

EMILIA-ROMAGNA
Protocol for the regulation of measures to fight and contain the spread of
Covid-19 in
TOURIST ACCOMMODATION FACILITIES
in the Emilia-Romagna region

1. Purpose

The primary objective of this regulatory protocol is to provide guidelines and directives, approved at regional level, aimed at increasing the effectiveness of the preventive containment measures adopted to contrast the COVID-19 epidemic within tourist accommodation facilities. This protocol is to be adopted for the so-called “Phase Two” of the reopening plan, with the aim of protecting the health of guests, operators and anyone working in the sector.

COVID-19 is a generic biological hazard for which appropriate control measures will need to be put in place. Tourist accommodation facilities, by their very nature, are bound to have many people staying in the same building at the same time, with a constant stream of guests coming and going. This is not to mention all the other services such facilities often have to offer (food service, spas, swimming pools, conference halls, etc). In the light of the above, it is paramount that the appropriate measures are taken to protect managers, staff members, workers and guests, preventing the spread of the virus while still allowing tourists to enjoy the hospitality and warmth our region is known for.

In addition, we must not forget that, as citizens, we all have an individual responsibility to heed the current health advice and adopt such safety and preventive measures; this is why guests must be given adequate information on how to prevent the spread of the virus.

This document, which was drawn up with the cooperation of the General Directorate of Personal Care, Health and Welfare on 13 May 2020 was sent to local Traders’ Associations and Trade Unions and to the Municipalities representing the Tourist Destinations. It sets out a number of guidelines for businesses and individuals who own and/or run tourist accommodation facilities, so as to identify the most effective measures to prevent the risk of infection from SARS CoV-2 (the virus responsible for COVID-19) and ensure the safety of both guests and workers. Each business must adapt the following guidelines to their individual facilities and operations and provide information on how to prevent the spread of the virus on a case-by-case basis.

These guidelines, laid down according to the *Protocol for the regulation of measures to fight and contain the spread of Covid 19 in the workplace* of 24 April 2020, which shall herein be deemed to have been endorsed in full, may be updated, supplemented or amended, in line with the evolution of the Government’s provisions for the “Phase Two” reopening plan (to be followed in order to meet the safety requirements to prevent the spread of the Covid-19 epidemic), the evolution of the epidemiological situation, and any further national or international technical-scientific indications or new developments. As for the specific measures to be implemented in



order to reduce the spread of Covid-19 and safely perform any activities/tasks, reference should be made to any further provisions laid down in each specific corporate/local protocol, in compliance with the aforesaid Regulatory Protocol of 24/04/2020 or any specific health provisions.

Such protocols may also focus on other aspects within a specific sector, for example training.

2. Scope and structure of the protocol

For the purposes of this document, as referred to in Art. 5 of RL 16/2004 and subsequent amendments, **tourist accommodation facilities** include:

- ✓ **"hotels"** are single management accommodation facilities with a single management, open to the public, located in one or more buildings or parts of buildings, which provide accommodation, ancillary and possibly food services, rooms, suites, or housing units with their own kitchen. In hotels, housing units with their own kitchen cannot account for more than 40% of the total accommodation capacity.
- ✓ **"other tourist accommodation facilities"** (also known as "residential hotels") are facilities that meet the requirements listed in the regional implementation act and provide accommodation, ancillary and possibly food services, with housing units consisting of one or more rooms and equipped with their own kitchen, rooms or suites. In residential hotels, rooms and suites cannot account for more than 40% of the total accommodation capacity.

This document includes prescriptions, indications and operational suggestions and is divided into the following sections:

A) GENERAL MEASURES

B) MEASURES SPECIFIC TO EACH AREA AND SERVICE

A) GENERAL MEASURES

1. Information and communication

Given the importance of individual responsibility in heeding the current health advice and adopting the appropriate safety and preventive measures, guests must be given adequate information on access and behavioural rules so as to prevent the spread of the virus.

More specifically, the hotel management, through the most suitable and effective means, must inform all guests about the provisions in force by distributing and/or posting special information leaflets by the entrances and in the most visible places within the premises.

In particular, guests and staff members must be made aware that:

- they have the obligation to stay at home in the presence of fever (over 37.5°C) or other flu-like symptoms and to contact the family doctor or primary care paediatricians in such cases;
- they have the obligation to stay at home if they have been in contact with someone who has tested positive for the virus in the previous 14 days;
- it is prohibited to stay in the company premises in the presence of fever or other flu-like symptoms, which must be promptly declared;
- it is prohibited to stay if one has been staying in the same room as someone who may have COVID 19;
- they must undertake to abide by hygiene and social distancing rules.

Communication tools shall include signage informing workers of the main measures (social distancing, hand washing, respiratory etiquette, and other measures to adopt within the company premises). The signs for customers must be in both Italian and English.

More detailed guidelines can be found in the *“Technical guidelines for the production, marketing and serving of food to prevent SARS COV-2 transmission”* protocol by the Regional Department for Disease Prevention and Public Health (hereinafter: Food Protocol).

2. Personal protective equipment

Guests must abide by the general rules regarding the use of gloves and face masks.

All staff members must be provided with the mandatory personal protective equipment (PPE), besides any additional PPE appropriate to the risks involved and the work done.

When at least 1-metre distance cannot be maintained, the use of masks is mandatory.

Within the company premises, depending on the level of risk and task performed, suitable PPE (gloves, goggles, coveralls, bouffant caps, gowns, etc.) must be worn in compliance with the

applicable provisions of health authorities.

Disposable masks come in sterile packs, which is why you must wash your hands thoroughly before and after touching them to prevent the spread of germs.

Gloves do not replace proper hand hygiene, they must be changed on a regular basis and disposed of in unsorted waste. Gloves must not be reused.

Do not touch your mouth, nose and eyes even when wearing gloves.

Washing your hands frequently is the simplest yet most effective way to maintain good hygiene.

Employers must provide employees with the appropriate PPE, including alcohol-based hand sanitisers.

With regard to the staff in charge of handling and producing food, reference is made to the aforementioned Food Protocol. For the staff carrying out front-desk, cleaning and management activities, the PPE to be used and the rules of use will be established by the Health and Safety Officer (RSPP), on the basis of a specific risk assessment that takes into account the risk of exposure to the virus for each task.

All employees must receive training and information on the correct use and maintenance of PPE. Employees must not modify any PPE and must immediately report any defects or problems to their employer.

The employer must offer proper staff training on safety matters, providing staff members with these guidelines and any additional internal measures and methods to minimise the risk of contracting and spreading COVID-19.

All staff members, including third party workers, must strictly follow such guidelines.

Face masks, disposable gloves and disinfectants for surface areas must be provided to any guest on request, even for a fee. Providing sensor or pedal bins in common areas is strongly recommended, so that guests can dispose of PPE. Each bin must have a bin liner so that the bag can be pulled out by its edges, closed, and tied with minimal contact with the waste matter.

3. Management of a suspect case

General measures

Guests who have a fever or flu-like symptoms (dry cough, sore throat, difficulty breathing) must immediately call the reception to inform the hotel management, who shall promptly notify the local health authority (using the emergency telephone numbers), or 118 should the symptoms be severe (e.g. dyspnoea or severe difficulty breathing). The local health authority (AUSL) will either send or put you on the phone with a healthcare worker. While waiting for medical assistance, minimise the risk of infection by adopting the following measures:

- Have the guest suspected of having COVID-19 wear a face mask;
- Limit their contact with other people by making them stay in their room or in a room where they can be isolated behind a closed door, while always ensuring good ventilation;
- Stop recirculating air, where possible;
- As for room service, leave the tray outside the door;
- Should it be necessary to have staff members enter the room, they must be in good

health, have adequate PPE and thoroughly wash their hands afterwards;

- Have the guest suspected of having COVID-19 dispose of any used tissues in a waterproof bag, which must be disposed of with any other infected material.

If the person suspected of having COVID-19 is an employee or other worker, they must immediately stop working and inform the management through the HR department. They must return to their house, adopt any necessary preventive measures and call their family doctor; the hotel management must also immediately notify the relevant doctor.

As for employees staying at the tourist accommodation facility, adopt the aforementioned measures in place for guests so as to minimise the risk of infection while waiting for medical assistance. The employees suspected of having COVID-19 and staying at the facility should stay in single rooms, so that no other employees who may have slept in the same room are infected and need to be isolated.

Should an employee or other worker call from home to say that they suspect they may have Coronavirus, they must stay home and seek medical assistance. Should they test positive, it is imperative that they follow the instructions of the healthcare professionals and stay in quarantine until full recovery.

Any guests travelling with the person with COVID-19 will be ordered to self-isolate at home and, therefore, must leave the facility and return to their place of residence.

Protective equipment

Guests who are either experiencing Covid-19 symptoms or taking care of someone infected may ask for protective equipment at the reception desk. Such equipment includes:- surgical face masks for the person infected and FFP2 masks for their caretaker; face shields; disposable gloves; disposable aprons; fluid repellent coveralls; disinfectants/ disinfecting wipes to clean surface areas and fabrics; disposable biohazard waste disposal bags.

Room cleaning

In rooms and other places where confirmed cases of COVID-19 have been identified, the cleaning measures provided for in the *“Technical Guidelines for Cleaning, Disinfecting and Sanitising to prevent SARS COV-2 transmission”* protocol drawn up by the Regional Department for Disease Prevention and Public Health (hereinafter referred to as Cleaning and Disinfection Guidelines), annexed hereto, shall apply.

Bed linen, curtains and other fabric material must be washed at 90° C with detergent. Should this not be possible due to the characteristics of the fabric, wash with bleach or other sodium hypochlorite products.

People who had contact with suspect cases

Close contacts must be traced by healthcare operators, who must also establish quarantine and self-isolation measures. The hotel management undertakes to fully cooperate in such phase. The hotel management, in agreement with the healthcare authority, will assess whether and how to inform the persons not directly involved. The Public Health and Hygiene Authority will

establish where (one's own home or other facilities) all close contacts (guests or staff) will spend the quarantine period.

B) MEASURES SPECIFIC TO EACH AREA AND SERVICE

1. Reception area

General measures

Even though staff members and guests are more than likely already familiar with the preventive measures in place, signage with basic reminders and preventive measures should be posted in the reception and common areas.

In the reception and common areas maintain the mandatory distance (at least 1 metre or more depending on local provisions). Using signs and/or other means to direct foot traffic and demarcate zones (for example, use floor markings, retractable belt barriers, etc.) is highly recommended. Wherever possible, create separate paths for entrance and exit. Make your guests feel welcome without shaking hands with, hugging or kissing them. The same applies to co-workers.

Have alcohol-based hand sanitisers (60-85% alcohol) available for all to use in multiple locations in the reception and common areas, for example next to the lift.

Make sure that arriving and departing guests can practise social distancing when they are at the reception desk; where not possible, install physical barriers such as reception glass screens (add microphones where needed). Wearing a face mask shall be mandatory in all other cases.

When more staff members need to work side by side, they must wear a face mask or be separated by a screen dividing their workstations if they cannot maintain at least 1-metre distance.

Any staff members who cannot perform their tasks while maintaining at least 1-metre distance must wear a face mask.

A number of measures should be taken to avoid overcrowding and reduce the time spent in the hall:

- ask guests to send in advance all necessary information for check-in, along with a copy of the identity document upon arrival, while still providing guests with the data protection policy;
- where possible, use automated check-in systems (self check-in, electronic keys, etc.), however, you still must verify the guest's identity using the original identity document and receive authorisation to charge the credit card;
- in the case of groups, families, etc.: ask the group leader or the head of the family to check-in everyone and provide all information required at the reception desk; ask for the rooming list within the day before arrival; hand the keys, along with luggage tags with the room number, to the group leader or head of the family, who will then give them to the other guests;
- In order to avoid queues, you can take the documents of arriving guests, let them get settled, and then finish checking them in;
- where possible, use virtual concierge systems or other similar information systems to minimise the contact between guests and staff;
- promote priority check-out and self check-out procedures; however, make sure that guests sign the relevant authorisation slips (the so-called "Priority Check-Out Agreement" and "Delayed Charge Agreement").

Security authorities must be promptly informed to help them identify any people who have flouted quarantine rules.

Try as much as possible not to touch anything that was touched or belongs to a guest (for example: let guests keep their key for the duration of their stay; look at identity documents without touching them; encourage the use of electronic and contactless payment methods; etc.).

Room keys must be disinfected (see Instructions on cleaning and disinfectant products) or replaced before and after every new guest.

In order to allow for the deep cleaning and disinfecting of the rooms, rooms should be assigned on a rotational basis. Guests may ask that no housekeeping staff enter their room during their stay.

All luggage must be handled with disposable gloves.

The use of lifts is allowed, provided that a safe distance of 1 metre can be maintained, with the exception of families or groups of people travelling together.

Lift buttons must be disinfected multiple times a day.

Guests should park their own car; where not possible, wear gloves and a face mask before getting in the vehicle and make sure that the air conditioning is off.

At the end of their shift, staff members must clean their workstation and the equipment they have used (for example: telephone, keyboard, mouse, touchscreen, pos, pens, pencils, staplers). It is recommended that any unnecessary objects are removed from the workstation.

Since many facilities had to stay closed for a long time due to lockdown provisions, there may be a heightened risk of legionella in water systems. Any such issues must be tackled in compliance with the provisions in ISS COVID-19 Report no. 21/2020 *“Guide for the prevention of Legionella contamination in the water systems of tourist accommodation facilities and other buildings for civil and industrial use, not used during the COVID-19 pandemic. Version of 3 May 2020”*.

BACK OF HOUSE

Back-of-house premises must be rearranged and disinfected (especially changing rooms) to allow employees to store their work clothes in total safety. More generally, good ventilation must be guaranteed in those premises with workstations and staff by opening doors and windows on a regular basis.

Such premises must be cleaned according to the procedures used in other rooms.

Access for external suppliers

In order to limit contact with staff and guests, all contractors and suppliers of goods and services entering the accommodation facility should use dedicated routes and implement all the preventive measures and systems provided by the facility itself.

2. Cleaning of rooms, housing units and common areas

All the technical guidelines for good practice in cleaning, disinfection and sanitisation activities to prevent the spread of the SARS CoV-2 virus can be found in the *“Technical Guidelines for Cleaning, Disinfecting and Sanitising to prevent SARS COV-2 transmission”* protocol drawn up by the Regional Department for Disease Prevention and Public Health (hereinafter Cleaning and Disinfection Guidelines), annexed hereto; the following paragraphs provide more details on the different characteristics of accommodation facilities.

General measures

Even though staff members and guests are more than likely already familiar with the preventive

measures in place, signage with basic reminders and preventive measures should be posted on every floor.

Guests and staff members must maintain the mandatory distance (at least 1 metre or more depending on local provisions) on every floor and everywhere else. All common areas on each floor (corridors, landings, lifts) must have alcohol-based hand sanitisers (60-85% alcohol) available for all to use.

All housekeeping staff must wear appropriate PPE to perform their task. Cleaning and disinfection operations must be scheduled and planned out according to a specific programme defining the cleaning methods and products to use, as provided for in the *Cleaning and disinfection guidelines*.

Whenever possible, try not to stay in the same room with other staff members at the same time.

Housekeeping service

Before entering the room make sure you have adequate PPE.

Encourage ventilation by opening windows, if any, before cleaning the room. Use different cleaning methods depending on whether the room is already occupied or about to be occupied by a new guest.

If the room is already occupied, it must be cleaned following the existing corporate standards.

Before the arrival of a new guest, the room must be thoroughly cleaned and sanitised (see *Technical Guidelines for Cleaning, Disinfecting and Sanitising to prevent SARS COV-2 transmission*, annexed hereto).

When changing linen, any used linen (sheets and towels) must be stored in a closed container and kept away from clean linen; dirty and clean linen must be separated and never come into contact with one another. Do not use dirty linen while cleaning the room (e.g. do not use dirty towels or shower mats while cleaning the restroom).

All cleaning material (cloths, wipes and any other cleaning and dusting tools) must be disposable or previously treated with a sodium hypochlorite solution (2%) for 10 minutes or other similar products; do not use the same cloth to remove dirt and dry or polish clean surfaces.

If there is a mini-bar, disinfect any unopened products left in it when a new guest is about to occupy the room, then clean it both inside and outside. The staff must pay the same attention when restocking it.

The coffee/tea tray must be checked, cleaned and restocked. Glasses and cups must be replaced before a new guest arrives, even if they have not been used.

Whenever possible, avoid furnishing rooms or other premises with carpets or objects that cannot be cleaned on a daily basis. Remove table runners, decorative cushions and other unnecessary items.

In common areas (corridors, staircases, landings, halls etc.), all high-touch surface areas, such as handles, buttons etc. should be disinfected on a regular basis depending on how often they are used. The same applies to paintings and more generally anything on the walls (signs, fire extinguishers, etc.).

The cleaning and disinfection programme may include additional treatments for further sanitisation (see *Cleaning and disinfection guidelines*).

Guidelines for the reception area

The reception area, just like any other area where there may be many different people, needs to be ventilated on a regular basis.

The floor in the reception and common areas must be washed and disinfected with the right product at least twice a day, or as many times as necessary depending on the number of people moving around in the facility.

As for furniture and high-touch surface areas, they must be cleaned and disinfected on a regular basis, or as many times as necessary.

Switches, buttons, ashtrays, lamps and other high-touch objects must be cleaned at least twice a day, or as many times as necessary.

As for couches, armchairs and chair, they can be cleaned as usual, using the right product and following the instructions of the manufacturers.

Provide alcohol-based hand sanitisers (60-85% alcohol), to be used before entering and after exiting, next to restrooms in common areas; alternatively, restrooms in common areas must be cleaned and disinfected after each use. Guests may also be asked to use the restroom in their own room.

HVAC systems

HVAC systems must be turned off before cleaning. Consult the unit manufacturer or maintenance staff for proper cleaning procedures. Clean ventilation grills and vents with clean microfibre cloths dampened with soap and water or with Ethyl Alcohol 75%.

Disinfection

Workstations, equipment and common areas must be cleaned and disinfected every day.

3. Breakfast and restaurant area (serving of food and beverages)

As for the preparation and serving of food, reference should be made to the provisions in the *“Technical guidelines for the production, marketing and serving of food to prevent SARS COV-2 transmission”* protocol drawn up by the Regional Department for Disease Prevention and Public Health (hereinafter referred to as Food Protocol), annexed to this document.

In particular, you must adopt the following measures:

- Tables must be spaced at least 1 metre apart, so that every guest at one table sits at least that far from every guest sitting at the neighbouring tables. This shall not apply to people who are not subject to social distancing pursuant to the applicable law (guests staying in the same room or housing unit; people from the same family, etc.). In order to ensure social distancing, you can place dining tables in other areas within the premises, both inside and outside;
- Buffets with food on display are not permitted;
- Seasonings, sauces, bread, crackers and breadsticks must come in single-serve packets. As an alternative, you may bring them directly to the table upon request;
- Staff members and workers in charge of distributing, marketing and serving food must wear a face mask, whereas the use of gloves is not mandatory as long as they can frequently wash and sanitise their hands.

Provided that at least 1-metre distance can be kept at all times and that any potential overcrowding is avoided, breakfast buffets are allowed as long as the food on display is protected and kept at a safe distance from the guests and that plates are filled by staff members with adequate PPE (see Food Protocol).

Guests must enter the dining room in an orderly manner so that there is no overcrowding and everyone can keep the mandatory distance; table service remains the best option.

As for the hygiene-safety measures to be implemented by Food Business Operators (OSA), reference should be made to the Food Protocol.

Avoid using shared cloakrooms. A cloakroom service can only be provided if there is no contact between guests' belongings (for example, by keeping them apart from each other or putting them in disposable garment and umbrella bags).

Room service

As for room service, use trays or trolleys with closed containers or containers with a lid. It is paramount that the food is protected against any contamination, therefore staff members carrying it to the room must wear a face mask and either use disposable gloves or disinfect their hands with alcohol-based hand sanitiser.

4. Indoor air quality

It is essential to verify the ventilation parameters of the rooms and of the ventilation systems, and encourage ventilation to maintain good indoor air quality. Here are some recommendations:

- ☐ Periodically, several times a day ensure natural ventilation of closed spaces/facilities with workstations and in-house staff or open to the public (including halls and open-space rooms), avoiding air drafts and sudden temperature fluctuations;
- ☐ Increase maintenance of/ replace more frequently air filters (get more efficient air filtration systems where needed);
- ☐ Pay particular attention to the air outlet port; make sure that your HVAC system is safe to use and that there are no health hazards between air inlet and outlet;
- ☐ Turn the air inlet and outlet on at least one hour before customers have entered the premises and turn them off at least one hour after they have left;
- ☐ In the case of windowless rooms such as archives, changing rooms, restrooms, etc., that have fans/air extraction systems, these must be turned on for the entire duration of the working day;
- ☐ As for passages connecting parts of the building (e.g. corridors and hallways, transit and waiting areas), which are usually poorly ventilated, make sure that they are never overcrowded, and that people only use such areas to go from one place to another, only making brief stops;
- ☐ Buildings with outside air intake systems must stop using air recirculation;
- ☐ In the case of heating/cooling systems using heat pumps, fan coil units or convection heaters, should it be impossible to ensure the ventilation of the rooms without using them, consult the unit manufacturer for proper cleaning procedures. Turn off the unit and clean air recirculation filters to keep them efficient.
- ☐ Clean ventilation grills and vents with clean microfibre cloths dampened with soap and water or with Ethyl Alcohol 75%;
- ☐ Do not spray cleaning products (disinfectants/detergents) directly on the filters so as not to inhale any air pollutants when the ventilation system is on.

5. Other amenities

Children's playgrounds

The perimeter of outdoor children's playgrounds must be clearly defined, with only a limited number of children allowed in at any one time. Children must be supervised by their parents and follow the regulations in force. For further information, reference should be made to the Regional Protocol for Summer Camps.

Indoor children's playgrounds must be thoroughly cleaned and disinfected on a daily basis or before each use.

Any equipment must be cleaned and disinfected on a daily basis.

Although some evidence suggests that children are far less susceptible to COVID-19 than adults, were staff members to notice any alarming symptoms or difficulty breathing they should immediately inform both the hotel management and the parents.

The entertainment staff (if any) should undergo appropriate training and monitored in person before the start of the activity and/or on a regular basis.

Meeting rooms and conference halls

As for meetings and conferences, soon there will be a more detailed set of guidelines to be applied in order to prevent the spread of the virus, ensure social distancing rules are adhered to and avoid overcrowding, for example by limiting the number of people allowed in at any one time.

For now, start by adopting the following measures:

- Always practise social distancing in meeting rooms and conference halls, just like in any other common area, by keeping at least 1-metre distance or more depending on further provisions.
- People must practise social distancing also when entering and leaving the room. Where possible, create separate routes for entrance and exit, limit the number of people allowed to enter, or have participants arrive at staggered times.
- In order to promote social distancing, using signs and/or demarcating zones (by means of floor markings, retractable belt barriers, etc.) is strongly encouraged.
- Where possible, introduce an online registration system to prevent crowds from gathering or queues from forming when it is time to sign up for the event.
- Each participant will be assigned a seat with a number and must occupy only such seat for the duration of the event.
- Avoid using shared cloakrooms. A cloakroom service can only be provided if there is no contact between guests' belongings (for example, by keeping them apart from each other or putting them in disposable garment and umbrella bags).
- Even though staff members and participants are more than likely already familiar with the preventive measures in place, signs with basic reminders and protection steps should be posted around the room. Have alcohol-based hand sanitisers (60-85% alcohol) available for all to use.

- The podium must be placed at least 2 metres away from any other person on the stage and from the front row, so that speakers can make their presentation without wearing a face mask.
- People on stage must stay at least 1 metre apart, so that they can speak without wearing a face mask.
- Microphones, mouses, keyboards, touchscreens, remote controls, etc. should not be used by different people. Where not possible, they must be cleaned and disinfected before and after each use.
- Rooms must be ventilated during breaks and sanitised after each event.

Entertainment and shows

It being understood that reference should be made to the specific provisions applying to such activities, as of today there is no way of ensuring social distancing and avoid overcrowding during dance parties and music events, with the exception of concerts where the audience members can sit at a safe distance from each other.

Any activities involving people gathering together, such as dancing, happy hours, etc., are not permitted.

Sports activities

Sports activities are permitted, provided that they take place in safe and secure environments and in compliance with social distancing rules (art. 1 par. 1 lett. f) DPCM April 26: sports activities are permitted as long as a 2-metre distance is maintained).

Individual sports do not pose a significant risk of spreading the virus and can be practised in compliance with social distancing rules.

As for dual and team sports (tennis, beach volleyball, football, etc.), reference should be made to the provisions set out by the Ministry of Sports and by sports associations (the Italian National Olympic Committee, Sports Federations), especially with regard to higher risk sports.

Swimming pools, gyms and spas

As for swimming pools, gyms and spas, guests must follow the guidelines provided by the relevant authorities and adopt the specific preventive measures to be taken in such facilities.

Information signs on covid-19 must be affixed.

Access to the pool area must be monitored and limited according to its size.

All surfaces in the outdoor area by the pool (sunbeds, beach chairs and similar) must be disinfected on a daily basis and before and after each customer.

Private beaches

Reference should be made to the measures provided for in the protocol governing beaches and beach activities.