all information.
- Refrain from using alarmist language.
- Allow for 2-way communication between tourists, visitors, clients or employees and management.
- Provide contact information for tourists, visitors, clients or employees to contact authorities or medical professionals for further advice or clarification.

Safe Hygiene

What is safe hygiene and how can it help to prevent infection?

The COVID-19 virus is mainly spread directly from an infected person – which might not necessarily show COVID-19 symptoms and might not be aware to be infected – to another person or by touching contaminated surfaces or objects and then touching one's nose, eyes or mouth. Good to know: Studies have shown that the COVID-19 virus can survive on surfaces for several days.

The most efficient way to prevent spreading of the COVID-19 virus via contaminated surfaces or objects is to implement strict measures of safe hygiene considering both, that possibly contaminated surface and objects are regularly cleaned and sterilized and that the frequency of people touching surfaces and items or getting in contact with them is reduced as much as possible.

This chapter summarizes key concepts and mandatory standards of implementing safe hygiene in your daily business operation and whenever offering tourism services. Important: More specific information for your sector or field of activity can be found in the specific guidelines in section 3 p 63.

Safe hygiene

The tourism business or tourism service provider must ensure that all employees practice safe hygiene and tourists, visitors and clients should be encouraged to do as well. All employees should regularly monitor changes in the respective guidelines and subsequently apply these to the respective safe hygiene standards.

In general, all employees need to wash their hands frequently and after they have touched a potentially infected surface. Hands should be washed for 20 seconds with warm water and soap, or if unavailable with liquid hand sanitizer. It may be impractical to wash hands after touching every common surface, and therefore employees need to further reduce their risk of infection by refraining from touching their face in general and specifically their mouth, nose and eyes, as these are the points of infection.

Employees also need to cough and sneeze into a tissue and throw it out immediately, preferably into a closed, hands-free waste bin, and then wash their hands. If tissues are unavailable, employees should cough or sneeze into a bent elbow. Important: Employees should be trained on these safe hygiene procedures.

Finally, the tourism business or tourism service provider should minimize the need for multiple tourists, visitors and clients to handle the same objects. For example, placing TV remotes in sealed plastic and replacing them with each new guest, finding alternatives to handing out menus in restaurants, removing unnecessary objects from guest rooms such as books, magazines etc. from common areas.

The tourism business or tourism service provider must assure the following minimum standards regarding safe hygiene:

- Follow and implement all guidelines on safe hygiene practices. This includes that all individuals should wear face masks in shared and public spaces and whenever physical distancing cannot be maintained.
- Promote frequent hand washing or using sanitizing gels and provide hand sanitizer stations in all public and employees areas.
- Tissues and disposal bins must be provided throughout all public and employees areas.
- Touchless services should be offered whenever possible.
- Handling of objects by multiple tourists, visitors and clients must be avoided where possible.

Hygiene messaging

Tourists, visitors, clients and staff must be reminded of safe hygiene measures. The safe hygiene measures for preventing COVID-19 transmission require a change in behaviour on the part of all involved in tourism and tour operation.
Important: The tourism business' or tourism service provider's overall policy needs to be written and printed out. All staff must be trained in it and should be able to explain it to every tourist, visitor, client, fellow employees, contractors, service provider and others.

The tourism business or tourism service provider must assure the following minimum standards regarding hygiene messaging:

- Advise tourists, visitors and clients of hygiene recommendations prior to arrival if possible and at the latest immediately upon arrival or before any tourism service is started.
- Promote proper cough etiquette among tourists, visitors and clients as well as employees: Coughing and sneezing into tissue, which is immediately disposed of, followed by immediately washing hands or if tissues are unavailable into bent elbow.
- Encourage tourists, visitors, clients and employees to wash hands frequently with soap and water for 20 seconds, or if not available, use hand sanitizer.
- Advise tourists, visitors, clients and staff to refrain from touching their eyes, nose and mouth.

Hygiene signage

Easy to understand and clearly visible signage must be installed to remind tourists, visitors, clients and employees of recommended and mandatory safe hygiene measures. Signage should be posted throughout the property to ensure it is seen by all multiple times a day, in order to commit messages to memory.
In addition, signage must be consistent to prevent misunderstandings. In general, redundant and consistent signage of the tourism business' or tourism service provider's safe hygiene policy can increase acceptance and help to ensure actions are implemented properly.
Good to know: MoTA developed templates for hygiene signing.

The tourism business or tourism service provider must assure the following minimum standards regarding hygiene signage:

- Post signage that can be seen:
  - When entering and leaving the property.
  - When entering and leaving all public bathrooms.
  - In lobbies, rest areas and all places where tourists and visitors may crowd or spend time.
  - At every elevator waiting area and inside every elevator.
  - Outside and inside of transportation vehicles.
- Post signage in a suitable place noticeable by tourists and visitors ahead of starting a service (e.g. tour guiding service, animal riding etc.). If no such place is available, hygiene signage must be distributed in printed leaflets.

Hygiene supplies for personal hygiene

The tourism business or tourism service provider must procure adequate supplies to implement all hygiene measures.
It is mandatory to procure and stock the following minimum supplies in adequate quantity:

- Soap.
- Hand sanitizer.
- Disposable tissues or wipes.
- Hands-free waste bins (recommended).
- Disposable face masks for guests and employees (recommended).
- Disinfection wipes.

Dispensers

The tourism business or tourism service provider must provide soap and disinfectant dispensers, tissue dispensers and paper towels. Hand sanitizer dispensers (preferably touchless) are critical to ensuring tourists, visitors, clients and staff can regularly disinfect their hands where no soap and water is available.
Good to know: Visible placement of dispensers is important to encourage use prior to activities that could lead to transmission, such as eating, touching of objects or handling goods and using common spaces.

The tourism business or tourism service provider must assure the following minimum standards regarding dispensers:

- Install disinfectant gel dispensers at all property entrances and all locations where hand sanitation is required (vehicle doors).
- Install disinfectant gel dispensers at all entrances to dining halls, restaurants and cafés.
- Ensure soap is available in all bathrooms.
- Regularly maintain soap and disinfectant solution volumes.
- Provide hand dryers or paper towels in every public and staff restroom.
- Regularly check soap and disinfectant dispensers, tissue dispensers, and hand drying equipment to ensure for proper functioning.
- Replace or repair defective equipment.
- Install disinfectant gel dispensers in all public and staff restrooms.
- Provide tissue dispensers and hands-free waste bins in all bathrooms.

Physical Distancing

What is physical distancing and how can it help to prevent infection?

Physical distancing helps to prevent transmission by limiting the potential for COVID-19 to spread from person to person. In general, physical distancing means keeping a distance between individuals. The recommended distance varies depending on the situation and circumstances. Usually, 1.5-metres between individuals is considered enough to reduce the risk of transmission of the COVID-19 virus.
Good to know: If specific distances are mandatory, they are mentioned in the respective sections of this manual.

General standards on physical distancing

The tourism business or tourism service provider must implement physical distancing measures.
There are many ways that physical distancing guidelines can be enforced, promoted and how tourists, visitors, clients and employees can be motivated to adhere to them. Examples include:

- Providing markings every 1.5 metres wherever people typically queue.
- Installing physical barriers to prevent guests from getting too close to reception or other employees.
- Installing plexiglass screens at reception or cash register points.

Specific employees' functions that are more exposed to guests, such as front desk, waiters, room service, cashiers, vendors and drivers, should be identified and alternative methods should be developed to reduce the risk of transmission.
The tourism business or tourism service provider should also make changes to how employees interact with each other in order to maintain a safe distance, such as establishing separate work areas, holding stand-up meetings at a safe distance and increasing digital communication to reduce the need for face-to-face contact.

The tourism business or tourism service provider must assure the following minimum standards regarding physical distancing:

- Follow all guidelines and implement specific physical distancing standards as outlined in this manual Good to know: For some activities, there are specific regulations on physical distancing which must be observed.
- Avoid direct physical contact wherever possible.
- Ensure a safe amount of space between people in common areas.
- Physically separate people through glass or other barriers where needed.
- Offer contactless services where possible.

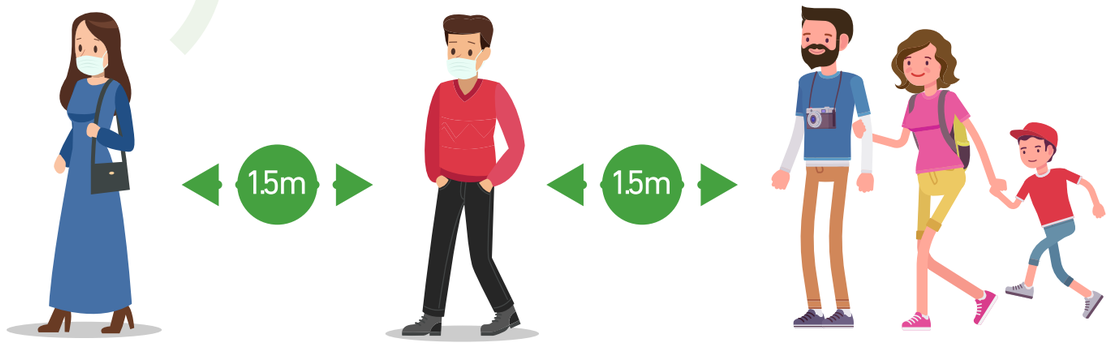
- Only allow 2 to 4 people in elevators and other closed spaces (e.g. cable car cabins).

Physical distancing signage

Clear and visible signage is needed to explain and remind tourists, visitors and clients of physical distancing measures. Signage should be posted throughout the property and at locations where physical distancing measures must be implemented, such as at line-ups, restaurants, elevators, lobbies, vehicle doors and service spaces.

The tourism business or tourism service provider must assure the following minimum standards regarding physical distancing signage:

- Develop clear to understand signage on physical distancing measures. Good to know: MoTA developed templates for physical distancing signage.
- Install physical distancing signage at all locations where physical distancing measures are implemented.



Enhanced Cleaning

What is enhanced cleaning and how can it help to prevent infection?

The COVID-19 virus can remain contagious on surfaces for several days. It is therefore critical to thoroughly clean and disinfect surfaces frequently.
The tourism business or tourism service provider must regularly clean and disinfect surfaces in high traffic areas, fitness rooms, bathrooms, and restaurants, including handrails, key cards, computers, door handles, locks, light switches, desk surfaces, telephones, remote controls, bathrooms fixtures, and elevator buttons.
If applicable, tourism business or tourism service providers should also consider steam cleaning upholstery surfaces such as couches, chairs, furniture in lounge areas as well as car seats.

General enhanced cleaning protocols and guidelines

The tourism business or tourism service provider needs to implement enhanced cleaning efforts during the threat of COVID-19. Employees must regularly monitor and note changes in the official guidelines and apply updates to their own cleaning strategy.
Important: It is the responsibility of the COVID-19 Response Officer to regularly update the cleaning strategy of the businesses.
Good to know: Tourism business and tourism service providers should be aware that the new procedures are requiring more time and might need to adapt their staff and work plans.
It is mandatory to establish procedures for effectively and safely cleaning areas that have been visited by a person confirmed or suspected to be infected with COVID-19, as well as handling of potentially contaminated waste and other materials.
Finally, all employees should wear personal protective equipment when cleaning and be trained on how to safely clean potentially infected areas.

The tourism business or tourism service provider must assure the following minimum standards regarding enhanced cleaning:

- Follow government guidelines for enhanced cleaning as outlined in this manual.
- Clean and disinfect all common surfaces and furniture regularly (at least every 4-6 hours and more often if the number of tourists, visitors or guests is high).
  - Textile surfaces, such as furniture upholstery, should be cleaned with a steam device, if used frequently or having been touched or used by visitors intensively.

- Intensive cleaning of textile surfaces is necessary for furniture with headrests.
- Disinfect all high-touch points very often (at least every hour). Cleaning can happen less frequently if areas are not too busy.
- Thoroughly clean and disinfect all surfaces, fixtures and loose items provided to tourists, visitors and clients. Good to know: For hotels and accommodation service providers, repeated cleaning of rooms during guests' stay should be ceased and only carried out if requested by the guest.
- It is mandatory that PPE is worn by those doing cleaning.
  - Gloves and face mask.
  - Disposable gowns.
  - Closed and sturdy shoes.
  - If doing procedures that generate splashes (while washing surfaces): facial protection with a face shield and impermeable aprons are required.
- Ensure that potentially contaminated waste is handled safely.
- Recommended: Install sterilization mats at entrances to disinfect shoes upon entry.
- Sterilising luggage upon arrival, by using an electrostatic fogger, can minimize the risk of transmission. Good to know: If guests' luggage is handled by designated hotel personnel, only or by guests themselves, sterilization of guests' luggage is not mandatory.
  - It is generally recommended that guests carry their luggage independently.
  - If employees are carrying guests' luggage, it is mandatory that all employees use adequate PPE and follow basic hygiene protocols.

Cleaning supplies

The tourism business or tourism service provider must procure a variety of supplies to clean and disinfect surfaces and objects.

The following list represents the minimally needed supplies:

- Disinfecting cleaners.
- Cleaning equipment.
- Disposable face masks for employees conducting cleaning.
- Disposable gloves.
- Safety goggles (only when cleaning methods may result in splashes, like mopping).
- Long-sleeve gowns.
- Heavy-duty waste bags.

Cleaning agents

The tourism business or tourism service providers must assure that all cleaning and disinfectant products are sufficient to neutralize the COVID-19 virus.

The tourism business or tourism service providers must assure the following minimum general standards regarding cleaning agents:

- Ensure that cleaning and disinfectant products used for surfaces have been confirmed to neutralize the COVID-19 virus.
- Follow manufacturer instructions for dishwashing and laundry equipment including proper temperature and detergent guidelines.
- Washing all linens at a temperature of 60-90 degrees.

Ventilation

Ventilation is important to ensure interior air that is potentially contaminated with COVID-19 is replaced with fresh air regularly. The greater the number of air exchanges per hour the quicker contaminated air is flushed out of closed spaces.

The tourism business or tourism service providers must assure the following minimum standards regarding ventilation:

- Ensure enough ventilation.
- Operate ventilation and air conditioning units as per manufacturer instructions.
- Change filters regularly.
- Ensure filters are high efficiency.
- Ensure an adequate indoor air exchange rate is maintained (recommended 6 per hour for guest rooms and 8 per hour for dining areas).
- All rooms and doors must be open daily for natural ventilation, whenever possible.

Response Plan

Why is it important to have a detailed response plan?

Even with all guidelines, standards and protocols properly in place, it is still possible that you might face a case of suspected or confirmed COVID-19 infection among your employees, tourists, visitors, guests or clients on your premises or while offering tourism services.
In this case, it is pivotal that you and all your employees are able to act swiftly to contain the situation and prevent a larger local outbreak of COVID-19, which could result in having to close your business operation or affect a whole region.
In order to be prepared for suspected or confirmed cases of COVID-19 infection, a detailed response plan must be in place to manage such situations.

Implementing the response plan and receiving updates

The tourism business or tourism service provider must follow all guidelines on how to respond to a symptomatic or infected person. The COVID-19 Response Office must regularly check for updates in official guidelines and apply these to its own response strategy.

Implementing a notification system to alert of COVID-19 symptoms among tourists, visitors, clients and employees

The tourism business or tourism service provider must encourage all employees as well as tourists, visitors, guests and clients to notify the management of COVID-19 symptoms. It is important to foster a culture of safety through clear and repeated messaging to employees and visitors. Anybody with symptoms must know that reporting symptoms is necessary to protect others. In addition, it should be easy to report symptoms.
The tourism business or tourism service provider must assure the following minimum standards regarding notifications of COVID-19 symptoms:

- Ensure that employees notify the management when typical COVID-19 symptoms develop.
- Ensure that employees discretely notify management of potentially sick tourists, visitors, guests or clients.
- For hotels and accommodation service providers: Remind tourists, visitors and clients that they must inform the front desk by phone from their guest room if they are feeling ill or if they have been in close contact with someone who is confirmed or suspected of being infected.

Dealing with symptomatic tourists, visitors, guests or clients

The tourism business or tourism service provider must have procedures for handling a tourist, visitor, guest or client with symptoms of COVID-19. Important: If a person reports or is observed to have COVID-19 symptoms, the business or service provider should not wait for confirmation of infection before implementing protection measures but must take steps immediately.
The tourism business or tourism service provider must assure the following minimum standards regarding dealing with symptomatic persons:

- Advise symptomatic persons to stay in their own or a designated room and self-quarantine. If no guest rooms or designated rooms are available, the person must separate from other people as much as possible.
- Minimize any contact between the symptomatic person and employees or other people as much as possible.
- Supply the symptomatic person with face masks and tissues.
- Advise the symptomatic person of proper hygiene and cough and sneezing etiquette.
- Coordinate medical assistance and transportation to a medical facility, if needed.
- Management of symptomatic persons, including movement to a medical facility, must follow instructions from the local health authorities and carried out with utmost care and precaution.
- Hotels and accommodation services shall allocate one equipped isolation room on each floor of the property to isolate infected or suspicious cases until medical personnel can deal with them.

Good to know: Information how to deal with symptomatic staff can be found on p 44.

Caring for symptomatic or infected guests and seeking medical expert advice

The tourism business or tourism service provider must be prepared to care for a tourist, visitor or client suspected of having COVID-19 should medical facilities be unavailable. Important: Especially in cases where hospitals run out of capacity, it is possible that hotels and accommodation service providers will need to continue accommodating a guest who is suspected of COVID-19 infection. In such an instance, eliminating contact with the guest and proper use of PPE are of utmost importance to prevent transmission, as is coordination of medical assistance should the guest require it.
The tourism business or tourism service provider must assure the following minimum standards regarding caring for symptomatic persons:

- Help the symptomatic person to arrange medical care if the nearest hospitals are unavailable.

- Ensure that a room will be provided to isolate the symptomatic person.
- Ensure that visitors are not allowed unless necessary.
- Ensure doctor visits are arranged to avoid the need for the symptomatic person to travel to a doctor's office.
- Serve food to the room keeping physical distance as much as possible: Place a tray in front of the door, knock and step back from the door until the symptomatic person has collected the tray and closed the door.
- Reserve a bathroom for the symptomatic person.
- The symptomatic person must be provided with tissues and face masks to be used whenever leaving the room or when others are entering the room.
- Ensure that employees who come near the symptomatic person will follow enhanced hygiene protocols and wear PPE.
- Equip the isolation room with areas to put on and take off/dispose of PPE.
- Ensure that only one employee enters the area of the symptomatic person.

Important: The tourism business or tourism service provider should have access to a medical expert for advice on COVID-19 response and treatment of symptoms.

The tourism business or tourism service provider must assure the following minimum standards regarding seeking medical expert advice:

- Seek the expertise of a medical professional to provide advice on pandemic planning and response.
- Ensure medical consultations are possible within a short timeframe.

Reporting a confirmed infection

Procedures must be established for reporting of a confirmed COVID-19 infection. Important: Notify the health authority immediately when a suspected infection with COVID-19 is confirmed to coordinate next steps.

All employees must be informed of a confirmed COVID-19 infection in order to respond accordingly and all tourists, visitors and clients must understand the risks and the protection measures being implemented. Future tourists, visitors and clients must be informed of the risks on-site prior to their arrival. Also, the general public needs to be informed of the risks on-site and within the local community.

The tourism business or tourism service provider must assure the following minimum standards regarding reporting a confirmed infection:

- Internal procedure for reporting a confirmed COVID-19 infection at your facility must be in place to report to:
  - The health authority.
  - All employees, external service providers and contractors.
  - All current tourists, visitors and clients and future tourists, visitors and clients.
  - The general public.

Contact tracing

The tourism business or tourism service provider should conduct measures that support the health authority's contact tracing efforts. All businesses and service providers must be prepared and trained in conducting contact tracing for all confirmed and suspect cases, to identify close contacts.

The tourism business or tourism service provider must assure the following minimum standards regarding contact tracing:

- Develop and implement a registration procedure for tourists, visitors and clients according to the guidelines. Good to know: Details on specific tourism sectors can be found in section 3.
- Assure the registration of all tourists, visitors and clients using the forms provided by MoTA.
- Ensure that guests with a suspected or confirmed COVID-19 infection are asked about anyone they may have been in 'close contact' with beginning 2 days prior to symptom onset.
  - If possible, collect name, phone number, address and date of exposure of close contact.
- Coordinate with health authorities and follow notification guidelines.
- Ensure the contact tracing interview is done over the phone or similar avoiding close contact with the respective person or wear necessary PPE and act with utmost caution.

Ceasing business operation in case of a confirmed COVID-19 infection

The tourism business or tourism service provider must be prepared to suspend bookings and operation of services if COVID-19 cases are confirmed at the property. Once an infection case has been confirmed, the business or service provider will likely need to refrain from accepting new guests for some time. Decisions will be taken by the health authorities and MoTA.

Having clear guidelines and triggers for suspending bookings will improve the decision-making process. Information should also be posted online and on the premises to advise people of the situation.

Important: If an infected case at the property represents a risk, it is important to advise future guests of that risk so they can make an informed decision about whether to continue with their travel plans.

The tourism business or tourism service provider must assure the following minimum standards regarding ceasing operation in case of a confirmed COVID-19 infection:

- Establish clear internal guidelines when bookings and operation of services should be suspended. Important: It is the responsibility of the COVID-19 Response Officer to consult with the health authorities and MoTA in which cases business operations must be ceased.
- Establish internal procedures for suspending bookings including advising travel agencies, updating booking sites, post signage at the property.
- Ensure that employees will communicate suspension of bookings to all future guests who have already made reservations and all business partners and related service providers and contractors.

SECTION 3

Specific Protocols and Standards including Standard Operational Procedures (SOP)

Which specific guidelines apply to specific sectors and tourism occupations?

Sections 1 and 2 outline mandatory guidelines applicable to all tourism sectors and tourism businesses and tourism service providers. In this section, you will find detailed guidelines, which are mandatory for businesses and service providers in specific tourism sectors.
Section 3 is ordered by tourism sectors and sub-sectors. In most cases, you will find that the SOPs are aligned with typical workflows in the respective line of work or service, which should make it simple for you and your employees to identify mandatory changes and adaptations to your routine business operation.
The following sectors and sub-sectors are covered:

- Accommodation: hotels, guesthouses, hostels, homestays, camping.
- Food & beverage: restaurants/bars in hotels, independent restaurants/ bars, eateries, take-away food, street food vendors, provision of food & beverages during travelling.
- Transportation: busses, vans, taxis, private cars, special transportation.
  - Seating capacity of 7 or more passengers (busses and vans).
  - Seating capacity of 6 or less passengers (taxis, private cars).
  - Bike rental service / bike tours.
  - Cable car.
  - Transportation on animals: donkeys, horses, camels.
- Tour guides.
- Souvenir shops, factories and street vendors.
- Touristic sites, places of worship & pilgrimage, spa facilities & hammams, outdoor activities and general places of interest.
  - Christian places of worship & pilgrimage.
  - Muslim places of worship & pilgrimage.
  - Farms, agritourism sites & olive harvest.
  - Museums.
  - National parks.
  - Events, shows & cultural performances.
  - Spa facilities & hammam.
  - Swimming pools and bathing facilities.
  - Gyms and fitness studios.
- Public bathrooms.
- Tour operators.

Accommodation: hotels, guesthouses, hostels, homestays, camping

General Standards

The following general guidelines must be considered in addition to the specific SOPs in this section:

- What is personal protective equipment and how must it be used? p 28.
- What are specific mandatory hygiene standards for tourism employees? p 29.
- What are specific mandatory hygiene standards for visitors, tourists, clients, customers and other non-professionals? p 31.
- Occupational Safety and Health, p 42.
- Contractors and suppliers, p 44.
- Communicating with tourists, visitors and clients, p 45.
- General standards on physical distancing, p 53.
- Dealing with symptomatic tourists, visitors, guests or clients, p 59.
- Caring for symptomatic or infected guests and seeking medical expert advice, p 59.
- Reporting a confirmed infection, p 60.

Important: All basic and general standards must be considered, if applicable.

Specific Standards and Workflow

Guests arrival and departure

Hotels and accommodation service providers must implement clear procedures and protocols to assure a safe arrival and departure of their guests.

Assuring safe transportation to/from the accommodation

Hotels and accommodation service providers should help guests reach the accommodation from the airport using private vehicles instead of public transportation. Good to know: The local transportation used by guests to reach the accommodation can have varying degrees of risk, particularly when infections in a region are high. Crowded public transportation is associated with a higher risk and private shuttle service the lowest risk.

Reminding guests to take private transportation with a company that is following safe hygiene, cleaning and physical distancing measures, can significantly reduce the risk to both the guest and employees.

The hotel and accommodation service provider must assure the following minimum standards regarding safe transportation to/from the accommodation:

- Encourage guests to take private rather than public transportation from the airport to the accommodation and back.
- Ensure that you can arrange private shuttle services for your guests upon demand.
- Recommended: Provide a private shuttle to guests free of charge.
- Ensures that the shuttle service company implements safe hygiene, cleaning, and physical distancing measures.

Safe and contactless check-in procedures

As the typical in-person check-in process can present a risk to both employees and guests, the hotel and accommodation service provider should implement contactless check-in and payment methods wherever possible.

The hotel and accommodation service provider should also implement similar options to its payment systems to eliminate the need for cash exchange at restaurants, cafés, gift shops and other facilities.

The hotel and accommodation service provider must assure the following minimum standards regarding check-in procedures:

- Place an isolating glass/plastic panel between front desk staff and guests.
- Rearrange the reception desk and lobby hall in such a way to allow for guests to maintain physical distancing requirements while they wait to be served. Add distancing signs on the floors. Good to know: MoTA developed templates for physical distancing signage.
- Recommended: Establish a contactless check-in process and promote and explain the process to guests prior to arrival.
- Recommended: Establish contactless payment methods at cafes, restaurants, giftshops and other pay points.

Guests screening upon entry to the accommodation

Screening of guests should start before their arrival, by noting where the guests are arriving from. If coming from a high-risk country or region, the hotel or accommodation service provider should ensure precautions are in place. Important: As these are very sensitive issues to ask about, the hotel must train front-line employees on what to say and more importantly what not to say.

The hotel and accommodation service provider must assure the following minimum standards regarding guest screening:

- Upon arrival, front desk staff should ask the guests if they have travelled to any high-risk countries or regions in the last 14 days. Important: An updated list of high-risk countries and regions must be at hand, as guests and employees may not be aware of all areas deemed "high-risk". It is the responsibility of the COVID-19 Response Officer to compile and update the list.
  - Good to know: Guests' recent travel history can also be requested from the tour operation and be submitted with the rooming list.
  - MoTA developed a template for the "travel history checklist" which is mandatory to be used.
- A strict protocol for guest screening must be implemented including:
  - Taking the temperature of every person (guests, employees and other service providers incl. drivers) upon entering the hotel or accommodation as well as daily temperature checks of residing guests and employees.
    - For residing guests, the temperature check must be done every morning upon leaving the hotel to identify symptomatic guests prior to joining travel activities and again upon return to the hotel.
  - In addition to the temperature check, it is mandatory to monitor the health situation of guests for typical COVID-19 symptoms such as cough, headache, sore throat etc. In case of suspicion, strictly follow the respective guidelines laid out in this manual. Good to know: Typical COVID-19 symptoms are listed on p. .
    - For arriving groups of travelers, it is sufficient to ask the group leader or tour guide of any existing typical COVID-19 symptoms among the group.
    - For individual travelers, small groups and families, it is sufficient to ask a group member on behalf of the whole group.
  - Record the results in anonymized form only accessible to dedicated hotel staff and only use the official "screening checklist" provided by MoTA. Good to know: The screening checklist also contains a full list of potential symptoms in different languages.
- In general, it is highly recommended to use non-contact thermometre (infrared or thermal scanner) to conduct temperature checks in a safe manner. If no such thermometres are available, the hotel must assure that the temperature check is carried out in a hygienic way. Important: Employees must wear appropriate PPE and follow basic hygiene protocols when conducting temperature checks.
- If a guest is found to have a temperature of 38°C or higher and has any other symptoms OR was in contact with anyone who is suspected or confirmed of COVID-19 infection, the hotel or accommodation service provider must contact the health authority for guidance and be prepared to arrange transport of the guest to hospital OR place the guest in self-quarantine. Good to know: Guidelines on handling a symptomatic guest can be found on p 59.
- The hotel must establish a dedicated guest screening area for screening large numbers of people arriving at the same time, while maintaining at least 1.5m distance between individuals.
  - Preferably, the screening is conducted outside of the hotel or away from common areas where waiting guests and staff would be in contact with other people.

Guidance to guests leaving the accommodation facility during their stay

The hotel and accommodation service provider can protect its own environment, however, there are many risks off-site from the property that it cannot control. If guests are not careful when leaving the property, they increase the risk of COVID-19 for them as well as the risk of bringing the infection back to the accommodation. By informing guests of safe behaviour while travelling outside of the hotel property, hotels can reduce this risk.

For details on applicable rules outside of the hotel it is mandatory to refer to the respective guidelines in this manual. The hotel, however, should adhere to the below minimum standards and encourage guests to follow these rules:

- Advise guests to avoid crowds, public transportation and touching unsterilized surfaces. Good to know: It is enough to inform the client via display of recommendation in printed forms displayed in suitable places.
- Arrange private transportation upon request. Important: Ensures that the transportation company implements safe hygiene, cleaning, and physical distancing
- Supply cloth face masks and rubber gloves for guests upon demand before leaving the hotel property.

Preparing for re-opening after long phase of closure

Hotels and accommodations that have been shut down for more than 1 week may face air and water quality issues. The longer water and air systems remain stagnant, the more opportunity arises for pests and mould to spread. It is therefore mandatory to conduct inspections of water and air quality for issues like Legionella Bacterium, pests, and mould throughout the hotel before opening.

The hotel and accommodation service provider must assure the following minimum standards regarding the re-opening after a long phase of closure:

- Before reopening the accommodation, it is mandatory to inspect all rooms or sections that have been shut down for an extended period of 1 or more weeks to identify issues of water quality, pests or mold and to conduct any required maintenance work.
- Affected areas must be remediated prior to allowing new guests in those areas.

Guest room maintenance

A proper room maintenance is of utmost importance to assure that overnight guests are at a low risk of infection as a previous guest might have been infected or might have been in touch with infectious objects or items.

The hotel and accommodation service provider must assure the following minimum standards regarding guest room maintenance:

- All maintenance staff must always:
  - Wear clean gloves before entering the guest room and put on clean gloves whenever contamination of currently used gloves is likely or suspected.
  - Remove gloves, wash hands with soap and water and dry thoroughly with a clean towel or paper towel before proceeding to the next guest room.
  - Remove all used gowns, facemasks, gloves and other contaminated items into a lined container before disposing of them with other waste. Important: Wash hands immediately after handling used PPE and contaminated items, even if gloves are worn during performance of maintenance.
- Thorough cleaning and proper ventilation of the room should be performed between guests' stays.
- Repeated cleaning of rooms during guests' stay including the daily change of sheets, pillows and towels for the same customer should be avoided and only occur at the request of the guests.
- Recommended: Place individual disinfectants in every room for the guests' use.
- Recommended: Provide cleaning utensils for the guests to use during their stay and enabling them to clean the bathroom themselves without the need for room maintenance service.
- Remove all linen (bedding, towels, cushion covers and other fabrics) for washing and put in a plastic bag (or non-porous container with lid) for transport to the laundry room. Use a washing machine and detergent to wash thoroughly with the warmest temperature recommended on the item's label. Good to know: Washing a 60°C with an adequate detergent is considered sufficient.
- In general, it is recommended to provide as few table-top appliances inside the guest rooms as possible.
  - If appliances are provided, ensure that all table-top appliances from the guest room (crockery, cutlery, plates) are collected and transported in a non-porous, covered container to the dishwasher/kitchen.
  - Clean all table-top appliances (e.g. in-room kettle) after client departure using recommended detergent.
  - Clean inside and outside of all built-in appliances (refrigerator) after client departure using recommended detergent.
  - In general, remove multipurpose items such as menus, magazines or only provide utmost needed items.
- Clean all high-touch surfaces, such as counters, cupboards, tabletops, doorknobs, light switches, TV remote, air conditioning switch, and window blinds after client departure using recommended detergent.
- Spot-clean any marks on soft furnishings using recommended detergent.
- Clean bathroom fixtures, showers and toilets with a separate set of cleaning equipment (disposable cleaning cloths) using disinfectant or bleach solution. Important: Toilets should always be the last item in the bathroom to be cleaned.
- Vacuum the carpet.
- For hard floor surfaces, clean the floor with adequate disinfectant or bleach solution, starting from the far side of the room working your way to the exit/door.

Spa facilities & hammam

The relevant guidelines can be found on p 158.

Swimming pools

The relevant guidelines can be found on p 160.

Gyms and fitness studios

The relevant guidelines can be found on p 161.

Preparing for isolating a symptomatic or infected guest

The hotel and accommodation service provider must have procedures for handling symptomatic guests in place. In general, if a guest reports or is observed to have COVID-19 symptoms, the hotel should not wait for confirmation of infection, but should proceed with implementing protection measures immediately. Good to know: More information on dealing with symptomatic and infected guests can be found on p 59.

Since the guest may be resistant to the hotel's requests to self-quarantine and wear a mask, and as such, the hotel should approach the situation with care, and consistently follow up with the guest to ensure that measures are indeed being implemented.

The hotel and accommodation service provider must assure the following minimum standards for isolating a symptomatic or infected guest:

- Advise symptomatic guests to self-quarantine in their rooms.
- Minimize contact between guests, employees and other guests.
- Supply the symptomatic guest with face masks and tissues.
- Advise guests of proper hygiene and cough and sneezing etiquette.
- Coordinate medical assistance and transportation to a medical facility if needed.
- Management of the symptomatic guest, including transport to a medical facility, should follow instructions from the health authorities.

Good to know: The hotel or accommodation service provider must also be prepared to care for a guest suspected of having COVID-19, should medical facilities be unavailable, or should hospitals run out of capacity. It is possible therefore that the hotel will need to continue accommodating an infected guest who is suspected of infection. In such an instance, eliminating contact with the guest and proper use of PPE are of utmost importance to prevent transmission. The hotel should also coordinate medical assistance should the guest require it. Refer to p 59 for more information and details.

In general, the below minimum standards must be assured when accommodating a guest suspected of confirmed of an COVID-19 infection:

- Help the symptomatic person to arrange medical care if the nearest hospitals are unavailable.
- Ensure that a room will be provided to isolate the symptomatic person.
- Ensure that visitors are not allowed unless necessary.
- Ensure doctor visits are arranged to avoid the need for the symptomatic person to travel to a doctor's office.
- Serve food to the room keeping physical distance as much as possible: Place a tray in front of the door, knock and step back from the door until the symptomatic person has collected the tray and closed the door.
- Reserve a bathroom for the symptomatic person.
- The symptomatic person must be provided with tissues and face masks to be used whenever leaving the room or when others are entering the room.
- Ensure that employees who come near the symptomatic person will follow enhanced hygiene protocols and wear PPE.
- Equip the isolation room with areas to put on and take off/dispose of PPE.
- Ensure that only one staff member enters the area of the symptomatic person.

Important: The tourism business or tourism service provider should have access to a medical expert for advice on COVID-19 response and treatment of symptoms.

Event Assessment

Good to know: Detailed guidelines for events can be found on p 153.

The hotel or accommodation service provider must conduct a COVID-19 specific risk assessment for future large events such as weddings or conferences. It is important to note that large events will see a higher risk of close contact between all in attendance and that a minimum distance between people might not be assured.

While government regulations may limit such events currently, the hotel should begin planning for how they will deal with such events in the future to be prepared. A key starting point is to outline how the various risks will be assessed prior to approving such an event to go ahead.

The hotel and accommodation service provider must assure the following minimum standards for assessing events include:

- The details of the event are outlined with the client to assure that the client understands any limitations or specific requirements regarding COVID-19 prevention.

- Decisions as to whether to proceed with an event or not are made based on the state of COVID-19 in the area.
- All official guidelines are followed.
- An evaluation of the ability of the hotel to maintain a safe environment is completed.
- An evaluation of the risk such an event poses to the safety of employees is completed.

Food & Beverage: restaurants and cafés in hotels, independent restaurants and cafés, eateries, take-away food, street food vendors, provision of food & beverages during traveling

General Standards

The following general guidelines must be considered in addition to the specific SOPs in this section:

- What is personal protective equipment and how must it be used? p 28.
- What are specific mandatory hygiene standards for tourism employees? p 29.
- What are specific mandatory hygiene standards for visitors, tourists, clients, customers and other non-professionals? p 31.
- Occupational Safety and Health, p 42.
- Contractors and suppliers, p 44.
- Communicating with tourists, visitors and clients, p 45.
- General standards on physical distancing, p 53.
- Dealing with symptomatic tourists, visitors, guests or clients, p 59.
- Caring for symptomatic or infected guests and seeking medical expert advice, p 59.
- Reporting a confirmed infection, p 60.

Important: All basic and general standards must be considered if applicable.

Specific Standards and Workflow

Physical distancing in restaurants, cafés, eateries and when food & beverage is provided during traveling

Any business offering food, including though not limited to:

- Restaurants (independent or inside a hotel),
- Cafés (independent or in a hotel),
- Eateries,
- Food stands on streets, at touristic sites etc.,
- Mobile food vendors,
- Tour operators, drivers and guides offering food to tourists while traveling,
- Food delivery services

must always ensure enough spacing between guests.

Important: The mandatory rule is that an area of 10 square metres be reserved for every 4 guests, as well as a minimum distance of 1 metre be maintained from the back of one chair in a restaurant to the back of another chair. Similar distances must be maintained for all other situations in which food is served and consumed including open-air dining and handing-out of food or beverages while traveling.

Good to know: To meet these requirements, restaurants will not be able to handle the volume of guests that they were originally intended to serve. It is recommended that restaurants take only reservations which provide guests a service window to dine to allow a smooth operation of service.
In addition, food offering businesses may consider extending their opening hours as well as expanding into other spaces, such as exteriors, conference rooms, etc. to serve more guests while still following physical distancing guidelines. To help reduce the demand for restaurant dining, hotels and accommodations should also increase their in-room dining options.
For lunch stops and dining during travel, serving pre-packed food in boxes or bags and asking people to spread in an open area before eating, can be a good option to minimize the risk of infection and maintain enough distance.

Good to know: Hotels and accommodations could partner with local restaurants to help satisfy demand, add a variety of options and reduce the potential risk of guests travelling to busy public areas and restaurants and returning to your hotel.

Important: Hotels, restaurant and other food businesses should suspend self-service buffets as they have a high potential for transmission, considering the use of shared items, such as tongs, ladles, lids, handles and the potential for food to become contaminated from individuals coughing, sneezing or even talking.
Mobile food vendors, food stands, coffee-to-go shops etc. must assure that waiting customers are keeping a distance of at least 1.5m always before and while being served. Guests should not consume food in close proximity to the food stand.
Food businesses must assure the following minimum standards regarding physical distancing:

- Ensure a maximum of 4 persons per 10 square metres is maintained in all areas.
- Ensure a separation of at least 1 metre is maintained from back of one chair to back of another chair.
- Strengthen the hotels' capacities for in-room dining options.
- Suspend self-service buffets.
- Only operate up to 50% of the restaurant's capacity to prevent overcrowding.
- Do not to receive customers who are not willing to accept the requirements.

Washing of tableware

Guests in restaurants, cafés, eateries etc. will want to be assured that their table, chairs, cutlery, plates and glassware are clean. In addition to carrying out the following criteria, any food offering business should consider how to inform guests about any efforts taken.
The following strict cleaning measures are mandatory for all food offering businesses and hence apply to restaurants (independent or inside a hotel), cafes (independent or in a hotel), eateries, food stands (e.g. on streets), mobile food vendors, drivers/guides offering food to tourists while traveling, food delivery services:

- Disinfect tables and/or replace tablecloths after every use.
- Wash dishes, utensils and glassware provided to a client, even if not used.
- For items that are washed by hand use utmost precautions.
- Dry dishes, cutlery and glasses with a clean cloth.
- Replace tablecloths and napkins after every use and wash appropriately.

Kitchen

Any business or individual offering food, including though not limited to:

- Restaurants (independent or inside a hotel),
- Cafés (independent or in a hotel),
- Eateries,
- Food stands on streets, at touristic sites etc.,
- Mobile food vendors,
- Tour operators, drivers and guides offering food to tourists while traveling,
- Food delivery services

must assure the following minimum standards for the operation of the kitchen or anywhere where food is prepared, packed or handled:

- All workers in the kitchen, in food preparation and/or handling food supplies must wear a permanent headscarf, a suitable dress, gloves and a face mask.
- All kitchen personnel should maintain as much distance between each other as possible given the work requirements.
  - Approx. 1-metre distance should be maintained whenever possible.
  - Good to know: The distance between kitchen personnel can be reduced if appropriate safety equipment is used (i.e. wearing a face mask).
- Any delivered goods must be received by specific employees, only who always wear gloves and masks.

- The number of kitchen/hotel staff having contact with delivery drivers shall be limited as much as possible, ideally to only one person per working shit.
- Delivery personnel shall not enter the hotel or restaurant including the storage areas unless unavoidable.

- Access to the kitchen area is forbidden to the public.
- It is prohibited for workers in the kitchen and food preparation to go out to the areas where visitors and customers are present.
- Kitchen workers shall not handle cutlery etc. used by clients; only designated workers shall clean the dishes and handle client-used items.
- Only dedicated workers carry prepared food from kitchen to guest tables.
- Waiters shall not enter the kitchen area. Hotels and restaurants shall arrange a contact-free handing-over mechanism for waiters to receive prepared food from the kitchen

Preparing and offering Argileh (water pipe, hookah)

Any business offering Argileh (water pipe, hookah) must assure the following minimum standards for the preparing and provision of Argileh:

- Clean the Argileh and all related items with soap and water and between each use.
- Use a single-use sanitary hose (new hose for each visitor and opened in front of the client, only). If possible, ask visitors to open the hose and attach to the pipe.
- Dispose the Argileh hose in a safe way, using sealed bags and dispose of the waste container in a safe manner.
- Develop informational material (leaflet, flyers) instructing clients on the safe use of Argileh and distribute the information along with each hookah provided to clients; encourage clients not to share hookah even with separate tips.
- Workers must wear personal protective equipment (masks) when providing Argileh.
- Keep distance between workers and visitors of at least 1m.
- Allow Argileh in open areas, only.
- Provide the tip in a sealed bag to the client; no opening of the tip by the worker.
- Workers shall not "start" the Argileh for the client after attaching the single-use pipe.

Transportation: busses, vans, taxis, private cars, special transportation (cable car, donkey, horse, camel)

General Standards

The following general guidelines must be considered in addition to the specific SOPs in this section:

- What is personal protective equipment and how must it be used? p 28.
- What are specific mandatory hygiene standards for tourism employees? p 29.
- What are specific mandatory hygiene standards for visitors, tourists, clients, customers and other non-professionals? p 31.
- Occupational Safety and Health, p 42.
- Contractors and suppliers, p 44.
- Communicating with tourists, visitors and clients, p 45.
- General standards on physical distancing, p 53.
- Dealing with symptomatic tourists, visitors, guests or clients,p 59.
- Caring for symptomatic or infected guests and seeking medical expert advice, p 59.
- Reporting a confirmed infection, p 60.

Important: All basic and general standards must be considered if applicable.

Busses with 7 or more seats

Preparation before bus operators are allowed to resume operation

- Coordinate all approaches among relevant service providers (e.g. bus station, accommodation, restaurant, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Adding protective barriers around the driver.
- Limit the number of sitting passengers per vehicle to maintain sufficient distance between passengers. In general, the following rules shall be applied regardless of the total numeric capacity of the vehicle:
  - In vehicles with a seating arrangement of two seats on each side of the aisle (2 + 2 = 4 seats per row), both aisle-facing seats must empty.
    - Total capacity of such vehicles shall not exceed (50%) of total capacity.

- In vehicles with a seating arrangement of two seats on side of the aisle and one seat on other side (2 + 1 = 3 seats per row), the aisle facing seat next to the window seat must be empty.
  - Total capacity of such vehicles shall not exceed (66%) of total capacity.
- In vehicles with a seating arrangement of one seat on each side of the aisle (1 + 1 = 2 seats per row), one seat in every row must be empty.
  - Total capacity of such vehicles shall not exceed (50%) of total capacity.
- Vehicles with a seating arrangement of 3 seats per row (vans) and no aisles must leave the middle seat empty.
  - Total capacity of such vehicles shall not exceed (66%) of total capacity.
- In vehicles with a last row having more than four or two seats, one seat must be empty between occupied seats:
  - Vehicles with a last row of 5 seats must only occupy 3 seats (window + middle + window);
  - vehicles with a last row of 4 seats must only occupy 2 seats (window + window),
  - vehicles with a last row of 3 seats must only occupy 2 seats (window + window).
- Block the first row behind the bus driver to keep it unoccupied unless a transparent plastic barrier shielding the driver from the passengers can be installed properly.
- The driver must be provided with two copies of a "list of passengers" (containing necessary contact details, such as name and phone and/or mail address) of the tourist group, one of which is kept by the bus driver and one for the tourist transport company, and keep those copies for 14 days. Good to know: MoTA developed templates for the passenger list.
- Whenever possible arrange meeting points at not over-crowded places.

Daily routine preparation of the vehicle before passengers arrive

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Wear PPE during any cleaning or sterilization processes.
- Increase ventilation before transportation and during cleaning or sterilization by opening windows and doors.
- Frequently touched objects and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include:
  - All contact points and areas in the vehicle: driver cabin, passenger seats, luggage compartment or trunk.
  - All surfaces, doors, windows from the inside, shelves, door handles (internal and external), handrails, knobs, buttons, lights, seats, seatbelts, armrests, headboards, tables, steering wheel, ventilation and air-conditioning vents etc.
- Install disinfectant dispenser (at least 60% alcohol or virucide) at each door.
- Prepare sealable trash bins for passengers.
- Attach hygiene signposting and terms of transportation visible to each passenger in the bus. Good to know: MoTA developed templates for the signposting.
- If providing snacks, only offer packed food and prepare accordingly.
- Prepare separate boxes for providing any material or items to passengers. For example, for water bottles, maps, promotional material, gifts, snacks.
- If operating a refrigerator for water bottles in the bus, make sure that only the driver manages the usage. Attach a visible sign on the fridge forbidding passengers to use it for their own purposes or to take bottles out independently.
- Prepare a tip box for independently tipping by passengers and avoid receiving cash money by hand from passengers.
- Increase ventilation and open doors and windows (if possible).
- Maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Request the health situation of passengers. Important: Do not transport passengers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
- Give passengers introduction on basic hygiene standards. Provide printed informational material or properly display informational posters inside the vehicle. Good to know: MoTA developed templates for informational posters.
- Make passengers aware of taking maps, promotion material or giveaways individually and consecutively out of the prepared boxes. Good to know: Coordinate with the guide and travel agency, if applicable.
- Passengers are requested to buy water bottles and packed snacks from the driver only outside the bus and should take items individually and consecutively out of the boxes.

- Accept any payments (tickets, water bottles, snacks) only outside the bus.
  - Give contactless payment preference, if possible and use gloves when handling cash or wash and sanitize hands immediately after handling cash of passengers.
- Provide masks to passengers, if needed. However, in general, passengers should bring their own PPE.
  - The driver may offer PPE against a reasonable and to be publicity stated fee.

Luggage check-in

- Luggage is stowed in the luggage compartment by the bus driver only.
- Ask passengers to individually place luggage outside the luggage compartment and use gloves when loading luggage. Dispose gloves immediately after luggage check-in is completed.
- Do not carry or place passenger bags or belongings by the driver cabin.
- Ask passengers to only bring necessary items inside the bus.

Boarding of passengers

- Coordinate with the tour guide and make sure that passengers know and follow basic hygiene standards.
- Whenever possible, mark 1.5-metres gaps on the floor with chalk or markers to encourage safe distancing in queues. Good to know: If the local situation does not allow to mark gaps, clearly inform passengers not to stand close to each other while standing in line.
- Boarding must follow a strict pattern depending on the vehicle size and number of doors:
  - For busses with two doors:
    - The front door is used only to reach the front seats up to the rear entrance.
    - The rear door is used only to reach the center seats up to the rear of the bus.
  - For busses with one door:
    - Passengers sitting at the rear enter first, passengers sitting at the front enter last.
- The boarding of persons with disabilities and reduced mobility as well as elderly should be given priority. Assist them when boarding following basic hygiene standards.

- Each passenger, bus driver and tour guide should disinfect hands upon boarding and wear a mask.
- Passengers need to distribute evenly across all seats to maintain distance following seating instructions.
- Passengers should have the same seats during the whole trip.

During the tour

The following guidelines apply to multi-stop tours where passengers get in and off the vehicle multiple times before reaching their final destination.

While driving

- Each person must wear a mask during driving. It is only allowed to remove the mask for drinking and eating.
- Display basic hygiene standards via signposting in front of each seat and remind passengers via announcement in the bus about basic hygiene standards. Good to know: MoTA developed templates for the signposting.
- Avoid using air conditioning or heating as much as possible and increase ventilation during transportation by opening windows.

Stopovers: Restroom, breaks, activities

Leaving the bus

- For toilet stopovers, choose only washrooms meeting adequate hygiene standards.
- Increase ventilation during stopover by opening windows and doors.
- Prepare two trash bins outside the bus in front of each door and explain to passengers that there are two trash bins:
  - One bin for general waste.
  - One bin for contaminated material.
- Exiting must follow a strict pattern depending on the vehicle size and number of doors:
  - For busses with two doors:
    - The front door is used only by passengers seated from the front up to the rear entrance.
    - The rear door is used only by passengers seated from center seats up to the rear of the bus.

- For busses with one door:
  - Passengers sitting at the front exit first; passengers at the rear exit last.
- Each person should disinfect their hands when leaving the bus.
- Follow basic hygiene standards in case of need to assist passengers.
- Coordinate with the tour guide and make sure that passengers follow basic hygiene standards when exiting and waiting outside.
- Passengers should not leave any items in the bus and each passenger is responsible to take trash outside the bus.

Returning to the bus

- Apply the same procedures as for boarding of passengers.

Leaving the bus at the final destination: hotel, airport, border

- Increase ventilation when stopping by opening windows and doors.
- Prepare two trash bins outside the bus in front of each door and remind passengers that there are two trash bins: one for general waste and one for contaminated material.
- Exit follows a strict pattern as per above procedure.
- Each person should disinfect their hands when leaving the bus.
- Follow basic hygiene standards in case of need to assist passengers.
- Coordinate with the tour guide or employees at destination and make sure that passengers maintain appropriate physical distance when getting off and waiting outside.
- Passengers should not leave any items in the bus and each passenger is responsible to take trash outside the bus.
- Passengers should be reminded to place the tip in the provided tip box, only and avoid handing the tip directly to the driver.

Returning of luggage

- Only the driver places luggage separately in front of the bus and uses gloves when unloading luggage.
- Ask passengers to individually pick up their luggage.

Vans, taxis, private cars with 6 or less seats

General preparation before transportation service can be started

- Coordinate all approaches among relevant service providers (e.g. bus or taxi station, accommodation, restaurant, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Do not operate transportation services in affected areas and do not carry passengers from affected areas.
- Limit the number of sitting passengers per vehicle to maintain sufficient distance between passengers. In general, the following rules shall be applied regardless of the total numeric capacity of the vehicle:
  - Vehicles with 3 seats in the back must leave the middle seat empty.
    - Total capacity of such vehicles shall not exceed (66%) of total capacity.
  - Vehicles with a seating arrangement of 3 seats per row (vans) and no aisles must leave the middle seat empty.
    - Total capacity of such vehicles shall not exceed (66%) of total capacity.
  - Block the seat next to the driver to keep it unoccupied unless a transparent plastic barrier shielding the driver from passengers can be installed properly.
- Consider minimizing shared rides so passengers are not travelling with persons unknown to them.
- In case of independently offered transportation services (private taxi service), providing the driver with two copies of a "list of passengers" (containing necessary contact details, such as name and phone and/or mail address) of the tourist group, one of which is kept by the driver and one for the tourist company (if applicable), and keep those copies for 14 days. Good to know: MoTA developed templates for the passenger list.
- Whenever possible arrange picking-up at not over-crowded places.
- If a vehicle is shared by multiple drivers: organize shift changes in a way that drivers do not have direct contact with each other.

Before driving service starts and preparation of the vehicle

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Wear PPE during any cleaning or sterilization processes.
- Increase ventilation before transportation and during cleaning or sterilization by opening windows and doors.
- Frequently touched objects and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include:
  - All contact points and areas in the vehicle: driver cabin, passenger seats, luggage compartment or trunk.
  - All surfaces, doors, windows from the inside, shelves, door handles (internal and external), handrails, knobs, buttons, lights, seats, seatbelts, armrests, headboards, tables, steering wheel, ventilation and air-conditioning vents etc.
- If a vehicle is shared by multiple drivers, ensure that the vehicle is cleaned and disinfected properly.
  - Assure that a first cleaning of all frequently touched surfaces (steering wheel, gear shift, mirror, sun visor, door handles, dashboard including all buttons etc.) is carried out by the driver ending his shift and a second cleaning is carried out by the next driver immediately before starting the shift.
- Provide sufficient hand sanitizer (at least 60% alcohol or virucide) for yourself in the front and one bottle at each door for passengers in the back.
- Attach hygiene signposting (basic hygiene standards) and terms of transportation, including maximum number of carried passengers, visible to each passenger in the vehicle.
- Prepare separate boxes for providing any material or items to passengers, like water bottles, maps, promotional material, giveaways, snacks.
- Prepare a tip box for independently tipping by passengers and avoid receiving cash money by hand from passengers.

Passenger arrival or pick-up

- Increase ventilation before transportation.
- Maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Only transport passengers wearing PPE, especially face mask.
- Request the health situation of passengers. Important: Do not transport passengers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting 85of COVID-19 infection can be found on p 59.
- Give passengers introduction on basic hygiene standards. Provide printed informational material or properly display informational posters inside the vehicle. Good to know: MoTA developed templates for informational posters.
- Provide masks to passengers, if needed. However, in general, passengers should bring their own PPE.
  - The driver may offer PPE against a reasonable and to be publicity stated fee.

Luggage check-in

- Luggage is stowed in the trunk by the driver only.
- Ask passengers to individually place luggage outside the trunk and use gloves when loading luggage. Dispose gloves immediately after luggage check-in is completed.
- Do not place passenger bags or belongings next to the driver.
- Ask passengers to only bring necessary items inside the vehicle.

Boarding the vehicle

- Ask passengers to put on PPE (face mask) when getting into the car and encourage safe distancing when getting into the vehicle.
- For vehicles with three seats in the back: open back doors of the car and ask passengers to sit in the rear of the vehicle. Good to know: If the local situation does not allow to mark gaps, clearly inform passengers not to stand close to each other while standing in line.
- For vehicles with several rows of seats:
  - Boarding must follow a strict pattern of first occupying the back seats and last occupying the middle and front rows.
- The boarding of persons with disabilities and reduced mobility as well as elderly should be given priority. Assist them when boarding following basic hygiene standards.
- Each passenger, bus driver and tour guide should disinfect hands upon boarding and wear a mask.

- Make passengers aware of taking water bottles, maps, giveaways, and promotion material individually out of the provided bags or containers, only.
- If a vehicle is used by the same group of passengers for a multi-stop trip, passengers should have the same seat during the whole trip.

During the tour

The following guidelines apply to multi-stop tours where passengers get in and off the vehicle multiple times before reaching their final destination.

While driving

- Each person must wear a mask during driving. It is only allowed to remove the mask for drinking and eating.
- Display basic hygiene standards via signposting in front of each seat and remind passengers via announcement in the bus about basic hygiene standards. Good to know: MoTA developed templates for the signposting.
- Avoid using air conditioning or heating as much as possible and increase ventilation during transportation by opening windows.
- Communication between the driver and passengers should be limited to the essentials.
- If the driver is also the tour guide, providing information and site interpretation for guests should be done outside of the vehicle. Important: If providing information must happen while driving, it is mandatory that the driver wears a mask when speaking with passengers.

Leaving the vehicle for stopovers

- For toilet stopovers, choose only washrooms meeting adequate hygiene standards.
- Increase ventilation during stopover by opening windows and doors.
- For vehicles with several rows of seats, leaving the vehicle must follow a strict pattern:
  - Front row gets out first, the back row gets out last.
- Each person should disinfect their hands when leaving the vehicle.
- Follow basic hygiene standards in case of need to assist passengers.
- Make sure that passengers follow basic hygiene standards when getting off and waiting outside.

- Passengers should not leave any items in the bus and each passenger is responsible to take trash outside the bus.

Returning to the vehicle after a stopover

- Apply the same procedures as for boarding of passengers.

Leaving the vehicle at the final destination: hotel, airport, border

- Increase ventilation when stopping by opening windows and doors.
- Encourage passengers to disinfect their hands when leaving the car.
- For vehicles with several rows of seats, leaving the vehicle must follow a strict pattern:
  - Front row gets out first, the back row gets out last.
- Follow basic hygiene standards in case of need to assist passengers.
- Coordinate with the tour guide or employees at destination and make sure that passengers maintain appropriate physical distance when getting off and waiting outside.
- Conduct payments only outside the car.
  - Avoid handling cash and accept alternative payment methods such as a debit or credit card (contactless payment) as much as possible.
  - If cash payment is unavoidable, wash or sterilize hands after handling passengers' money.
- Passengers should not leave any items in the bus and each passenger is responsible to take trash outside the bus.
- Passengers should be reminded to place the tip in the provided tip box, only and avoid handing the tip directly to the driver.

Returning luggage

- Use gloves when unloading luggage. Personal protective equipment must be changed after unloading and be safely disposed of according to the rules.
- Only the driver places luggage separately in front of the car.
- Ask passengers to individually pick up their luggage.

Between car rides/ change of passengers/ drivers

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.

- Clean frequently touched surfaces such as door handles (internal, external), window winders, seats, headrest, seat belts, card payment devices, the rear of the front seats and other surface passengers may have touched or coughed or sneezed on.
- Regularly clean steering wheel, gear stick, radio equipment, data heads, handbrake, indicators, switches, handles, seat belts etc. (especially when you share a vehicle with other drivers).
  - Assure that a first cleaning of all frequently touched surfaces (steering wheel, gear shift, mirror, sun visor, door handles, dashboard including all buttons etc.) is carried out by the driver ending his shift and a second cleaning is carried out by the next driver immediately before starting the shift.

Bike rental services and bike tours

preparation before bike rental services and bike tours can be offered

- Coordinate all approaches among relevant service providers (e.g. bus station, accommodation, restaurant, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Compile a daily "customer list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify customers and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at your businesses and keep it for 14 days. Good to know: MoTA developed templates for the customer list.
- If tour guiding is offered along with the bike rental or bike tour, all guidelines for tour guides must be observed. Good to know: The tour guide guidelines can be found on p 102).
- In case of transportation of guests (to/from the bike tour) follow standard operating procedures for bus and car transportation. Good to know: The transportation guidelines can be found on p 77 for busses and on p 83 for vans and taxis.
- In case of meeting customers at any place except of the bike rental station, arrange meeting points at not over-crowded places, optimally outdoors.
- For walk-in customers and registered groups, manage entrance to the bike rental station in a way to avoid clustering of persons, e.g. letting in one group at a time.
- Implement and in-advance ticket purchase system, preferably contact-less or via an online ticket sales system, if possible.
- Inform yourself comprehensively about the compliance with official hygiene standards of service suppliers, facilities and tourist sites visited during the trip, opening hours and any other regulations.
  - Ensure that you only deal with service suppliers and visit places that meet official hygiene standards.
  - Recommended: Prioritize stopping at outdoor sites, restaurants with outdoor area and similar opposed to indoor places.
  - Avoid small spaces with limited capacity.
  - If possible, purchase entrance tickets for sites beforehand, ideally online or contactless means.
  - Advance notice of the visit at every tourist site, stating group number, arrival and departing time.
- Eventually adapt your tour programs to promote physical distance.
  - Minimize exposure to other people and limited spaces by using backroads, low traffic areas, and times of low traffic.
  - Recommended: Keep groups small to ensure physical distancing can be maintained.
- Bring first aid equipment.

Before bike rental service starts

The following guidelines apply to service providers operating a bike rental station as well as to providers offering bike rentals at outdoor locations.

Preparation of the bike rental station

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation in the bike rental station by opening windows and doors.
- Frequently touched objects and frequently used areas must be cleaned and sterilized with appropriate detergents or disinfectant solutions. This includes all contact points and areas, e.g. the complete rental office, doors, door handles (internal and external), bathrooms.
- Attach hygiene signposting visible to each customer inside and outside the bike rental station. Good to know: MoTA developed templates for the signposting.

- Add a transparent plastic barrier between employees and customers, for example at counters.
- Install a disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at the entrance and exit of the bike rental station.
- Provide sufficient soap, hand sanitizer and paper towels in employee and client bathrooms and check regularly if sufficient material is available.
- Manage the number of customers inside the bike rental station and implement a queue management system that supports physical distancing requirements.
- Install visual physical distancing markers to help customers adhere to physical distancing requirements.
- Prepare separate boxes for providing material or items to customers: Water bottles, maps, giveaways or promotion material.

Preparation of bikes, gear and equipment

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Bikes, additional equipment, protective gear, repair kits etc. must intensively be cleaned and sterilized with appropriate detergents or disinfectant solution before each usage.
- Prepare sealable bags for any trash accumulating during the trip.

Customer arrival to the bike rental station or meeting point

- All employees, guides and clients must maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Request the health situation of customers. Important: Do not accept clients with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Provide masks, if clients do not have PPE. In general, clients should bring their own PPE. Good to know: The bike rental operator may offer PPE against a reasonable and to be publicity stated fee.
- Make clients aware of taking maps, promotion material, giveaways, water bottles etc. individually and consecutively out of the prepared boxes.
  - Advise clients especially not to share water bottles among each other.
  - When giving customers information avoid sharing material.

Registration and payment at the bike rental station

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.

Bike and gear assignment

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Assignment of bike and gear must take place outside.
- Only hand out clean equipment.
- Request clients' measurement in advance in order to assign a suitable bike model and gear instead of testing different bike and protective gear.
- Adjust bikes to clients' needs following basic hygiene standards.
- Provide instructions to increase clients' independence on choosing bikes, equipment and gear, for small repairs and adjusting bikes whenever possible.
- Hand out clean repair kits to clients, if such kits are provided to the individual client and not kept with the biking guide, group leader or accompanying bike operator.
- Clean and sterilize bikes, gear and equipment with appropriate detergents or disinfectant solutions in case of testing by customers subsequently. Wear PPE during any cleaning or sterilization processes.

Transportation of customers and loading / unloading of bikes

Refer to the guidelines for transportation of tourists in busses or vans and cars as they apply also to shuttling clients to/from the starting/ending point of the bike tour. Good to know: The transportation guidelines can be found on p 77 for busses and on p 83 for vans and taxis.

- When loading and unloading bikes, gear and equipment, avoid touching objects and items as much as possible. Riders should. handle their own bikes and gear. PPE must be changed whenever potentially contagious items were handled or cleaning and maintenance activities were carried out.

During the bike tour

- When riding, encourage physical distancing.
  - Consider riding staggered, not immediately following another rider, or not immediately next to another rider.
  - Guests should be encouraged to keep reasonable physical distance as the tour allows.
- Provide sufficient hand sanitizer (at least 60% alcohol or virucide).
- When stopping for roadside attractions or breaks, ensure that the stop-area has enough space to allow keeping physical distance among people.
  - Consider using masks when physical distance cannot be assured, such as giving practical instruction, assistance or during breaks.
- Customers should not share or exchange bikes, gear and equipment.
- In case of emergency assist customers following basic hygiene standards.

Returning bike and gear/ change of customer

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Thoroughly clean or sterilize bikes, equipment and gear outside with appropriate detergents or disinfectant solution after every usage. Wear PPE during any cleaning or sterilization processes.

Repair service

- Repair bikes following basic hygiene standards.

Cable car

General preparation before cable car service can be started

- Coordinate all approaches among relevant service providers (e.g. bus or taxi station, accommodation, restaurant, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Limit the number of passengers per cabin in a way to maintain sufficient distance between passengers:
  - In 8-passenger cabins with 2 rows of 4 seats per row the 2 middle seats in each row must stay unoccupied (no restrictions for family members).
  - Total capacity of such cabins shall not exceed (50%) of total capacity.
- Compile a daily "customer list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify customers and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at your businesses and keep it for 14 days. Good to know: MoTA developed templates for the customer list.
- Add parking signposts, markings or barriers to ensure that visitors maintain the required minimum distance of 1.5-metres when getting in and out of the parking area. Recommended: Stagger parking spaces so that it is not possible to leave or enter vehicles parked next to each other at the same time.
  - Block access to the parking area if congestion of the transport facilities is expected and reopen after queues have been cleared.
- Manage entrance in a way to avoid clustering of persons, e.g. letting in one group at a time, selling tickets for specific time slots or implement an in-advance ticket purchase system, preferably contact-less or via an online ticket sales system.
- If applicable, adapt ride frequencies as cabins can only be half occupied in order to avoid clustering of persons.

Routine preparation of the cable car station and cabins

- If available, gastronomy facilities must be prepared following standard operating procedures for gastronomy. Good to know: the gastronomy guidelines can be found on p 73.

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation by opening windows and doors before service and during cleaning or sterilization in all rooms and cabins.
- Frequently touched objects and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas, e.g. ticket office, doors, door handles (internal and external), cabins from the inside, card reader in the ticket office, bathrooms.
- Attach hygiene signposting visible to each client inside and outside the cable car station. Good to know: MoTA developed templates for the signposting.
- Ticket office.
  - Install transparent barriers between employees and passengers.
  - Mark 1.5-metres gaps on the floor to encourage distancing in queues.
- Mark 1.5-metres gaps on the floor safe distancing for getting on and off the cabins.
- Install a disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at the entrance and exit of the cable car station.
- Provide sufficient soap, hand sanitizer and paper towels in employee and client bathrooms and check regularly if sufficient material is available.

Tourist arrival to the cable car station

- Staff must always wear a face mask when dealing with passengers and maintain at least 1.5-metres distance between persons all the time.
- Increase natural ventilation of cabins by opening windows and doors before transportation.
- Request the health situation of tourists. Important: Do not accept clients with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the cable car staff.

- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Provide masks, if clients do not have PPE. In general, clients should bring their own PPE. Good to know: The cable car operator may offer PPE against a reasonable and to be publicity stated fee.

Ticket purchase at the cable car station

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.

Boarding the cable car cabin

- Each passenger should wash or disinfect hands immediately prior to boarding and wear a mask.
- The boarding of persons with disabilities and reduced mobility as well as elderly should be given priority. Assist them while boarding following basic hygiene standards.

Behaviour inside the cable car cabin

- Remind passengers about basic hygiene standards and terms of transportation via signposting in each cabin. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Increase ventilation during transportation by opening windows.
- Staff should not ride in the same cabins as customers.

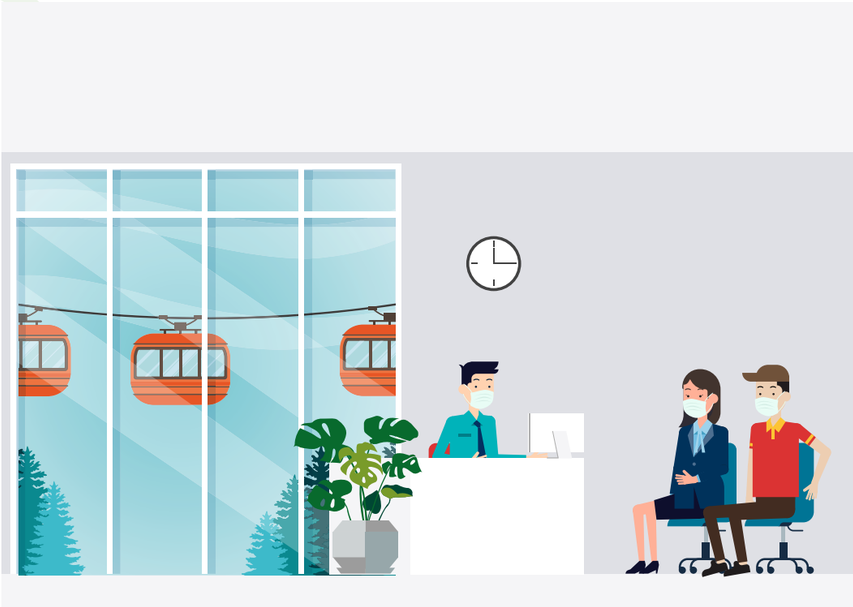
Leaving the cable car cabin

- Increase ventilation during transportation by opening windows.
- The exit of persons with disabilities and reduced mobility as well as elderly should be given priority. Assist them while exiting the cabin or cable car station following basic hygiene standards.

- Passengers should clear the exit area after leaving the cabin quickly and do not necessarily stop at the exit.
- Passengers should not leave any items in the cabins.
- Each passenger is responsible to take trash outside of the cabin.
- Each passenger should wash or disinfect hands after getting off.

Between rides / change of passengers

- Staff should regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub after assisting passengers or handling passenger items or after touching surfaces which had been in contact with passengers.
- Frequently touched objects and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution several times a day, e.g. cabin seats, cabin windows from the inside, door handles (internal and external), handles, turnstile etc. following basic hygiene standards. All staff must Wear PPE during any cleaning or sterilization processes.



Donkeys, horses & camels: Transportation on animals

General preparation before animal rides can be offered

- Coordinate all approaches among relevant service providers (e.g. bus station, accommodation, restaurant, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Compile a daily "customer list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify customers and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at your businesses and keep it for 14 days. Good to know: MoTA developed templates for the customer list.
- If tour guiding is offered along with the animal ride, all guidelines for tour guides must be observed. Good to know: The tour guide guidelines can be found on p 102).
- In case of transportation of guests (to/from the animal ride) follow standard operating procedures for bus and car transportation. Good to know: The transportation guidelines can be found on p 77 for busses and on p 83 for vans and taxis.
- In case of meeting customers at any place except of the animal riding station, arrange meeting points at not over-crowded places, optimally outdoors.
- For walk-in customers and registered groups, manage entrance to the animal riding station in a way to avoid clustering of persons, e.g. letting in one group at a time.
- Implement and in-advance ticket purchase system, preferably contact-less or via an online ticket sales system, if possible.
- Inform yourself comprehensively about the compliance with official hygiene standards of service suppliers, facilities and tourist sites visited during the trip, opening hours and any other regulations.
  - Ensure that you only deal with service suppliers and visit places that meet official hygiene standards.
  - Recommended: Prioritize stopping at outdoor sites, restaurants with outdoor areas and similar opposed to indoor places.
  - Avoid small spaces with limited capacity.
  - If possible, purchase entrance tickets for sites beforehand, ideally online or contactless means.
  - Advance notice of the visit at every tourist site, stating group number, arrival and departing time.

- Eventually adapt your tour programs to promote physical distance.
  - Minimize exposure to other people and limited spaces by using backroads, low traffic areas, and times of low traffic.
  - Recommended: Keep groups small to ensure physical distancing can be maintained.
- Bring first aid equipment.

Preparation of the animal station

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation in any rooms by opening windows and doors.
- Frequently touched and used objects and surfaces must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas, e.g. complete rental office, doors, door handles (internal and external), counters, till, card readers, bathrooms etc.
- If a ticket office is operated:
  - Install a transparent barrier between employees and customers.
  - Mark 1.5-metres gaps on the floor with chalk or markers to encourage safe distancing in queues.
- Attach hygiene signposting visible to each customer inside and outside the bike rental station. Good to know: MoTA developed templates for the signposting.
  - Highlight strict hygiene regulations when dealing with animals.
- Add a transparent plastic barrier between employees and customers, for example at counters.
- Install a disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at the entrance and exit of the bike rental station.
- Provide sufficient soap, hand sanitizer and paper towels in employee and client bathrooms and check regularly if sufficient material is available.
- Manage the number of customers inside the animal riding station and implement a queue management system that supports physical distancing requirements.
- Install visual physical distancing markers to help customers adhere to physical distancing requirements.
- Prepare separate boxes for providing material or items to customers: Water bottles, maps, giveaways or promotion material.

Preparation of animals and gear

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Compliance with thorough hygiene of animals as per applicable general standards for keeping of animals.
- Any shared equipment must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas as well as frequently touched objects or items: e.g. saddle, stirrups, bridle, helmet etc.

Customer arrival to the animal station, or meeting point

- All employees, guides and clients must maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Request the health situation of customers. Important: Do not accept clients with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Provide masks, if clients do not have PPE. In general, clients should bring their own PPE. Good to know: The animal riding operator may offer PPE against a reasonable and to be publicity stated fee.
- Make clients aware of taking maps, promotion material, giveaways, water bottles etc. individually and consecutively out of the prepared boxes.
  - Advise clients especially not to share water bottles among each other.
- When giving customers information avoid sharing material.

payment at the animal station or to the riding guide

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.

Equipment assignment

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- All employees, guides and clients must maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Only hand out clean equipment.
- Clean or sterilize equipment with appropriate detergents or disinfectant solution in case of testing by the customer subsequently. Wear PPE during any cleaning or sterilization processes.

Transportation of customers

Refer to the guidelines for transportation of tourists in busses or vans and cars as they apply also to shuttling clients to/from the starting/ending point of the bike tour. Good to know: The transportation guidelines can be found on p 77 for busses and on p 83 for vans and taxis.

Getting on animal

- All employees, guides and clients must maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Each person should disinfect hands upon getting on the animal.
- Only one person per animal should be allowed.
  - This regulation can be waived for family members, children in need of supervision and assistance as well as people with reduced mobility or special needs requiring assistance provided that an assisting person is accompanying the person already.
- Assist customers while getting on the animal following basic hygiene standards.

During the ride

- Maintain appropriate distance during the ride.
- Sensitize customers to handle animals carefully, especially to avoid touching and feeding and not to pet the animal.
- Provide sufficient hand sanitizer (at least 60% alcohol or virucide).
- When stopping for roadside attractions or breaks, ensure that the stop-area has enough space to allow keeping physical distance among people.
  - Consider using masks when physical distance cannot be assured, such as giving practical instruction, assistance or during breaks.
- Customers should not share or exchange animals and equipment.
- In case of emergency assist customers following basic hygiene standards.

Getting down from the animal

- All employees, guides and clients must maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Assist customers while getting off the animal following basic hygiene standards.
- Remind customers to avoid touching and to pet the animal.
- Each person must thoroughly wash hands after getting off the animal.

Between rides and change of customer

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- In case of an animal station, clean or sanitize frequently touched surfaces and objects such as door handles (internal and external), handrails, counters, ticket office area, till, card readers, bathrooms etc.
- Thoroughly/ sterilize any equipment that must be shared after use, e.g. saddle, helmet, stirrups, bridle etc. Wear PPE during any cleaning or sterilization processes.

Tour Guides

General Standards

The following general guidelines must be considered in addition to the specific SOPs in this section:

- What is personal protective equipment and how must it be used? p 28.
- What are specific mandatory hygiene standards for tourism employees? p 29.
- What are specific mandatory hygiene standards for visitors, tourists, clients, customers and other non-professionals? p 31.
- Occupational Safety and Health, p 42 .
- Contractors and suppliers, p 44.
- Communicating with tourists, visitors and clients, p 45.
- General standards on physical distancing, p 53 .
- Dealing with symptomatic tourists, visitors, guests or clients, p 59.
- Caring for symptomatic or infected guests and seeking medical expert advice, p 59 .
- Reporting a confirmed infection, p 60 .

Important: All basic and general standards must be considered if applicable.

Specific Standard Operational Procedures

General preparation Before tour guiding can start

- Coordinate all approaches among relevant service providers (e.g. tour operator, accommodation, restaurant, local guides, drivers) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- If the tour guide is working directly with the tourist group and no travel agency is involved, the tour guide must compile two copies of a "list of participants" (containing necessary contact details, such as name and phone or e-mail address) of the tourist group. One list must be kept by the tour guide and, in consultation with other service suppliers, one copy should be handed to each tourist site, place of accommodation, restaurants etc. visited during the guided tour. All copies should be kept for 14 days. Good to know: MoTA developed templates for the customer list.
- Whenever possible arrange meeting points at not over-crowded places, optimally outdoors.
- Recommended: Keep groups small to ensure physical distancing can be maintained.
- Comprehensively inform yourself about the compliance with official hygiene standards of service suppliers, facilities and tourist sites, opening hours and any other regulations. Ensure to only deal with service suppliers and to visit places that meet official hygiene standards.
- Adapt the itinerary to allow physical distancing by minimizing exposure to other people and prioritizing visiting less frequented places and avoid peak visiting hours.
- Prepare one-way routes to avoid groups crossing whenever possible (small towns, historical centers) by coordinating in any case with other tour guides.
- Recommended: Prioritize stopping at outdoor sites, restaurants with outdoor areas and similar opposed to indoor places and avoid small spaces with limited capacity.
- If possible, purchase entrance tickets for sites in advance or receive a voucher from the travel agent.
- Bring first aid equipment.
- Advance notice of the visit at every tourist site, stating group number, arrival and departing time.
- Arrange with tourist sites, souvenir shops, museums and other places of interest to prepare information and promotion material in a way that tourists can independently take material.
- When transportation services are used, the guide should check if the driver complies with hygiene standards.

Preparatory meetings between tour guides and tour leaders

- Meetings between the tour guide and the tour or group leader are possible provided that all applicable standards for physical distancing and basic hygiene are observed.
  - Conducting meetings over the phone is highly recommended.

Meetings between tour guides and tour operators

- Meetings between tour guides and the tour operator are possible provided that all applicable standards for physical distancing and basic hygiene are observed.
  - Conducting meetings over the phone is highly recommended.

Preparation of equipment

- Avoid sharing work equipment or devices with other tour guides.
  - If certain equipment or devices are shared, e.g. visualization material, microphones etc., all material must intensively be cleaned or sterilized with appropriate detergents or disinfectant solution before each usage.
- Any equipment or material used by the tour guide, e.g. audio guide, microphone, must intensively be cleaned or sterilized with appropriate detergents or disinfectant solution before each usage and if necessary, between usage by different persons.
- Any equipment or material provided to tourists, e.g. hats, audio guides must be intensively cleaned or sterilized with appropriate detergents or disinfectant solution before each usage.
- Prepare a tip box for independently tipping by tourists and avoid taking cash directly from clients.
- Prepare sealable bags for any objects to be returned by tourists.

In consultation with corresponding service providers (driver, accommodation, restaurant):

- Only offer packed food or drinks.
- Prepare separate boxes for providing material or items to tourists, e.g. each for hats, audio devices, water bottles, maps, giveaways or promotion material, snacks.

Tourist ARRIVAL, PICK-up of tourists with vehicles or by foot from the airport, accommodation or border

- All employees, guides and clients must maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Request the health situation of tourists. Important: Do not accept clients with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Provide masks, if clients do not have PPE. In general, clients should bring their own PPE. Good to know: The bike rental operator may offer personal protective equipment against a reasonable and to be publicity stated fee.
- Make clients aware of taking maps, promotion material, giveaways, water bottles etc. individually and consecutively out of the prepared boxes.
  - Advise clients especially not to share water bottles among each other.
- When giving customers information avoid sharing material.
- Audio guides must be assigned only to one tourist for the whole trip.

While driving with clients in vehicles

Refer to the guidelines for transportation of tourists in busses or vans and cars as they apply also to shuttling clients to/from the starting/ending point of the tour. Good to know: The transportation guidelines can be found on p 77 for busses and on p 83 for vans and taxis.

- When making announcements or providing site interpretation and information via microphone, maintain appropriate distance to drivers and tourists.
  - In general, keep talking during transportation to a minimum.
  - Longer site interpretation and information should always be made outdoors.
- Tourists should place audio guides independently in a bag, which will be sealed.
- In case of handling payments, give contactless payment preference, if possible. Use gloves when handling cash. PPE must be changed and after handling cash and be safely disposed according to the rules.
- Tourists should put tips for the tour guide in a tip box or can hand over an envelope with the tip. It should be avoided that tourists hand tips directly to the tour guide.

Visiting sites

Tour guides must familiarize with the guidelines for touristic sites and consult the respective sections of the manual for the various kinds of sites and points of interest. Good to know: The guidelines can be found on p 121. In general:

- Any site interpretation and information for tourists should be preferably outdoors at not-overcrowded places maintaining appropriate distance.
  - In enclosed spaces it is necessary that tourists wear masks and the tour guide maintains at least 3-metres distance when not wearing a mask due to speaking.
  - Recommended: Wear a transparent face shield when speaking. In that case keeping at least 1.5-metres distance is enough.
- Inform the group of how the visit will be carried out, the route and the rules and or possible restrictions applied by the various service providers.
- Adhere to basic hygiene standards at any time, when escorting tourists to tourist sites, during the visit and when returning from tourist sites.
- Assure appropriate queuing, meeting, waiting and seating management (adherence to physical distance, wearing masks in enclosed spaces and when physical distance cannot be maintained) at any time.
- Ensure compliance with the specific hygiene standards of each site and ensure accordance of tour guide hygiene standards with hygiene standards of respective sites. Always apply stricter standards in case standards of sites are less stringent.
- When entrance tickets are purchased on the spot: only the tour guide buys tickets at the ticket office; prioritize contactless payment whenever possible.
  - Tickets shall not be distributed to tourists; only the tour guide is responsible for ticket managing at the entrance.
- Avoiding situations when crowding is possible during the visit. Adherence to one-way routes to avoid groups crossing whenever possible.
- Remind tourists to avoid touching any objects, especially kissing of reliquaries etc. Refer to the specific guidelines for details.
- Ask tourists not to join in, sing along, dance etc. during folkloric shows.
- In case of assisting tourists (e.g. with translation) with purchasing items it is necessary that every person wears a mask and maintains appropriate distance.
- Avoid taking photos with tourists.
  - When asked to take photos of tourists, clean hands following basic hygiene standards before and after using tourists' cameras.

Lunch stops and dining while en-route

Tour guides must familiarize with the guidelines for gastronomy. Good to know: The guidelines can be found on p 73. In general:

- Adhere to basic hygiene standards including escorting tourists to restaurants, during dining and when returning from restaurants.
- Assure appropriate queuing, meeting, waiting and seating management (adherence to physical distance, wearing masks in enclosed spaces, except when drinking and eating, and when physical distance cannot be maintained).
- Remind tourists to refrain from touching objects.
- Ensure compliance with the specific hygiene standards of each restaurant and ensure accordance of tour guide hygiene standards with hygiene standards of respective restaurant. Always apply stricter standards in case standards of restaurants are less stringent.

Accommodation check-in

Tour guides must familiarize with the guidelines for accommodation check-in procedures. Good to know: The guidelines can be found on p 64. In general:

- Avoid crowding of tourists in front of the accommodation and in the lobby and advise your group to maintain at least 1.5-metres distance to other people.
- When assisting tourists with accommodation check-in make sure to maintain appropriate distance to tourist and not to touch any objects or items designated for tourist, e.g. room key).

Airport and border

- Avoid crowding of tourists in front or inside the airport or border area and advise your group to maintain at least 1.5-metres distance to other people.
- When assisting tourists with check-in make sure to maintain appropriate distance to tourists and not to touch any objects or items designated for tourists, e.g. tickets.

Souvenir Shops, Factories and Street Vendors

General Standards

The following general guidelines must be considered in addition to the specific SOPs in this section:

- What is personal protective equipment and how must it be used? p 28.
- What are specific mandatory hygiene standards for tourism employees? p 29.
- What are specific mandatory hygiene standards for visitors, tourists, clients, customers and other non-professionals? p 31.
- Occupational Safety and Health, p 42.
- Contractors and suppliers, p 44.
- Communicating with tourists, visitors and clients, p 45 .
- General standards on physical distancing, p 53.
- Dealing with symptomatic tourists, visitors, guests or clients, p 59.
- Caring for symptomatic or infected guests and seeking medical expert advice, p 59.
- Reporting a confirmed infection, p 60.

Important: All basic and general standards must be considered if applicable.

Souvenir shops

Before opening the shop

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Limit the number of customers and employees of the shop in a way that appropriate physical distancing can be maintained.
  - The total number of persons in the sales area should not exceed one person for every 4 square metres.
- Manage entrance in a way to avoid clustering of persons, especially in busy times, e.g. letting in a certain number of persons at a time, providing time slots for groups or prior registration for groups.

Preparation of the shop

- Staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation in the shop by opening all available windows and doors.
  - If natural ventilation is not possible, check air conditioners, filters and air vents for proper functioning. Ventilation systems must be cleaned or sterilized with appropriate detergents or disinfectant solution.
- Frequently touched objects and surfaces and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas, e.g. doors, door handles (internal and external), shopping carts/ baskets, shelves, fitting rooms, bathrooms, counter/ checkout area, till, card readers, conveyor belts at till, scanners, etc.
- Add a transparent plastic barrier between employees and customers, for example at counters.
- Install a disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at the entrance and exit of the shop.
- Provide sufficient soap, hand sanitizer and paper towels in employee and client bathrooms and check regularly if sufficient material is available.
- Provide sufficient hand sanitizer at the counter and checkout area for employees.
- Inform customers and tour guides prior to the visit (e.g. on website, via phone etc.) about basic hygiene standards.
- Attach signposting visible to each customer inside and outside the shop at the appropriate places (entrance and exit area, fitting rooms, checkout area, at the goods etc.) reminding not to enter the shop with minor symptoms such as cough, headache, mild fever, promoting compliance with basic hygiene standards, stating the maximum number of customers allowed in the shop, reminding customers to avoid touching objects or items, whenever possible, encouraging to ask for assistance, reminding only to touch objects with clean hands, encouraging customers to pay contactless.
- Implement a system that supports physical distancing when entering and leaving the shop, inside shop and at checkout areas. For example, install visual physical distancing markers to help customers keep physical distancing and implement a one-way system by putting arrows on the floor.

- If you have 2 shop doors, one should be exclusively for entering and one for exiting.
  - If your shop has one door, the customer leaving the shop must maintain appropriate distance to any waiting queue outside.
  - Fix the shop door to stay open so customers do not need to touch it, if possible.
- Provide two contactless, clearly marked and sealable trash bins for employees.
  - One for general waste.
  - One for contaminated waste (e.g. PPE).
- Food, refreshments and other items offered to the customer:
  - Prepare refreshments and ready-to-eat food in a way that visitors can help themselves following basic hygiene standards, e.g. fill glasses in advance, prepare only sealed snacks offered in a bowl.
    - Refreshments and food must always be handled with the use of utensils to avoid bare-hand contact and following basic hygiene standards.
  - Maintain appropriate distance to customers and wear a mask when offering refreshments and when clearing.

Receiving and restocking of goods

- Use PPE and follow basic hygiene standards when offloading and storing delivered goods. Consider performing disinfection measures prior to storing goods wearing PPE, where appropriate or contamination is suspected.
- When restocking shelves, make sure to have clean hands and to keep appropriate distance to other persons.

Product arrangement in the gift shop

- All items that the customer has touched must undergo a cleaning or disinfection process before being returned to the shop floor.

Arrival and entry of customers to the shop

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Screen health situation of customers. Important: Do not accept customers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Provide masks, if customers do not have PPE. In general, clients should bring their own PPE.
- Avoid handshaking.
- Ask tourists to help themselves for food and drinks maintaining appropriate physical distance and following basic hygiene standards in case of self-service. Dispose all waste in a safe manner wearing appropriate PPE.
- At busy times place a staff member at the entrance to count customers entering and leaving the shop. Manage a "one-in one-out" policy, where needed.

Browsing items and trying on of products

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Monitor the behavior of customers and ensure hygiene measures put in place are followed.

- Remind customers with signposting and verbally to avoid touching objects or items whenever possible and to approach you when assistance is needed (e.g. trying on clothes). Customers should touch items only with clean hands and if possible, only when intending to buy.
- Assist customers with browsing, if required, following basic hygiene standards.

Trying on of clothes

- Limit the number and range of items available to try on.
- Ensure to wear gloves or handle clothes only with clean hands
- Ask customers for size or estimate size and search for fitting pieces.
- Create procedures for handling clothes to and from customers safely, e.g. hang pieces on a separate clothes rack, step back, and only then allow the customer to approach.
- If assistance with dressing is needed, follow basic hygiene standards.
- After trying on, ask customers to hang pieces back on the clothes rack individually.
- Clean hands between handling items passed between customer and employees.
- If disinfection of the customers' hands is not carried out, touched items should be cleaned or disinfected.

Trying on of jewelry

- Limit the number and range of items available to try on.
- Only provide cleaned jewelry.
- Ensure to wear gloves or handle jewelry only with clean hands.
- Create procedures for handling jewelry to and from customers safely, e.g. place specific items on a pad, step back, and only then allow the customer to approach.
- If assistance is needed follow basic hygiene standards.
- Clean hands between handling items passed between customer and employees.
- All jewelry that a customer has touched must put into a cleaning or disinfection process before being returned to the shop floor. Good to know: Most jewelry can be quickly cleaned in store with ethanol alcohol spray or wipes (depending on material and sensitivity of jewelry).

Checkout

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Monitor that customers adhere to basic hygiene standards while queuing. Items should not directly be handed over to the cashier but be placed on the counter.
- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- After packaging and bagging, goods should not be given directly to the customer, but should be placed on the counter.
- Require customers who bring reusable bags to bag their own purchases.

Leaving the souvenir shop

- Make customers aware of hand sanitizer to disinfect hands upon leaving.
- Make customers aware of giveaways and encourage customers to help themselves.

Between visits of tourist groups and shifts

- Clean or sanitize frequently touched objects and surfaces such as door handles (internal and external), till, card readers, counters, shopping carts/ baskets, conveyor belts at till, scanners, fitting rooms.
- Clean or sanitize any shared equipment and touchable surfaces by employees between each use and between shifts.
- The basket handle and the trolley handle must be cleaned or sanitized each time before they are used by the next customer.

Factory visits (with/without gift shop)

Before opening factory and gift shop

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Limit the number of customers and employees of the shop in a way that appropriate physical distancing can be maintained.
  - The total number of persons in the sales area should not exceed one person for every 4 square metres.
- Compile a daily "customer list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify customers and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at your businesses and keep it for 14 days. Good to know: MoTA developed templates for the customer list.
- Factory visits should preferably be allowed only with prior registration and appointment in order to be well organized and prepared for visits.
- Should events take place, e.g. tastings, it is necessary to follow basic hygiene standards and think about organizing the event outdoors. Good to know: Specific guidelines for events can be found on p 153.
- Limit guided tours to a minimum and adapt guided tours to promote physical distance:
  - Reduce the number of participants per tour.
  - Minimize exposure to other people and limited spaces by coordinating with other groups.
  - Develop clear route guidance and promote visits in off-peak times.
- If possible, offer prior purchase of entrance tickets (online, mobile tickets), respectively coordinate with tour operators or tour guide and assign fixed visitor hours to manage the number of visitors.
- Manage the entrance to the factory and gift shop in a way to avoid clustering of persons, especially in busy times, e.g. letting in a certain number of persons at a time, providing time slots for groups or prior registration for groups.

Preparation of the factory and gift shop

Refer to the respective section on "preparation" in the guidelines for souvenir shops on p 109.

Restocking of goods and materials

Refer to the respective section on "restocking" in the guidelines for souvenir shops on p 110.

Product arrangement in the gift shop

Refer to the respective section on "product arrangement" in the guidelines for souvenir shops on p 110.

Arrival and entry of customers to the factory and gift shop

Refer to the respective section on "arrival and entry" in the guidelines for souvenir shops on p 111.

Guided tours and presentations of goods

- Guides must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and 3-metres distance between guide and visitors (due to speaking) indoors and outdoors. Guides must wear a face mask or transparent face shield indoors. Outdoors masks are not necessary when appropriate physical distance can be maintained.
- Remind tourists with signposting to avoid touching objects or items.
- Workers, having contact with tourists, need to be protected either by tourists keeping appropriate distance or installing transparent barriers around workers.
  - If sufficient distancing cannot be maintained, workers need to wear a mask when tourists are present.
- Tourists should not take part in manufacturing processes.
  - If still conducted, participation must only be allowed when basic hygiene standards can be maintained.
- Guides and factory employees must monitor that visitors adhere to visitor guiding system and follow basic hygiene rules

Drink and food tasting

- Organize tastings preferably outside following basic hygiene standards.
- Each person must clean or disinfect hands before tastings.
- Seating must be arranged in a way that appropriate physical distance can be maintained throughout the tasting.
- Each visitor must have clean and own tasting utensils, food and drinks and should not share any equipment, food or drinks.
- Person conducting the tasting must avoid bare-hand contact with food through use of utensils.
- Persons conducting the tasting must keep appropriate distance when explaining.

Browsing around in gift shop

Refer to the respective section on "browsing items" in the guidelines for souvenir shops on p 111.

Checkout

Refer to the respective section on "checkout" in the guidelines for souvenir shops on p 113.

Leaving the factory

Refer to the respective section on "leaving" in the guidelines for souvenir shops on p 113.

Between visits of tourist groups and shifts

Refer to the respective section on "between visits" in the guidelines for souvenir shops on p. . In addition:

- Thoroughly clean or sterilize any equipment used for product presentation and properly wash tasting utensils used by visitors.

Street vendors

Before opening the stand

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Carry your disease-free certificate from the health authorities always with you, in case somebody requests to see it.

Preparation of the stand and goods

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- When showcasing items in hands, on arms etc. make sure these parts are also cleaned or sterilized properly.
- Frequently touched objects and surfaces must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas, e.g. tables, displays. Important: Remember to clean and disinfect your cell phone screen regularly.
- Where appropriate, products must be cleaned or sterilized with appropriate detergents or disinfectant solution before being put on display.
- Provide sufficient water and soap, appropriate cleaning supplies and hand sanitizer at your stand for yourself and your employees.
- Prepare a box or tray for the cash payment process, if possible.
- Attach signposting to your stand visible to each customer reminding them to
  - Wear a face mask at the stand.
  - Maintain at least 1.5-metres distance to you and to other persons.
  - Avoid touching objects or items, whenever possible unless with intention to bu.
  - Put money in the provided box instead of handling it directly to you.
- In case of a fixed stand or place draw lines on the ground at 1.5-metres intervals to show how people should queue and how far they should stay from you and your stand to help customers adhere to sufficient physical distance when queuing and looking around.
- Mobile vendors must always keep at least 1.5-metres distance to customers and wear a mask when dealing with customers.

- Keep at least 3-metre distance to other street vendors. Avoid placing your stand or waiting for customers at overcrowded places.
- In case of a fixed stand or place, prepare two sealable garbage bags and replace the bags regularly:
  - One bag for general waste.
  - One bag for contaminated waste (e.g. PPE).

Receiving and restocking of goods

- Use PPE and follow basic hygiene standards when offloading and storing delivered goods. Consider performing disinfection measures prior to storing goods wearing PPE, where appropriate or contamination is suspected.
- When restocking shelves, make sure to have clean hands and to keep appropriate distance to other persons.

Product arrangement

- All items that the customer has touched must undergo a cleaning or disinfection process before being returned to the stand.

Customer arrival

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Customers should keep at least 1.5-metres distance from each other and from you.
- Avoid touching people, do not greet people by touching them and keep at least 1.5-metres away from people.

Browings items and tryon on of products

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Customers should keep at least 1.5-metres distance from each other and from you.
- Remind customers not to touch the product.
  - Customers should touch items only with clean hands and if possible, only when intending to buy. Attach a sign reminding them of the guidelines.
- Assist customers with browsing following basic hygiene standards.

Trying on items:

- Limit the number and range of items available to try on.
- Ensure to wear gloves or handle clothes only with clean hands
- When handing items to customers follow basic hygiene rules. Use a tray or box for handling items to and from customers safely and place specific items on the tray or box and let customers take it out. Proceed in the same way for returning goods.
- Clean hands between handling items passed between customers and you.
- If disinfection of the customers' hands is not carried out, touched items should be cleaned or disinfected.

Payment

- Regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Recommended: Disinfect hands before and after payment with every new customer.
- Always maintain appropriate physical distance.
- Avoid handling cash and having to hand over the money directly from the customer, encourage customers to deposit cash in a box or on a tray. Proceed the same way with change.
- If you provide plastic bags, avoid already used ones.
- After packaging and bagging, goods should not be given directly to the customer, but should be placed on the table or ground.
- If customers use their own bags, avoid touching them and ask them to bag their goods on their own.

Between customers and shifts

- Clean or sterilize frequently touched surfaces and objects including goods.

Touristic Sites, Places of Worship & Pilgrimage, Spa facilities & Hammams, Outdoor Activities and General Places of Interest

General Standards

The following general guidelines must be considered in addition to the specific SOPs in this section:

- What is personal protective equipment and how must it be used? p 28.
- What are specific mandatory hygiene standards for tourism employees? p 29.
- What are specific mandatory hygiene standards for visitors, tourists, clients, customers and other non-professionals? p 31.
- Occupational Safety and Health, p 42.
- Contractors and suppliers, p 44.
- Communicating with tourists, visitors and clients, p 45.
- General standards on physical distancing, p 53 .
- Dealing with symptomatic tourists, visitors, guests or clients, p 59.
- Caring for symptomatic or infected guests and seeking medical expert advice, p 59.
- Reporting a confirmed infection, p 60.

Important: All basic and general standards must be considered if applicable.

Christian places of worship & pilgrimage

Important: If you are using candles then take care not to light them immediately after using hand sanitizer, especially if this has alcohol in it. Wait a full minute after applying sanitizer, then wipe your hands with a disposable tissue. Candles and matches or lighters should be either removed from the building when you leave, or securely locked away. This is to reduce the risk of someone finding materials to start a fire.

Before Christian places of worship & pilgrimage can be opened to visitors and worshippers

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Limit the number of visitors and church staff inside the church in a way

that appropriate physical distancing can be maintained.

- In general, the total number of persons in areas open for visitors, church members and staff should not exceed one person for every 4 square metres.
  - Example: If the interior space of a church open to visitors has a combined size of 400 square metres, a maximum number of 100 persons (visitors, clergy, and staff combined) shall be allowed inside at a time.
- Even if the number of persons is limited by the above rule, maintaining appropriate physical distancing among people might not be possible (e.g. in small corridors, underground chambers etc.). Such areas must either be closed to visitors or strictly monitored in terms of number of persons to assure appropriate physical distancing. In most cases, this will require to limit the number of people allowed at the same time even further and to implement a strict protocol to restrict the number of people present.
- Public events, where huge numbers of visitors are expected and appropriate physical distance cannot be maintained, are not allowed.
- In order to assure a smooth visit in accordance with the above requirements, the following measures shall be implemented:
  - Attach clear signposting stating the maximum number of persons allowed in the area at the same time. Make sure that the signposting is clearly visible and understandable to visitors and not requiring language skills to be understood. Good to know: MoTA developed templates for signposting.
  - Place a staff member at every entrance and exit controlling the number of persons entering and leaving the site.
  - Assign time slots for visits and allowing visits only with prior registration, especially if the site is visited by large tourist groups regularly.
  - Manage entrance in a way to avoid clustering of persons, e.g. letting in one group at a time, especially if the entrance is small.
  - On benches and between chairs a 2-metres distance must be maintained between people. Recommended: If benches or chairs cannot be moved, attach signs to seats blocked off for visitors.
- Compile a daily "visitor list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify visitors and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at the site and keep it for 14 days. Good to know: MoTA developed templates for the visitor list.
  - Collect this information at the entrance of the church or site. In case of tourist groups, ask the tour guide to provide the requested information.
- Whenever possible arrange meeting points at not over-crowded places, preferably outside of the church or pilgrimage site in open spaces.
- Limit guided tours to a minimum and adapt guided tours to assure adequate physical distancing.
  - Reduce number of participants per guided tour.
  - Minimize exposure to other people and limited spaces by coordinating with other guides.
  - Establish a clear route guidance and assure that groups do not collide by moving into opposite directions.
  - Promote visits at off-peak times during the day.
- Recommended: Introduce scanners for paper admission tickets or vouchers.

Preparation of the church or pilgrimage site

- All employees, clergy members and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation in the site by opening all available windows and doors all the time.
  - If natural ventilation is not possible, check air conditioners, filters and air vents for proper functioning. Ventilation systems must be cleaned or sterilized with appropriate detergents or disinfectant solution.
- If bathrooms open to the public do not meet applicable standard operating procedures for bathrooms, it is not allowed to open them to the public. In that case it is mandatory to inform visitors via signposting that bathrooms are not available in the premises and state where visitors can find the closest public bathroom. Good to know: Regulations for public bathrooms can be found on p 163.
- Frequently touched objects and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas in complete church, e.g. door handles (internal and external), brochure display stands, counters, information desk, ticket office area, till, card readers, scanners, seats, tables, altar, bathrooms etc.
- Thoroughly clean or sterilize shared equipment, e.g. liturgical devices, books, audio guides etc.

- Provide sufficient soap, hand sanitizer and paper towels in employee and public bathrooms and check regularly if sufficient material is available.
- Install sufficient disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at the entrance and exit of church and wherever else needed.
- Provide sufficient hand sanitizer at the altar, counters, information desk etc. for church members, clergy and staff.
- Add a transparent plastic barrier between employees and visitors, for example at counters, ticket office or booths inside the site.
- Recommendation: Add a transparent plastic barrier in front of clergy and church staff during church service, prayers or similar.
- Inform visitors and tour guides prior to any visit (e.g. on website, via phone etc.) about basic hygiene standards.
- Attach hygiene signposting (basic hygiene standards) and terms of visiting (e.g. max. number of visitors) visible to each visitor outside and inside the site at the entrances and exists. Good to know: MoTA developed templates for introductions on basic hygiene standards.
  - Attach signposting inside the church reminding visitors that it is not allowed to touch and kiss other persons and not to touch, kiss and share any objects or items. Also, a cordon, or some similar access restriction, e.g. shielding frequently touched and kissed objects or items with transparent plastic barriers should be used to enforce this.
  - Remove holy water from stoups and do not make use of these at present.
- Implement visitor management and visitor guiding systems that support physical distancing requirements when entering and leaving the building, inside the building, at ticket offices, at information desks, anytime when queuing happens etc. Recommendation: Install visual physical distancing markers to help customers adhere to sufficient physical distance, implement a one-way system by putting arrows on the floor.
- If there are 2 or more doors, at least one should be exclusively for entering and one for exiting. If there is only 1 door, assure that visitors leaving the site maintain appropriate distance to any waiting queue outside.
  - Fix any doors to stay open so visitors do not need to touch it and for natural ventilation, if possible.
- Prepare contactless, sealable trash bins (cleaning, sterilization, replacing bags).
- Prepare information and promotion material, if available, for self-service at information desk, ticket office.

Visitor arrival to the church or pilgrimage site

- All employees, clergy members and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Increase ventilation in the site by opening all available windows and doors all the time.
- Screen health situation of visitors and worshippers. Important: Do not accept customers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Important: Only let visitors enter wearing PPE (especially face mask).
- Each visitor should disinfect hands before entering the church.
- If not implemented at all times, place an employee at the entrance to count customers entering and leaving the site and manage a "one-in one-out" policy where needed.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Make visitors aware of information material for self-service at information desks.
- Keep the entrance area clear at any time (ask visitors not to linger, take photos etc. in the entrance area).

Ticket purchase, information desks and admission

- All employees, clergy members and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.

- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- When giving visitors information avoid sharing material. Each person should use their own information and promotion material.
- Avoid exchanging admission tickets (if any). If scanning of tickets is not available, ask visitors to tear the ticket themselves or to throw it in a designated box.

During the visit

- All employees, clergy members and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Important: Remind visitors not to touch and kiss any objects or items and to avoid touching and kissing other persons verbally and via signposting. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Monitor that visitors adhere to the visitor guiding system and follow basic hygiene rules.
- In case, visitors want or need to sit, monitor that at least 2-metres between persons is maintained.
- Cash donations should be collected in a receptacle that is set in one place and handled by one individual, as opposed to being passed around.

Guided tours inside churches or pilgrimage sites

- Recommended: Provide visitors with audio guides via smartphone and own ear plugs or hand out clean audio guide sets.
- All guides must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time
  - Whenever site interpretation is done in enclosed spaces it is necessary that tourists wear masks and the tour guide maintains at least 3-metres distance when not wearing a mask due to speaking.
  - Recommended: Guides should wear a transparent face shield when speaking. In that case keeping at least 1.5-metres distance is enough.

- Choose meeting points at not overcrowded places, preferably outside the site in open areas.
- Monitor that visitors adhere to basic hygiene standards during guided tours.

During church service

- Any interactions with priests physically close should be avoided. Important: If this is not possible it is necessary, that every person wears a mask and regularly cleans hands.
- The use of protective barriers between clergy, church staff and worshippers should be taken into consideration if a distance of at least 5-metres cannot be maintained during singing, loud speaking of clergy, church staff.
- It is generally recommended to use headsets to limit the necessity to speak up in a loud voice. If headsets are used and shared, they must be properly cleaned and sterilized before and after use.
- If microphones are used and shared, only provide clean or sterilized equipment. Equipment must be cleaned and sterilized before and after each use.
- Appropriate distance should be maintained at any time.
  - Worshippers must wear a face mask.
- Worshippers and clergy should avoid singing, shouting, raising voices, loudly responding during worship or playing music at a volume that makes normal conversation difficult or that may encourage shouting.
- Worshippers must avoid touching other persons (e.g. holding hands during prayer).
- Singing or chanting as a group should not take place.
  - Where essential to an act of worship, one individual only should be permitted to sing, or chant and the use of transparent barriers should be considered.
- A selection of clean books for individuals to use needs to be available.

Purchase of items inside the church or pilgrimage site

- All employees, clergy members and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.

- Items for sale, such as ornaments, candles, scarfs, crosses and others, should not directly be handed over to the cashier, but be placed on the counter.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- In case of packaging and bagging, goods should not be given directly to the visitor, but should be placed on the counter.
- Donations for items should independently be put in a box by visitors.

Accommodation

Refer to the guidelines for accommodation on p 64 .

Leaving the church or pilgrimage site

- Make visitors aware of availability of hand sanitizer to disinfect hands.
- Monitor that visitors leaving the site follow basic hygiene standards.
- Keep exit areas clear at any time and ask visitors not to linger, take photos etc. in the exit area.

Between visiting groups / work shifts

- Clean or sanitize frequently touched surfaces regularly such as door handles (internal and external), handrails, brochure display stands, counters, information desks, ticket office area, till, card readers, scanners, chairs, benches, tables, books, bathrooms etc.
- Clean or sanitize any shared equipment and touchable surfaces by staff and visitors between each use/ between shift, e.g. liturgical devices, books, audio guides etc.

Moslem places of worship & pilgrimage

Important: If you are using candles then take care not to light them immediately after using hand sanitizer, especially if this has alcohol in it. Wait a full minute after applying sanitizer, then wipe your hands with a disposable tissue. Candles and matches or lighters should be either removed from the building when you leave, or securely locked away. This is to reduce the risk of someone finding materials to start a fire.

Before Moselm places of worship & pilgrimage can be opened to visitors and worshippers

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- The Imam of each mosque or religious site must appoint someone to monitor the wellbeing of worshippers and to enforce distancing.
- Limit the number of visitors and mosque staff inside the mosque of pilgrimage site in a way that appropriate physical distancing can be maintained.
- In general, the total number of persons in areas open for visitors, church members and staff should not exceed one person for every 4 square metres or 50% of the usual total capacity of the site. The stricter measurement applies.
  - Example: If the interior space of a mosque open to visitors has a combined size of 400 square metres, a maximum number of 100 persons (visitors and mosque staff combined) shall be allowed inside at a time.
- Even if the number of persons is limited by the above rule, maintaining appropriate physical distancing among people might not be possible (e.g. in small corridors, underground chambers etc.). Such areas must either be closed to visitors or strictly monitored in terms of number of persons to assure appropriate physical distancing. In most cases, this will require to limit the number of people allowed at the same time even further and to implement a strict protocol to restrict the number of people present.
- Public events, where huge numbers of visitors are expected and appropriate physical distance cannot be maintained, are not allowed.
- In order to assure a smooth visit in accordance with the above requirements, the following measures shall be implemented:
  - Attach clear signposting stating the maximum number of persons

allowed in the area at the same time. Make sure that the signposting is clearly visible and understandable to visitors and not requiring language skills to be understood. Good to know: MoTA developed templates for signposting.
    - Place a staff member at every entrance and exit controlling the number of persons entering and leaving the site.
    - Assign time slots for visits and allowing visits only with prior registration, especially if the site is visited by large tourist groups regularly.
    - Manage entrance in a way to avoid clustering of persons, e.g. letting in one group at a time, especially if the entrance is small.
  - A 2-metres distance must be maintained between standing, kneeling and sitting people inside the mosque or the site.
- Compile a daily "visitor list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify visitors and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at the site and keep it for 14 days. Good to know: MoTA developed templates for the visitor list.
  - Collect this information at the entrance of the mosque or site. In case of tourist groups, ask the tour guide to provide the requested information.
- Whenever possible arrange meeting points at not over-crowded places, preferably outside of the mosque or pilgrimage site in open spaces.
- Limit guided tours to a minimum and adapt guided tours to assure adequate physical distancing.
  - Reduce number of participants per guided tour.
  - Minimize exposure to other people and limited spaces by coordinating with other guides.
  - Establish a clear route guidance and assure that groups do not collide by moving into opposite directions.
  - Promote visits at off-peak times during the day.
- If appropriate distancing at washing facilities cannot be maintained, eventually block certain facilities or implement a monitoring system to ensure that people comply with basic hygiene standards while queuing and during washing.
- Implement a management and monitoring system for placing shoes at entrance, e.g. people must take their shoes off one after the other at the designated place and take them back again always following basic hygiene standards.
- Recommended: Introduce scanners for paper admission tickets or vouchers.

Preparation of the mosque of pilgrimage site

- All employees, mosque and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation in the site by opening all available windows and doors all the time.
  - If natural ventilation is not possible, check air conditioners, filters and air vents for proper functioning. Ventilation systems must be cleaned or sterilized with appropriate detergents or disinfectant solution.
- If bathrooms open to the public do not meet applicable standard operating procedures for bathrooms, it is not allowed to open them to the public. In that case it is mandatory to inform visitors via signposting that bathrooms are not available in the premises and state where visitors can find the closest public bathroom. Good to know: Regulations for public bathrooms can be found on p 163.
- Frequently touched objects and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas in the complete mosque, e.g. door handles (internal and external), pulpit, brochure display stands, counters, information desk, ticket office area, till, card readers, scanners, seats, tables, bathrooms etc.
- Thoroughly clean or sterilize shared equipment, e.g. any religious items, books, audio guides etc.
- Provide sufficient soap, hand sanitizer and paper towels in employee and public bathrooms and check regularly if sufficient material is available.
- Install sufficient disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at the entrance and exit of church and wherever else needed.
- Provide sufficient hand sanitizer for mosque and site staff throughout the mosque and related premises
- Add a transparent plastic barrier between employees and visitors, for example at counters, ticket office or booths inside the site.
- Recommendation: Add a transparent plastic barrier in front of mosque or site staff during mosque service, prayers or similar.
- Inform visitors and tour guides prior to any visit (e.g. on website, via phone etc.) about basic hygiene standards.
- Attach hygiene signposting (basic hygiene standards) and terms of visiting (e.g. max. number of visitors) visible to each visitor outside and inside the site at the entrances and exists. Good to know: MoTA developed templates for introductions on basic hygiene standards.

- Attach signposting inside the mosque or site reminding visitors and worshippers that it is not allowed to touch and kiss other persons and not to touch, kiss and share any objects or items. Also, a cordon, or some similar access restriction, e.g. shielding frequently touched and kissed objects or items with transparent plastic barriers should be used to enforce this.
- Implement visitor management and visitor guiding systems that support physical distancing requirements when entering and leaving the building, inside the building, at ticket offices, at information desks, anytime when queuing happens etc. Recommendation: Install visual physical distancing markers to help customers adhere to sufficient physical distance, implement a one-way system by putting arrows on the floor.
- If there are 2 or more doors, at least one should be exclusively for entering and one for exiting. If there is only 1 door, assure that visitors leaving the site maintain appropriate distance to any waiting queue outside.
  - Fix any doors to stay open so visitors do not need to touch it and for natural ventilation, if possible.
- Prepare contactless, sealable trash bins (cleaning, sterilization, replacing bags).
- Prepare information and promotion material, if available, for self-service at information desk, ticket office.

Visitor arrival to the mosque or pilgrimate site

- All employees, mosque and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Increase ventilation in the site by opening all available windows and doors all the time.
- Screen health situation of visitors and worshippers. Important: Do not accept customers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Important: Only let visitors enter wearing PPE (especially face mask).
- Each visitor should disinfect their hands before entering the mosque or pilgrimage site.
- If not implemented at all times, place an employee at the entrance to count customers entering and leaving the site and manage a "one-in one-out" policy where needed.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Make visitors aware of information material for self-service at information desks.
- Keep the entrance area clear at any time (ask visitors not to linger, take photos etc. in the entrance area).

Ticket purchase, information desk and admission

- All employees, mosque and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- When giving visitors information avoid sharing material. Each person should use their own information and promotion material.
- Avoid exchanging admission tickets (if any). If scanning of tickets is not available, ask visitors to tear the ticket themselves or to throw it in a designated box.

During the visit

- All employees, mosque and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.

- Important: Remind visitors not to touch and kiss any objects or items and to avoid touching and kissing other persons verbally and via signposting. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Monitor that visitors adhere to the visitor guiding system and follow basic hygiene rules.
- In case, visitors want or need to sit, monitor that at least 2-metres between persons is maintained.
- Cash donations should be collected in a receptacle that is set in one place and handled by one individual, as opposed to being passed around.

Guided Tours inside the mosque of pilgrimage site

- Recommended: Provide visitors with audio guides via smartphone and own ear plugs or hand out clean audio guide sets.
- All guides must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time.
  - Whenever site interpretation is done in enclosed spaces it is necessary that tourists wear masks and the tour guide maintains at least 3-metres distance when not wearing a mask due to speaking.
  - Recommended: Guides should wear a transparent face shield when speaking. In that case keeping at least 1.5-metres distance is enough.
- Choose meeting points at not overcrowded places, preferably outside the site in open areas.
- Monitor that visitors adhere to basic hygiene standards during guided tours.

During prayers

- Any interactions with imams physically close should be avoided. Important: If this is not possible it is necessary, that every person wears a mask and regularly cleans hands.
- The use of protective barriers between mosque staff and visitors should be taken into consideration if a distance of at least 5-metres cannot be maintained during loud speaking or singing, reciting of mosque staff.
- It is generally recommended to use headsets to limit the necessity to speak up in a loud voice. If headsets are used and shared, they must be properly cleaned and sterilized before and after use.
- If microphones are used and shared, only provide clean or sterilized equipment. Equipment must be cleaned and sterilized before and after each use.
- Appropriate distance should be maintained at any time.
  - Worshippers must wear a face mask.
- Worshippers and mosque staff should avoid singing, shouting, raising voices, loudly responding during worship or reciting at a volume that makes normal conversation difficult or that may encourage shouting.
- Worshippers must avoid touching other persons, especially handshaking and greetings.
- A selection of clean books for individuals must be available.
- Whenever possible, worshipers should bring their own prayer rug.
  - If personal prayer rugs cannot be used, worshipers must ensure not to touch the floor when bowing in prostration and to wash or sanitize hands after the prayer.

Purchase of items inside the mosque of pilgrimage site

- All employees, mosque and maintenance staff must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Items for sale should not directly be handed over to the cashier but be placed on the counter.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- In case of packaging and bagging, goods should not be given directly to the visitor, but should be placed on the counter.
- Donations for items should independently be put in a box by visitors.

Leaving the mosque or pilgrimage site

- Make visitors aware of availability of hand sanitizer to disinfect hands.
- Monitor that visitors leaving the site follow basic hygiene standards.
- Keep exit areas clear at any time and ask visitors not to linger, take photos etc. in the exit area.

Between visiting groups and shifts

- Clean or sanitize frequently touched surfaces regularly such as door handles (internal and external), handrails, brochure display stands, counters, information desks, ticket office area, till, card readers, scanners, chairs, tables, books, bathrooms etc.
- Clean or sanitize any shared equipment and touchable surfaces by staff and visitors between each use/ between shift, e.g. books, audio guides, headsets etc.

Farms, agritourism sites & olive harvest

Before farms and agritourism sites can open to visitors and olive harvest programs can be offered

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Limit the number of visitors, staff and workers in enclosed spaces in a way that appropriate physical distance can be maintained.
  - The total number of persons in enclosed spaces open for visitors should not exceed one person for every 4 square metres. Areas in which this cannot be achieved and where appropriate physical distance cannot be maintained must be blocked or closed or strictly managed in terms of number of persons.
- Compile a daily "visitor list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify visitors and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at the site and keep it for 14 days. Good to know: MoTA developed templates for the visitor list.
- Farm visits should only be allowed with prior registration and appointment in order to be well organized and prepared for group visits.
- Manage entrance in a way to avoid clustering of persons.
- Limit guided tours to a minimum. Eventually adapt guided tours to promote physical distance. Reduce the number of participants, minimize exposure to other people and limited spaces by coordinating with other guides, clear route guidance and choosing times of low numbers of visitors.
- Should events take place, e.g. tastings, it is mandatory to follow basic hygiene standards and think about organizing the event outdoors. Good to know: The guidelines on events can be found on p 153.

Preparation of the Farm, Facilities and Equipment

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation in the farm and all enclosed spaces by opening all available windows and doors all the time.
  - If natural ventilation is not possible, check air conditioners, filters and air vents for proper functioning. Ventilation systems must be cleaned or sterilized with appropriate detergents or disinfectant solution.
- Frequently touched objects, surfaces and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas in complete farm facilities, e.g. door handles (internal and external), handrails, brochure display stands, counters, till, card readers, scanners, shop area, gastronomy area, chairs, tables, bathrooms etc.
- Any equipment provided to visitors must be thoroughly cleaned or sterilized before and after each usage, e.g. shared harvest tools of any kind (ladders, buckets, blankets and others).
- Provide sufficient soap, hand sanitizer and paper towels in employee and public bathrooms and check regularly if sufficient material is available.
- Install sufficient disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at the entrance and exit of the farm and at the entrance and exit of any other room.
- Provide sufficient hand sanitizer for employees and workers.
- Add a transparent plastic barrier between employees and visitors, for example at counters, ticket office or booths inside the site.
- Inform visitors and tour guides prior to the visit (e.g. on website, via phone etc.) about basic hygiene standards.
- Attach hygiene signposting (basic hygiene standards) visible to each visitor at the entrance and exit of the farm, inside rooms etc. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Implement visitor management and visitor guiding systems that support physical distancing requirements when entering and leaving the farm, during harvest, inside rooms, e.g. install visual physical distancing markers to help visitors adhere to sufficient physical distance, implement a one-way system by putting arrows on the floor.
- If there are 2 doors at farm facilities one door should be the entrance and one for the exit. If your facilities have 1 door, the visitor leaving must maintain appropriate distance to waiting persons outside.

- Fix any doors to stay open so visitors do not need to touch it, if possible.
- Prepare contactless, sealable trash bins (cleaning, sterilization, replacing bags) wherever needed.
- Prepare information and promotion material for self-service at the information desk.
- Prepare refreshments in a way that visitors can help themselves following basic hygiene standards, e.g. fill glasses in advance, prepare food in small pieces on individual plates with toothpicks and put drinks and food on a table/ tablet.
  - Refreshments must always be handled with the use of utensils to avoid bare-hand contact.
  - Think about protecting refreshments with a transparent plastic barrier. Alternatively, offer only sealed food.
  - For tastings, each visitor must have clean and own tasting utensils.

Visitor arrival to the farm, site or olive harvest

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Increase ventilation in facilities by opening all available windows and doors.
- Screen health situation of visitors. Important: Do not accept customers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Important: Only let visitors enter wearing PPE (especially face mask).
- Each visitor should disinfect hands before entering any facility and before eating and drinking.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Ask visitors to help themselves for food and drinks maintaining appropriate physical distance and following basic hygiene standards.
- Make visitors aware of information and promotion material for self-service at the information desk, if required.

During Farm Visit and Harvest

- Outdoors masks are not necessary when appropriate physical distance can be maintained between persons. In case of work steps where more than one person needs to be involved, wear a mask and clean hands before and after.
- For olive harvests, it is recommended to assign only one person per tree. If this is not possible, make sure that appropriate physical distancing is maintained all the time.
- Visitors should not take part in manufacturing processes. Participation must only be allowed when basic hygiene standards can be maintained.
- Remind visitors not to share any equipment with other persons.
- Monitor that visitors adhere to the visitor guiding system and follow basic hygiene rules.

Guided Tours at the farm or site

- All guides must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time
  - Whenever site interpretation is done in enclosed spaces it is necessary that tourists wear masks and the tour guide maintains at least 3-metres distance when not wearing a mask due to speaking.
  - Recommended: Guides should wear a transparent face shield when speaking. In that case keeping at least 1.5-metres distance is enough.
- Monitor that visitors adhere to the visitor guiding system and follow basic hygiene rules.

Tastings

- Organize tastings preferably outside following basic hygiene standards.
- Each person must clean and disinfect hands before tastings.
- Seating must be arranged in a way that physical distancing can be maintained.

- Each visitor must have clean and own tasting utensils, food and drinks.
  - Visitors must refrain from sharing tasting utensils, food or drinks.
- Person conducting the tasting must avoid bare-hand contact with food through use of utensils and keep appropriate distance to visitors when explaining.

Farm Shop

Refer to the guidelines for shops on p 108.

Farm Gastronomy

Refer to the guidelines for gastronomy on p 73 .

Leaving Farm

- Make visitors aware of availability of hand sanitizer to disinfect hands.
- Monitor that visitors leaving the site follow basic hygiene standards.
- Keep exit areas clear at any time and ask visitors not to linger, take photos etc. in the exit area.

Between Visitors/ Shifts

- Clean or sanitize frequently touched objects and surfaces such as door handles (internal and external), handrails, brochure display stands, counters, till, card readers, scanners, shop area, gastronomy area, chairs, tables, bathrooms etc.
- Clean or sanitize any shared equipment and touchable surfaces by employees between each use/ between shifts.
- Thoroughly clean or sterilize any equipment and properly wash tasting utensils used by visitors.

Museums

Before Museums can be opened to visitors

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Limit the number of visitors, staff and workers in enclosed spaces in a way that appropriate physical distance can be maintained.
  - The total number of persons in enclosed spaces open for visitors should not exceed one person for every 4 square metres. Areas in which this cannot be achieved and where appropriate physical distance cannot be maintained must be blocked or closed or strictly managed in terms of number of persons.
- Compile a daily "visitor list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify visitors and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at the site and keep it for 14 days. Good to know: MoTA developed templates for the visitor list.
- Manage entrance in a way to avoid clustering of persons.
- Limit guided tours to a minimum. Eventually adapt guided tours to promote physical distance. Reduce the number of participants, minimize exposure to other people and limited spaces by coordinating with other guides, clear route guidance and choosing times of low numbers of visitors.
- Events of all kinds (including museum education) should be avoided. Should events take place it is important to follow all applicable guidelines on p 153.
- Manage number of visitors in small rooms, such as small exhibition rooms, corridors, bathrooms, with limited capacity. This can be done through access control, pre-assigned time slots or other suitable means to avoid crowding of visitors.
- If possible, offer prior purchase of entrance tickets (online, mobile tickets) and assign fixed visitor hours to manage the number of visitors.
- Recommended: Introduce scanners for paper admission tickets or vouchers.

Preparation of the Museum

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation before opening and during cleaning and sterilization by opening all available windows and doors.
  - If natural ventilation is not possible, check air conditioners, filters and air vents for proper functioning. Ventilation systems are cleaned or sterilized with appropriate detergents or disinfectant solutions.
- Frequently touched objects and surfaces and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas in complete museum, e.g. door handles (internal and external), handrails, counters, information desks, brochure display stands, ticket office area, till, card readers, scanners, lockers, touchscreens, hands-on-stations, chairs, tables, bathrooms etc.
- Recommended: Think about suspending touchscreens and hands-on-stations used by visitors, if basic hygiene standards cannot be complied with.
- Any equipment provided to visitors must be thoroughly cleaned or sterilized before and after each usage, e.g. audio guides.
- Provide sufficient soap, hand sanitizer and paper towels in bathrooms (employee and visitor bathrooms) and check regularly if sufficient material is available.
- Install sufficient disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at museum, shop and restaurant entrance and exit.
- Provide sufficient hand sanitizer at counters, information desks, in the shop and checkout area, in the restaurant etc. for employees.
- Add a transparent plastic barrier between employees and visitors, for example at counters, ticket office or booths inside the site.
- Inform visitors and tour guides prior to the visit (e.g. on website, via phone etc.) about basic hygiene standards.
- Attach hygiene signposting (basic hygiene standards) and terms of visiting (e.g. max. number of visitors) visible to each visitor in the museum (entrance and exit).
- Attach hygiene signposting (basic hygiene standards) visible to each visitor at the entrance and exit of the farm, inside rooms etc. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Implement visitor management and visitor guiding systems that support physical distancing requirements when entering and leaving the museum, inside museum, inside shop and at checkout area, at ticket office, at information desk, anytime when queuing etc., e.g. install visual physical distancing markers to help customers adhere to sufficient physical distance, implement a one-way system by putting arrows on the floor.
- If there are 2 doors at museum entrance and exit, at museum shop, at restaurant, one door should be the entrance and one for the exit. If your facilities have 1 door, the visitor leaving must maintain appropriate distance to waiting persons outside.
  - Fix any doors to stay open so visitors do not need to touch it, if possible.
- Prepare contactless, sealable trash bins (cleaning, sterilization, replacing bags) wherever needed
- Prepare information and promotion material for self-service at the information desk.
- Displaying of trial copies in museums and shops should be avoided.

Visitor arrival to the museum

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons.
- Increase ventilation in museums, shop and restaurant by opening all available windows and doors.
- Screen health situation of visitors. Important: Do not accept customers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Important: Only let visitors enter wearing PPE (especially face mask).
- Each visitor should disinfect hands before entering any facility.

- At busy times place an employee at the entrance to count customers entering and leaving the museum, shop and restaurant. Manage a "one-in one-out" policy where needed.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Make visitors aware of information and promotion material for self-service at the information desk, if required.

Ticket Purchase, Information Desk, cloakroom and admission

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons.
- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- When giving visitors information avoid sharing material. Each person should use their own information and promotion material.
- Encourage visitors to use lockers instead of cloakrooms operated by a person.
  - When using a cloak room, avoid having to hand over the cloakroom ticket directly from the customer to the employee, use a small tray or fixed tray. Follow the same procedure when returning a cloakroom ticket.
  - Reusable cloakroom tickets must be thoroughly cleaned or sterilized after every usage.
- Avoid exchanging admission tickets.
  - If scanning of tickets is not available, ask visitors to tear the ticket themselves or to throw in a designated box.

Exhibition Rooms

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons.
- Remind visitors not to touch any objects or items verbally and via signposting.
- Monitor that visitors adhere to the visitor guiding system and follow basic hygiene rules.
- In case of seating situations for visitors, tables and chairs should be arranged in a way that 2-metres distance between persons can be met. Any contact areas should be cleaned or sterilized regularly.
- Sitting areas, children's play areas and any areas which promote clustering of people must be blocked or closed.

Guided Tour

- Recommended: Provide visitors with audio guides via smartphone and own ear plugs or hand out clean audio guide sets.
- All guides must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time
  - Whenever site interpretation is done in enclosed spaces it is necessary that tourists wear masks and the tour guide maintains at least 3-metres distance when not wearing a mask due to speaking.
  - Recommended: Guides should wear a transparent face shield when speaking. In that case keeping at least 1.5-metres distance is enough.
- It is generally recommended to use headsets to limit the necessity of the guide to speak up in a loud voice.
  - Headsets must be properly cleaned and sterilized before and after use.
- In case audio guides are needed, these can be provided by the museum or the tour operator.
  - Audio guides must be cleaned or sterilized before and after use.
- Monitor that visitors adhere to basic hygiene standards.
- Choose meeting points at not overcrowded places.

Museum Shop

Refer to the guidelines for shops on p 108.

Museum Gastronomy

Refer to the guidelines for gastronomy on p 73 .

Leaving Museum

- Make visitors aware of availability of hand sanitizer to disinfect hands.
- Monitor that visitors leaving the site follow basic hygiene standards.
- Keep exit areas clear at any time and ask visitors not to linger, take photos etc. in the exit area.

Between visiting groups and work shifts

- Clean or sanitize frequently touched surfaces and objects such as door handles (internal and external), handrails, counters, information desks, brochure display stands, ticket office area, till, card readers, scanners, lockers, cloakroom tickets, chairs, tables, touchscreens, hands-on-stations, bathrooms etc.
- Clean or sanitize any shared equipment and touchable surfaces by employees between each use/ between shifts.
- Thoroughly clean or sterilize any equipment shared by visitors, e.g. audio guides.

National parks

Before national park operation starts

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Limit the number of visitors, staff and workers in enclosed spaces in a way that appropriate physical distance can be maintained.
  - The total number of persons in enclosed spaces open for visitors should not exceed one person for every 4 square metres. Areas in which this cannot be achieved and where appropriate physical distance cannot be maintained must be blocked or closed or strictly managed in terms of number of persons.
- Compile a daily "visitor list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify visitors and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at the site and keep it for 14 days. Good to know: MoTA developed templates for the visitor list.
- Manage entrance in a way to avoid clustering of persons.
- Limit guided tours to a minimum. Eventually adapt guided tours to promote physical distance. Reduce the number of participants, minimize exposure to other people and limited spaces by coordinating with other guides, clear route guidance and choosing times of low numbers of visitors.
- For individual tourists and registered groups, manage entrance in a way to avoid clustering of persons, e.g. letting in one group at a time.
- For individual tours through the park, introduce guiding systems avoiding overcrowding of visitors at locations or offer less-busy alternatives. Visitors should avoid hotspots and highly frequented sites.
- Indoor events of all kinds (including National Park education) should be avoided, if possible. Should events take place it is important to follow all applicable guidelines on p 153 and consider organizing the event outdoors.
- Manage number of visitors in small rooms with limited capacity, e.g. through strict access control.
- If possible, offer prior purchase of entrance tickets (online, mobile tickets) and assign fixed visitor hours to manage the number of visitors.
- Recommended: Introduce scanners for paper admission tickets or vouchers.

Preparation of national park and facilities

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation in enclosed spaces before opening and during cleaning and sterilization by opening all available windows and doors.
  - If natural ventilation is not possible, check air conditioners, filters and air vents for proper functioning. Ventilation systems are cleaned or sterilized with appropriate detergents or disinfectant solutions.
- Frequently touched objects and surfaces and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas in complete facilities of the National Park, e.g. door handles (internal and external), handrails, counters, information desks, brochure display stands, ticket office area, till, card readers, scanners, touchscreens, hands-on-stations, chairs, tables, on-site cinema, bathrooms etc.
- Think about suspending touchscreens and hands-on-stations used by visitors, if basic hygiene standards cannot be complied with.
- Any equipment provided to visitors must be thoroughly cleaned or sterilized before and after each usage, e.g. audio guides.
- Provide sufficient soap, hand sanitizer and paper towels in bathrooms (employee and visitor bathrooms) and check regularly if sufficient material is available.
- Install sufficient disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at museum, shop and restaurant entrance and exit.
- Provide sufficient hand sanitizer at counters, information desks, in the shop and checkout area, in the restaurant etc. for employees.
- Add a transparent plastic barrier between employees and visitors, for example at counters, ticket office or booths inside the site.
- Inform visitors and tour guides prior to the visit (e.g. on website, via phone etc.) about basic hygiene standards.
- Attach hygiene signposting (basic hygiene standards) and terms of visiting (e.g. max. number of visitors) visible to each visitor at the entrance and exit of the National Parks, inside the visitor center, at the entrance and exit of cinemas etc. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Attach signposting inside the visitor center reminding visitors not to touch any objects or items.
- Implement visitor management and visitor guiding systems that support physical distancing requirements when entering and leaving the National Park, if necessary, in the park (e.g. at narrow areas and places with high numbers of visitor), inside visitor center, at ticket office, at information desk, anytime when queuing etc., e.g. install visual physical distancing markers to help customers adhere to sufficient physical distance, implement a one-way system by putting arrows on the floor.
- If there are 2 doors at National Park facilities one door should be the entrance and one for the exit. If your facilities have 1 door, the visitor leaving must maintain appropriate distance to waiting persons outside.
  - Fix any doors to stay open so visitors do not need to touch it, if possible.
- Prepare contactless, sealable trash bins (cleaning, sterilization, replacing bags) wherever needed.
- Prepare information and promotion material for self-service at the information desk.

Visitor arrival

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Increase ventilation in facilities by opening all available windows and doors.
- Screen health situation of visitors. Important: Do not accept customers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Important: Only let visitors enter indoor facilities wearing personal protective equipment (especially face mask).
- Each visitor should disinfect hands before entering any facility.
- At busy times place an employee at the entrance to count visitors entering and leaving facilities. Implement a "one-in one-out" policy where needed.

- Give visitors introduction on basic hygiene standards verbally and via signposting (for example by providing printed informational material or properly displaying informational posters inside the park and facilities). Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Make visitors aware of information and promotion material for self-service at the information desk, if required.

Ticket purchase, information desk and admission

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- When giving visitors information avoid sharing material. Each person should use their own information and promotion material.
- Avoid exchanging admission tickets.
  - If scanning of tickets is not available, ask visitors to tear the ticket themselves or to throw it in a designated box.

During visits

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons in enclosed spaces.
  - Outdoors masks are not necessary when appropriate physical distance can be maintained.
- Remind visitors not to touch any objects or items in the visitor center.
- Monitor that visitors adhere to the visitor guiding system and follow basic hygiene standards.
  - Monitor areas where people are likely to gather and consider temporary closure to support physical distancing practices.
  - In case of seating situations for visitors, e.g. in on-site cinema, seating/chairs should be arranged in a way that 2-metres distance between persons can be met. Any contact areas should be cleaned or sterilized regularly.
- Rest and sitting areas, children's play areas and any areas which promote clustering of people must be closed.

Hiking and walking in outdoor areas of the national park

- Visitors need to maintain at least 1.5-metres distance between persons all the time.
- Visitors should choose not overcrowded locations and routes and avoid crowding at rest places.
- Avoidance crowding at rest places.

Guided tours inside the national park

- Recommended: Provide visitors with audio guides via smartphone and own ear plugs or hand out clean audio guide sets.
- All guides must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time
  - Whenever site interpretation is done in enclosed spaces it is necessary that tourists wear masks and the tour guide maintains at least 3-metres distance when not wearing a mask due to speaking.
  - Recommended: Guides should wear a transparent face shield when speaking. In that case keeping at least 1.5-metres distance is enough.
- It is generally recommended to use headsets to limit the necessity of the guide to speak up in a loud voice.
  - Headsets must be properly cleaned and sterilized before and after use.
- In case audio guides are needed, these can be provided by the museum or the tour operator.
  - Audio guides must be cleaned or sterilized before and after use.
- Monitor that visitors adhere to basic hygiene standards.
- Choose meeting points at not overcrowded places.

National park shop

Refer to the guidelines for shops on p 108.

National park gastronomy

Refer to the guidelines for gastronomy on p 73.

Leaving the national park

- Make visitors aware of availability of hand sanitizer to disinfect hands.
- Monitor that visitors leaving the site follow basic hygiene standards.
- Keep exit areas clear at any time and ask visitors not to linger, take photos etc. in the exit area.

Between visiting groups and work shifts

- Clean or sanitize frequently touched surfaces and objects such as door handles (internal and external), handrails, counters, information desks, brochure display stands, ticket office area, till, card readers, scanners, chairs, tables, touchscreens, hands-on-stations, bathrooms etc.
- Clean or sanitize any shared equipment and touchable surfaces by employees between each use/ between shifts.
- Thoroughly clean or sterilize any equipment shared by visitors, e.g. audio guides.

Events, shows & cultural performances

Before events, shows & cultural performances can be operated

- Coordinate all approaches among relevant service providers (e.g. bus company, tour operator, tour guide) to assure smooth procedures and identify any potential gaps in the different safety concepts.
- Prioritize outdoor events where physical distancing can be maintained and natural ventilation exists as much as possible.
- Limit the number of audience and employees inside any room and facility of the event location in a way that appropriate physical distance can be maintained.
  - The total number of persons in areas open for the audience and in employee rooms should not exceed one person for every 4 square metres. Areas in which this cannot be achieved and where appropriate physical distance cannot be maintained must be blocked or closed or strictly managed in terms of number of persons. Alternatively, consider hosting smaller events in larger rooms.
- Seating and passage width between rows should be arranged in a way that a 2-metres distance is maintained between persons (except for persons belonging to one household)
  - Block or remove seats which must be kept empty to assure sufficient physical distance in the audience.
- For tables and chairs in restaurants or when catering is offered, refer to the guidelines for gastronomy on p 73.
- Block waiting and lounge areas where crowding of people might occur to assure sufficient physical distancing among the audience.
- Compile a daily "visitor list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify visitors and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at the site and keep it for 14 days. Good to know: MoTA developed templates for the visitor list.
- For individual visitors and registered groups, manage entrance in a way to avoid clustering of persons, e.g. letting in one group at a time.
- If possible, offer prior purchase of entrance tickets (online, mobile tickets) and assign fixed visitor hours to manage the number of visitors.
- Recommended: Introduce scanners for paper admission tickets or vouchers.
- Important: Whenever possible, limit the duration of indoor activities or performances, as prolonged visits within a confined space may increase risk of exposure.

Preparation of the venue

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Wear PPE during any cleaning or sterilization processes.
- Increase ventilation before opening and during cleaning and sterilization by opening all available windows and doors.
  - If natural ventilation is not possible, check air conditioners, filters and air vents for proper functioning. Ventilation systems are cleaned or sterilized with appropriate detergents or disinfectant solutions.
- Frequently touched objects and frequently used areas must be cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas in complete venue, e.g. door handles (internal and external), handrails, brochure display stands, counters, information desks, ticket office area, till, card readers, scanners, lockers, chairs, benches, tables, bathrooms etc.
- Any equipment shared by performers needs to be cleaned or sterilized thoroughly, e.g. microphones.
- Provide sufficient soap, hand sanitizer and paper towels in bathrooms (employee and visitor bathrooms) and check regularly if sufficient material is available.
- Install sufficient disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) at the entrance and exit of event location and wherever else needed.
- Provide sufficient hand sanitizer at counters, information desks etc. for employees/ staff.
- Registration and ticket purchase shall be set up at multiple stations to maintain appropriate physical distance.
- Add a transparent plastic barrier between employees and visitors, for example at counters, ticket office or booths inside the site.
- Inform visitors and tour guides prior to the visit (e.g. on website, via phone etc.) about basic hygiene standards.
- Attach hygiene signposting (basic hygiene standards) visible to each visitor at the entrance and exit of the farm, inside rooms etc. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Implement visitor management and visitor guiding systems that support physical distancing requirements when entering and leaving the venue, inside the venue, at ticket office, at information desk, anytime when queuing etc., e.g. install visual physical distancing markers to help customers adhere to sufficient physical distance, implement a one-way system by putting arrows on the floor.
- If there are 2 doors at venue entrance and exit, one door should be the entrance and one for the exit. If your facilities have 1 door, the visitor leaving must maintain appropriate distance to waiting persons outside.
  - Fix any doors to stay open so visitors do not need to touch it, if possible.
- Prepare contactless, sealable trash bins (cleaning, sterilization, replacing bags) wherever needed.

Visitor arrival to the venue

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons.
- Increase ventilation in the venue by opening all available windows and doors.
- Screen health situation of visitors. Important: Do not accept customers with typical COVID-19 symptoms (refer to p 21).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p 59.
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual tourists must be asked directly by the staff.
- Important: Only let visitors enter wearing PPE (especially face mask).
- Each visitor should disinfect hands before entering any facility.
- Only let small groups enter the venue for smooth procedures and to avoid clustering of people inside.
- Monitor that visitors maintain appropriate physical distance when arriving and guide visitors in a way that clustering of people is avoided.
- Give customers a verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.

Ticket purchase, information desk, cloakroom and admission to the venue

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons.
- Monitor that queuing persons maintain appropriate physical distance.
- Encourage contactless payment.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- When giving visitors information avoid sharing material. Each person should use their own information and promotion material.
- Encourage visitors to use lockers instead of cloakroom operated by a person.
  - When using a cloak room, avoid having to hand over the cloakroom ticket directly from the customer to the employee, use a small tray or fixed tray. Follow the same procedure when returning a cloakroom ticket.
  - Reusable cloakroom tickets must be thoroughly cleaned or sterilized after every usage.
- Avoid exchanging admission tickets.
- If scanning of tickets is not available, ask visitors to tear the ticket themselves or to throw in a designated box.

During the event

- Increase ventilation during the event by opening all available windows and doors.
- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub and maintain at least 1.5-metres distance between persons all the time and wear a mask or transparent face shield when dealing with other persons.
- Remind visitors of basic hygiene standards verbally and by respective visible signposting.
- Visitors need to maintain their designated seat throughout the event.
- Special guidelines for performances:
  - Singing or using a projected voice may project respiratory droplets in greater quantity and over greater distance, increasing the risk of COVID-19 transmission, particularly with prolonged exposure.
    - It is mandatory to maintain at least 5-metres distance between audience and performers by placing performers with appropriate distance to the audience.
    - Where sufficient physical distance cannot be maintained, install transparent barriers.
    - Maximize physical spacing between performers on-stage, whenever more than one person is present.
  - It is recommended that close interaction between performers and audience should be forbidden.
    - Eliminate any performances or components in which performers go into the audience or audience members are encouraged to come on-stage.
  - In case of folkloric shows, performers must not encourage the audience to join in, sing along and dance.

Event catering

In addition to the below specific guidelines, refer to the guidelines for gastronomy on p 73 and assure their proper implementation.

- Encourage contactless payment if food and drinks are offered for purchase.
  - In case of paying cash, avoid receiving money directly from the client and use a small tray or fixed cash tray. Follow the same procedure for vouchers and handling any other items, e.g. ID cards.
- Food and drinks must be offered pre-portioned and sealed.
  - When it is not possible to offer unsealed food, food needs to be protected behind a transparent barrier and basic hygiene standards must be followed.
    - Distribution of refreshments should be at decentralized counters to avoid crowding of visitors. Provision of drinks and food via the flying buffet should be avoided. If that is not possible basic hygiene standards need to be followed.
    - Seating/ standing areas for consuming refreshments need to be organized in a way that visitors can maintain appropriate distance.
- Return of crockery takes place independently to designated, decentralized stations.

- Visitors must follow instructions by venue operators and employees regarding disposal of general waste and contaminated waste.

Leaving venue

- Maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Manage exit in a way to maintain appropriate physical distance and to avoid crowding of people at exit.
- Make visitors aware of availability of hand sanitizer to disinfect hands.
- Ask visitors to quickly clear the exit after leaving.

Between programs/ shifts

- Clean or sanitize frequently touched objects and surfaces such as door handles (internal and external), handrails, brochure display stands, counters, information desks, ticket office area, till, card readers, scanners, lockers, cloakroom tickets, chairs, benches, tables, bathrooms etc.
- Clean or sanitize any shared equipment and touchable surfaces by employees/ staff between each use/ between shifts.
- Clean or sanitize any shared equipment by performers between each use, e.g. microphones etc.

Spa facilities & hammam

General preparation before spa facilities & hammams can be opened

- The spa and hammam operator must establish a reservation system to assure that guests of the spa facilities arrive as close to their appointment as possible to keep the waiting area as less frequented as possible; in general, the waiting areas should be kept spacious, well ventilated and be cleaned regularly.
- The spa and hammam operator must compile a daily "visitor list" (containing necessary contact details, such as name and phone or e-mail address, arrival and departure time) to be able to notify visitors and, in case of tourist groups, to inform the tour guide and tour operator of a COVID-19 infection at the site and keep it for 14 days. Good to know: MoTA developed templates for the visitor list.
- The health situation of guests must be screened. Important: Do not accept customers with typical COVID-19 symptoms (refer to p.).
  - If an infection is suspected, immediately implement the respective protocols for COVID-19 suspicion. Good to know: The guidelines on suspecting of COVID-19 infection can be found on p. .
  - For guided groups it is sufficient to ask the tour guide for any existing symptoms among the group.
  - For unguided groups, it is sufficient to ask the group leader for any existing symptoms.
  - Individual guests must be asked directly by the staff.

Routine preparation and protocols for operating spa facilities & hammams

- The treatment room must be carefully cleaned and disinfected, including the treatment beds, between treatments and at the start and end of each workday.
  - All items used for treatment must be properly washed in a laundry machine and waste and garbage must be disposed of frequently.
  - Non-disposable tools must be disinfected using a sterilizer between treatments.
- All therapists and staff must wear a face mask and a disposable robe or apron.
  - Hands must be disinfected frequently before, during, and after treatments.
  - During treatments, the therapist must use gloves and must change them between each guest.
  - Washing and disinfecting of hands is mandatory after removal of gloves and before putting on new ones.
  - Protective eye-ware is recommended for the therapist.
- Guests must wear a face mask during the therapy.
- The use of a dry sauna facility is allowed with a reduced number of guests allowing people to maintain a distance of at least 1.5-metresbetween each other.
  - Users of the dry sauna must always sit on a fresh towel provided by the hotel or spa operator. After use, the towel must be placed in a dedicated bin and washed at high temperature.
  - Sharing of towels is not allowed.
- The use of a jacuzzi and wet sauna facility is prohibited.

Swimming pools and bathing facilities in hotels and spa facilities

Routine preparation and protocols for operating hotel pools

Hotels and spa facilities operating pools must assure that all applicable guidelines for accommodation business and spa facilities are strictly followed. Good to know: The guidelines for accommodation service providers can be found on p 64 and those for spa facilities on p 161.

- Pools must undergo treatment procedures of the water systems including filtration and disinfection. The World Health Organization confirms that following international norms and standards for the concentration of disinfectant (chlorine) is sufficient to neutralize the COVID-19 virus but recommend the upper limits of the range.
- The regulations to use the pool must be displayed in multiple language or with easy to understand illustrations at the entrance to the pool area and in any suitable place ensuring that pool guests are familiar with the pool policies
- Pools must be used for swimming only with no more than two swimmers allowed in a swimming track.
- A pool that is also used for pleasure must have not more than 1 guest for every 6 square metres in the entire pool.
  - No game items or mattresses are allowed into the pool area.
- Pool guests must register with their room number in the hotel and the approx. time spent at the pool (inside and at the pool area).
  - The list must be stored by the hotel for 14 days and afterwards destroyed in a proper manner ensuring that no personal data remains accessible.
- Pool guests must receive a personal clean towel when entering the pool area.
  - The towels will be for personal use, only.
  - Towels cannot be transferred from one guest to another guest.
  - Used towels must be placed in a dedicated basket which is emptied frequently. All towels must be washed with maximum allowed temperature using qualified detergent.
- Recommended: The hotel should expand the pool operation hours to allow more guests to use the pool over the day.
- Lifeguards and employees must be at the pool area during all operating hours to monitor the safety and number of guests.
- All drinking facilities and water coolers in the pool area must be closed.
  - It is possible to offer take away drinks and food for consumption in the pool area. Important: All applicable guidelines for gastronomy apply and can be found on p 73.
  - If allowed by the hotel or spa policy, guests can arrive at the pool area with packed food.

Gyms and fitness studios in hotels and spa facilities

Routine preparation and protocols for operating gyms and fitness studios in hotels and spa facilities

Hotels and spa facilities operating gyms and fitness studios must assure that all applicable guidelines for accommodation business and spa facilities are strictly followed. Good to know: The guidelines for accommodation service providers can be found on p 64 and those for spa facilities on p 161.

- It is prohibited to open gyms and fitness studios in hotels which are in infected areas specified by the Ministry of Health, even if the hotel is permitted to receive guests.
- Instructors residing in infected areas are not allowed to work.
- The gym operator must sterilize all sports equipment, tools, and places at least daily.
- The gym must provide suitable soap and hand sterilizer to users and encourage clients to use the provided equipment ahead of touching/ using any equipment.
- The gym must provide a leaflet to guests informing them about the regulations and standards to follow and how to use the provided equipment.
- Instructors must wear a mask throughout their time in the club.
- The maximum number of users allowed at the same time shall be limited to a degree that maintaining a distance of at least 1.5-metres between users is always possible and that queues at equipment are avoided.
- It is recommended to establish an in-advance reservation system to assure maximum number of allowed users at a time is not exceeded and to allow a smooth and customer-oriented operation.
  - Recommended: Hotels and spa operators can extend the gym opening times to provide more guests with access.

- The provision of open drinks, snacks etc. is prohibited.
- Gym users must bring all their personal necessities, such as a towel, drinking bottle, etc., and not share them with others.

Public Bathrooms

General preparations before public bathrooms can be opened

- Limit the number of people who occupy the bathroom in a way that appropriate physical distance can be maintained.
  - The total number of persons should not exceed one person for every 4 sqaure metres.
  - Bathrooms in which this cannot be achieved and where appropriate physical distance cannot be maintained must be strictly managed in terms of number of persons (e.g. only one person inside the bathroom) or closed.

Preparation of Bathroom

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
  - Employees must wear PPE during any cleaning, sterilization and maintenance process.
  - It is mandatory to wear sturdy shoes when handling detergents or disinfectant solutions.
  - It is generally forbidden to carry out cleaning or sterilization unless wearing closed shoes and long trousers.
- Increase ventilation before opening and during cleaning and sterilization by opening all available windows and doors.
  - If natural ventilation is not possible, check air conditioners, filters and air vents for proper functioning. Ventilation systems are cleaned or sterilized with appropriate detergents or disinfectant solutions.
- Review all toilet and sanitary facilities including disabled and baby change areas to determine whether the fixtures and fittings are in good working order and replace or repair if not.
- Make sure to provide only appropriate cleaning and sanitizing products (virucide) to maintenance staff and employees.
- Increase the cleaning frequency depending on frequency of use, but in general substantially more frequently than usual.

- Frequently touched objects and surfaces and frequently used areas are thoroughly cleaned or sterilized with appropriate detergents or disinfectant solution. These include all contact points and areas in complete facility, e.g. door handles (internal and external), handrails, bathrooms, sinks, taps, mirrors, soap dispensers, hand sanitizer dispensers, light switches etc. Pay especially attention to areas of particular concern and clean them regularly: toilet flush, toilet seat, toilet locks and handles, taps, paper towel and soap dispensers and door handles on access/entry.
- Ensure that if a staff key fob or key is required to access the bathroom this is cleaned between uses.
- Clearly display enhanced cleaning rota and ensure it is adhered to and enhance monitoring of facilities to ensure hygiene and functionality is maintained.
  - Post a record that checks have been carried out for the public to see.
- Reusable equipment should be removed and replaced with disposable (e.g. fabric towels, baby-changing mats).
- Recommended: Introduce sensor-controlled equipment, if possible, to reduce the requirement for surfaces to be touched.
- Appropriate hygiene products must be provided:
  - Make sure to provide appropriate hygiene products: soap and alcohol-based (at least 60% alcohol or virucide) hand rub.
  - Provide sufficient soap, hand sanitizer and paper towels in bathrooms and check regularly if sufficient material is available.
  - Install sufficient disinfectant dispenser or hand sanitizer (at least 60% alcohol or virucide) inside the bathroom at entrance and exit, at sinks and wherever else they might be needed and encourage visitors to use these.
  - Cleaning materials for surfaces should be provided (e.g. antibacterial and virucide wipes for baby change areas).
  - Attach signposting inside the bathroom reminding persons to avoid touching any objects or items as much as possible.
- Sufficient physical distancing must be assured inside the bathroom:
  - Implement management systems that support physical distancing requirements when entering and leaving the bathroom, inside bathroom, anytime when queuing etc., e.g. install visual physical distancing markers to help customers adhere to sufficient physical distance, implement a one-way system by putting arrows on the floor, block/ tap areas, instruct users with signage to wait outside if they find that the facilities are occupied.
  - At any bathroom area (urinals, sinks etc.) appropriate physical distance needs to be maintained, if necessary, tap respective areas.
  - Attach hygiene signposting (basic hygiene standards) and terms of use (max. number of persons inside the bathroom) visible to each visitor inside the bathroom (entrance and exit, inside toilet cabins, at sinks etc.).
  - Especially reinforce the need to increase handwashing frequency and build awareness of good handwashing techniques.
- If there are 2 doors at bathroom entrance and exit, one door should be the entrance and one for the exit. If your facilities have 1 door, the person leaving must maintain appropriate distance to waiting persons outside.
  - Fix any doors to stay open so persons do not need to touch it, if possible.
- Prepare contactless, sealable trash bins (cleaning, sterilization, replacing bags) at sinks and inside toilet cabins.
- In case payment for the usage of the toilet is requested, prepare a box to collect coins, into which persons can insert the coins themselves.

Use of Bathrooms

- Each person entering the bathroom (public and employees) must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
- Each person must wear a face mask inside the bathroom and when dealing with other persons.
- At least 1.5-metres distance between persons must be maintained all the time
- Increase ventilation in the bathroom by opening all available windows and doors.
- Do not let persons enter when you notice COVID-19 symptoms. Good to know: The usual COVID-19 symptoms can be found on p 21.
- In case of COVID-19 suspicion, the respective person may only enter the bathroom after all other people have left. Staff is obliged to follow basic hygiene standards when dealing with the person and must follow SOP COVID-19 suspicion standards. It is mandatory to carry out an intensive and systematic cleaning/ sterilization process after a suspected person used the bathroom. This must be carried out by trained staff following basic hygiene standards.
- Only let persons enter wearing PPE (especially mouth and nose protection).

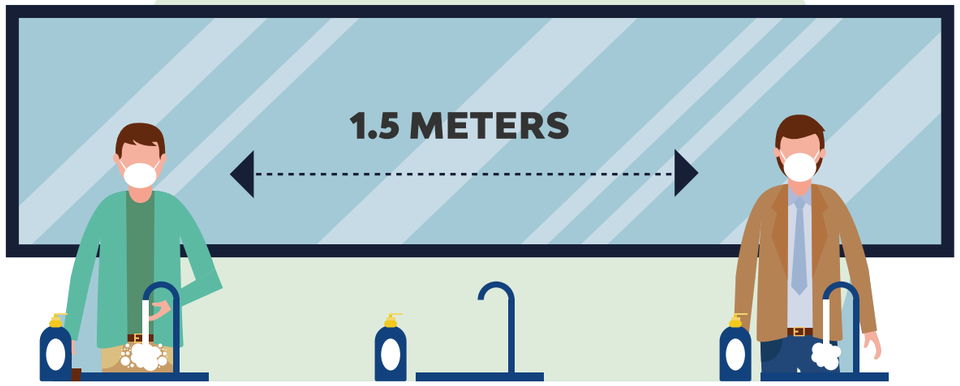
- If payment is collected, encourage people to deposit coins in a designated box. Avoid handling cash as much as possible. When handling cash follow basic hygiene standards.
- Each person must disinfect hands before entering the facility.
- At busy times place a staff member at the entrance to count persons entering and leaving the bathroom. Manage a "one-in one-out" policy where needed.
- Give persons introduction on basic hygiene standards (for example by properly displaying informational posters inside and outside the bathroom). Good to know: MoTA developed templates for introductions on basic hygiene standards.
- If possible, maintenance staff should not remain inside the bathroom, but only be inside the bathroom when cleaning or sanitizing and in case someone needs assistance.
- When assisting persons, strictly follow basic hygiene rules.

Leaving the Bathroom

- Each person must thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub. Remind persons via respective signposting.
- Maintain at least 1.5-metres distance between persons all the time and wear a mask when dealing with other persons.
- Make persons aware via signposting of availability of hand sanitizer to disinfect hands.

Between Use/ Shifts

- All employees must regularly and thoroughly wash hands with soap or clean hands with an alcohol-based (at least 60% alcohol or virucide) hand rub.
  - Employees must wear PPE during any cleaning, sterilization and maintenance process.
  - It is mandatory to wear sturdy shoes when handling detergents or disinfectant solutions.
  - It is generally forbidden to carry out cleaning or sterilization unless wearing closed shoes and long trousers.
- Clean or sanitize frequently touched objects and surfaces such as door handles (internal and external), handrails, toilets, sinks, taps, mirrors, soap dispensers, hand sanitizer dispensers, light switches etc. several times a day and if necessary, between each use. Pay especially attention to areas of particular concern and clean them regularly: toilet flush, toilet seat, toilet locks and handles, taps, paper towel and soap dispensers and door handles on access/entry.
- Regularly empty and clean trash bins and replace bags. Waste must be disposed of in a safe manner.
- Regularly refill empty hygiene items.
- Regularly check functioning of equipment.
- Clean or sanitize any shared equipment and touchable surfaces by staff between each use and between shifts.



Tour Operators

General Standards

The following general guidelines must be considered in addition to the specific SOPs in this section:

- What is personal protective equipment and how must it be used? p 28.
- What are specific mandatory hygiene standards for tourism employees? p 29.
- What are specific mandatory hygiene standards for visitors, tourists, clients, customers and other non-professionals? p 31.
- Occupational Safety and Health, p 42.
- Contractors and suppliers, p 44.
- Communicating with tourists, visitors and clients, p 45.
- General standards on physical distancing, p 53.
- Dealing with symptomatic tourists, visitors, guests or clients, p 59.
- Caring for symptomatic or infected guests and seeking medical expert advice, p 59.
- Reporting a confirmed infection, p 60.

Important: All basic and general standards must be considered if applicable.

General requirements

Responsibility

The tour operator bears all legal responsibility to implement the guidelines and must ensure that employees adhere to it and to only cooperate with service providers complying with the guidelines.

Awareness of and ensuring all applicable guidelines

The tour operators must familiarize himself with all guidelines for each cooperation partner and each sector, the operator is conducting business with. These might include:

- Accommodation: hotels, guesthouses, hostels, homestays, camping.
- Food & beverage: restaurants/bars in hotels, independent restaurants/bars, eateries, take-away food, street food vendors, provision of food & beverages during traveling.
- Transportation: busses, vans, taxis, private cars, biking, and transportation on animals and in cable cars.
- Tour guides.
- Souvenir shops, factories and street vendors.
- Tourist sites, places of worship & pilgrimage, spa facilities & hammams, outdoor activities and general places of interest.
- Public bathrooms.

Quality Control and Coordination

- The tour operator needs to ensure coherence through a coordinated, collaborative, and transparent approach among all cooperation partners.
- The tour operator must safeguard that cooperation partners follow likeminded introduced basic hygiene standards and standard operating procedures.
- The tour operator needs to supervise and control implementation of respective standard operating procedures.
- The tour operator must implement or confirm with cooperation partners introduced processes on enhanced sanitation, disinfection and cleaning.

Communication

- Provide clear, consistent and up-to-date communication to cooperation partners about these standard operating procedures and make them aware about standard operating procedures for respective service providers.
- Work with cooperation partners to implement clear signage to inform tourists about the basic hygiene standards.
- Provide clear, consistent and up-to-date communication to clients ahead of arrival (e.g. via the operator's channels, via mail) about applicable basic hygiene standards. Request clients to bring their own personal protective equipment meeting the minimum standards of quality and arrange for providing such equipment to clients upon arrival in case it is not brought along.

Guest health checks

- The tour operator is responsible to screen and monitor the health situation of clients.
- Clients should be required to declare prior to departure that if they are exhibiting any symptoms of COVID-19, have tested positive or have been in contact with a COVID-19 patient within 14 days of departure. In that case, tourists can be excluded from the tour.

Adherence to basic hygiene standards

- Clients will be advised of and asked to adhere to basic hygiene standards.
- Prior to departure, clients must be asked to complete a pre-boarding questionnaire or declaration confirming they have familiarized themselves with basic hygiene standards related to their tour via mail.
- Inform tourists in advance that they can be excluded from activities/ elements of the tour if they refuse to comply with applicable local and service provider-specific basic hygiene standards and requirements and have them signed this condition.

Specific standards and workflow

General preparation before any tour program can be carried out

- Only include service providers and facilities complying with newly introduced hygiene standard operating procedures and guidelines in tour programs.
- Coordinate and harmonize approaches among all relevant cooperation partners (e.g. airlines, tour leaders, tour guides, transportation company and drivers, accommodations, restaurants, tourist sites, retail) for smooth procedures.
- Provide and talk over newly introduced hygiene standard operating procedures and guidelines to and with all cooperation partners.
  - Request that contracted cooperation partners adhere to protocols via signature.
  - Provide signage kits to contracted service providers stating basic hygiene standards to harmonize hygiene standard implementation and place signage around company-own vehicles, facilities etc.
- Share basic hygiene standards and guidelines with clients ahead of the trip and where applicable in person upon commencement of the trip.
  - Remind clients to bring their own PPE meeting minimum quality standards.
  - Have clients acknowledge basic hygiene standards and guidelines, e.g. via signature.
- For company owned vehicles: please refer to standard operating procedures for transportation providers on p 77.
- Adapt tour programs to keep your group number as low as reasonably possible to ensure physical distancing, e.g. minimize exposure to other people and limited spaces by visiting less frequented places and avoid peak visiting hours, arrange meeting points at not over-crowded places, optimally outdoors. In general, prioritize outdoor sites, restaurants with outdoor areas etc.
- Instruct the tour leader or tour guide to comprehensively inform themselves about the compliance with official hygiene standards of service suppliers, facilities and tourist sites, opening hours and any other regulations.
  - The tour leader or tour guide must ensure that they only deal with service suppliers and visit places that meet official hygiene standards.
- Provide the tour leader or tour guide with two copies of a "list of participants" (containing necessary contact details, such as name and phone or e-mail address) of the tourist group. One list must be kept by the tour leader or tour guide and, in consultation with other service suppliers, one copy should be handed to each tourist site, place of accommodation, restaurants etc. visited during the trip. All copies should be kept for 14 days.
- Ensure that cooperation partners handle cash as little as possible.
  - Purchase any entrance tickets for sites and facilities in advance and provide the tour leader or tour guide with vouchers.
  - Execute payments for cooperation partners contactless via bank transfers.
  - In case of individual travelers: prior dispatch of vouchers via mail.
  - Encourage contactless payment methods among all cooperation partners to avoid handling cash. If that is not possible, remind partners to handle money following basic hygiene standards.
- Provide the tour leader or tour guide with sufficient PPE and first aid equipment.
- If applicable, provide service suppliers with PPE kits for tourists against payment.
- Notify every tourist site about upcoming visits or advise the tour leader or tour guide to do so prior each visit, stating group number, arrival and departing time to assure that applicable maximum capacities of visitors to specific sites and points of interest are not exceeded and a smooth visit is guaranteed.

- Recommend that service suppliers, e.g. tourist sites, prepare information and promotion material according to group number prior visit in a way that tourists can independently take the material.
- If applicable, instruct the tour leader or tour guide to check if preparation of the vehicle complies with hygiene standards.

Preparation of equipment

- If you provide work equipment and devices to tour leaders, tour guides or other service providers, assign material to each person and avoid sharing these materials among different persons.
  - If certain equipment or devices must be shared, e.g. visualization material, microphones, audio guides etc.) material must intensively be cleaned or sterilized with appropriate detergents or disinfectant solution before and after each usage.
- Any equipment or material used by tour leaders, tour guides or other service providers, e.g. audio guides, microphones (eventually in consultation with respective service providers), must intensively be cleaned or sterilized with appropriate detergents or disinfectant solution before and after each usage.
- Any equipment or material provided to tourists, e.g. hats, audio guides must intensively be cleaned or sterilized with appropriate detergents or disinfectant solutions before and after each usage.
- Encourage tour leaders, tour guides and other service providers to prepare a tip box for independently tipping by tourists, respectively collected tip.
- Provide sealable bags to tour leaders, tour guides and other service providers for any objects to be returned by tourists, where needed.
- Advise that, if snacks are provided, only packed food should be offered. Unsealed food needs to be handled following basic hygiene regulations.
- Prepare separate boxes for providing any material or items to tourists, e.g. each for hats, audio devices, water bottles, maps, giveaways or promotion material, snacks and recommend the same to service providers.

Meetings with tour leaders and tour guides

- Meetings with the group leader and tour guides are possible provided that all applicable standards for physical distancing and basic hygiene are observed.
  - Conducting meetings by phone or other digital solutions is recommended.

Meetings with service suppliers

- Meetings with service suppliers are possible provided that all applicable standards for physical distancing and basic hygiene are observed.
  - Conducting meetings by phone or other digital solutions is recommended.

Reception at office

- Receiving clients and service providers in the office is possible provided that all applicable standards for physical distancing and basic hygiene are observed.
  - It is highly recommended to receive clients and service providers outdoors.

Welcoming tourists at the airport or border and Farewell

It is generally possible to personally welcome your groups at the airport or border or to say goodbye after completion of the tour. The following general guidelines apply if tour operators are meeting their groups in person:

- When engaging with or assisting tourists always follow basic hygiene standards.
- Ask tourists to maintain at least 1.5-metres distance between persons (except for persons belonging to the same household) at meeting point and to wear masks if physical distance cannot be kept.
- Taking photos with tourists should be avoided. When asked to take photos of tourists, clean hands following basic hygiene standards before and after using tourists' cameras.
- Provide PPE kits to tourists, if necessary (free of charge or chargeable against a reasonable fee). In general, tourists should bring their own PPE.

- Request the health situation of tourists. Important: Do not accept customers with typical COVID-19 symptoms (refer to p 21).
- Give customers verbal introduction on basic hygiene standards in addition to signposting or handing out guidelines in print. Good to know: MoTA developed templates for introductions on basic hygiene standards.
- Make tourists aware of taking maps, promotion material, giveaways and any other items individually and consecutively out of the prepared boxes, if available.
- Any items borrowed by tourists are assigned only to one person for the whole trip.
- When escorting tourists to or from the vehicle, make sure that everyone is maintaining appropriate distance.
- Avoid handshaking.

Glossary of technical terms

Arabic – English

PPE Personal Protective Equipment	معدات الوقاية الشخصية
Lockers	خزائن الأمانات
COVID -19	فايروس كورونا (كوفيد-19)
Bus	حافلة
Van	الحافلات الصغيرة (van)
Vehicle	مركبة
Cloakroom	حجرة الأمانات
Luggage compartment	خزانة الأمتعة
Trunk	صندوق السيارة الخلفي
Dispensers	موزعات
Contactless payment	الدفع دون تلامس
Hands-free	دون الحاجة لاستخدام اليدين
Face mask	كمامة
Transparent Face Shield	درع الوجه الشفاف
Gloves	القفازات
Physical distancing	التباعد الجسدي
Enhanced cleaning	التنظيف المُعَزَّز
Response plan	خطة الاستجابة
Standard Operational Procedure (SOP)	الإجراءات التشغيلية الموحدة
Basic personal hygiene	النظافة الشخصية الأساسية

COVID - 19 Response Officer	مسؤول الاستجابة لكوفيد-19
Non-contact thermometre	ميزان حرارة يقيس الحرارة عن بعد
Employee screening	فحص صحة الموظفين
Guest screening	فحص صحة الضيوف
Hand sanitizer	مطهر اليدين
Disinfectant gel dispensers	عبوات مطهرات اليدين
Symptomatic person	المصاب بالأعراض
Contactless check-in procedure	تسجيل وصول بدون لمس
Screening checklist	قائمة الفحص
Table-top appliances	معدات وأواني المائدة
Occupational Safety and Health (OSH)	الصحة والسلامة المهنية
Waste	النفايات
Tourist	سائح
Visitor	زائر
Customer	زبون
Guest	ضيف
Hotel guest	نزيل
Guidelines	إرشادات

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