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

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Foreword

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

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Tourism is one of the fastest growing economic sectors in the world and a key driver of socio-economic progress. However, since the pandemic of COVID-19 started, caused by the SARS-CoV-2 coronavirus, the tourism sector has been seriously affected. According to UNWTO (2021), due to COVID-19, the world witnessed an unprecedented 73 % drop in international tourism recorded in 2020, a loss of 1,1 billion international tourists and a loss of US\$ 1,3 trillion in export revenues from tourism. Furthermore, 100 to 120 million jobs are currently effectively at risk.

With such an important impact on the economy, countries have seen the need to identify and implement measures that reduce the spread of the pandemic and recover tourism confidence to travel and to consume tourism services. In this regard, national, regional, public and private protocols with different approaches and scopes have been developed against COVID-19 worldwide, and it seems relevant and necessary to harmonize the measures to reduce the risk of contagion of SARS-CoV-2 in a single protocol, which provides a framework to the countries with the agreed minimum requirements and recommendations to consider during the time the risk of contagion exists.

This document specifies basic requirements and guidelines to prevent the spread of coronavirus in the tourism industry and is complementary to the existing national protocols. These measures will contribute to the recovery of the tourism sector and restore the confidence of travellers.

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Tourism and related services — Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry

1 Scope

This document establishes requirements and recommendations for tourist organizations to prevent the spread of coronavirus SARS-CoV-2 in order to protect their employees' health from COVID-19 and to provide safer tourist services and products to tourists and residents.

NOTE This document does not address after-work practices of employees.

This document applies to the whole tourism value chain, including the following 20 subsectors:

- accommodation
- adventure tourism and ecotourism
- beaches
- catering services
- golf services
- medical and wellness spas
- mice tourism
- museums and heritage sites
- natural protected areas (NPAs)
- night leisure
- scuba diving
- ski areas
- theme and leisure parks
- NOTE This includes water parks, animal parks (zoos, aquariums, wildlife refuges) and family entertainment centres.
- tourist transport
- tourist guides
- tourist visits
- tourist information offices
- travel agencies
- unique public spaces
- yacht harbours and nautical activities

Each tourist organization is expected to conform only to those measures that apply to the services that it offers, including the core requirements established in [Clause 4](#), the relevant applicable subclause in [Clause 5](#) and the relevant applicable ancillary services and facilities in [Clause 6](#).

NOTE The term tourist organization applies for all 20 subsectors.

2 Normative references

There are not normative references in this document.

3 Terms and definitions

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

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

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

3.1 contingency plan

set of measures and actions for responding to the COVID-19 pandemic

3.2 COVID-19

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

3.3 customer user

tourist
visitor
guest

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

3.4 risk

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

3.5 risk management

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

[SOURCE: ISO 31000:2018, 3.2]

3.6 safe capacity

maximum capacity at a facility (e.g. restaurant) or service (e.g. tour, activity) that allows people to keep a safe distance, reducing the risk of contagion by the emission of aerosols and droplets

Note 1 to entry: The applicable legal framework can determine the safe capacity. The tourist organization can also determine the safe capacity without exceeding the maximum specified by the legal framework, or when the legal framework does not determine it.

3.7**safe conditions**

situation in which the measures to minimize the risk of contagion of COVID-19 are observed

EXAMPLE Keeping a safe distance, using a face mask, performing disinfection tasks.

3.8**safety distance**

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

Note 1 to entry: The World Health Organization (WHO) has established the minimum safety distance as 1 m at the time of publication of this document. Most governments have established a safety distance of between 1 m and 2 m.

Note 2 to entry: Countries with no specific regulations on safety distance can follow the WHO's recommendations.

3.9**SARS-CoV-2**

virus that causes COVID-19 illness

3.10**tourist organization**

provider offering tourism services and products

EXAMPLE Company, contractor, destination management organization, foundation, self-employed person, government body.

4 COVID-19 risk management requirements**4.1 General****4.1.1 General requirements**

The tourist organization shall commit to risk management and the systematic implementation of measures to minimize risk. The tourist organization shall:

- a) set up a risk management group (4.2);
- b) perform a risk assessment on SARS-CoV-2 infection;
- c) draw up a plan of health and safety measures (contingency plan), based on the findings of the risk assessment, to reduce the risk of SARS-CoV-2 infection.

4.1.2 Legal requirements

The tourist organization shall:

- a) identify the legal requirements applicable to the services offered in the context of SARS-CoV-2 (e.g. use of face mask by staff, visitors or both);
- b) determine how these requirements apply to the services offered;
- c) ensure that these applicable legal requirements are taken into account when offering its services.

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

4.2 COVID-19 risk management group

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

In small tourist organizations this risk management group can be an individual (e.g. owner, manager) responsible for the definition and implementation of health and safety measures according to the risk assessment. This person shall in any case consider employees' advice.

Furthermore, the COVID-19 risk management group shall do the following:

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

The risk of contagion increases when one or several of the following factors take place:

- the safety distance is not respected;
 - the space is enclosed, with no ventilation or poor ventilation;
 - the time of exposure is long (>15 min);
 - the humidity percentage is under 40 %;
 - no face mask is used (either by the personnel, visitors or both).
- c) Design a contingency plan (4.3) according to the risk assessment results, with health and safety measures for both visitors and personnel.

Given the evolving nature of the disease, the COVID-19 risk management group shall refer to new research results and additional necessary measures that will possibly be defined or published in the future, including those the competent authorities will possibly impose.

4.3 Contingency plan

The contingency plan shall include at least the following:

- a) The health and safety measures to be implemented in order to reduce the spread of SARS-CoV-2 and to protect both visitors and personnel, considering also the needs of people with any type of disability (see recommendations given in [Annex B](#)) as well as vulnerable employees. These measures shall be part of a comprehensive approach which considers, for example, the use of face masks and other protective barriers, the redesign of services, the reduction of capacity in enclosed spaces, hand hygiene, cleaning and disinfection activities. Specifically, the use of face masks (see additional information in [Annex A](#)) as well as the provision of hand sanitizer in places with higher risk of infection shall be determined in accordance with the risk assessment results.
- b) The assignment of responsibilities to implement those measures and monitor their compliance, as well as the allocation of material resources (e.g. face masks, physical barriers, shields or screens, hand sanitiser), considering any possible restriction and service limitations. If a lack of material resources is detected, the risk management group shall analyse the situation and take alternative effective action.
- c) A protocol in the event that an employee or user shows symptoms compatible with COVID-19 during the service (e.g. guided tour) or inside the tourist facilities (e.g. at a campsite). This protocol shall follow the advice of the competent authorities, if applicable.

The contingency plan shall be monitored to assess whether it is effective and modified if necessary.

4.4 General measures for the tourist organization

The tourist organization shall do the following:

- a) Plan tasks and work processes to guarantee the safety distance. Safety distance shall be respected in all activities and therefore the tourist organization shall control occupancy levels when necessary. If this is not possible, other health and safety measures shall be ensured (e.g. use of physical barriers or face masks).
- b) Establish rules for the use of facilities and common spaces (e.g. in lifts, dining rooms, lobbies and common areas, canteens, dressing rooms, permanent and/or temporary toilets); if employees work in shifts, these should be planned whenever possible so that the same employees are always in the same shift groups.
- c) Provide health and safety guidelines with comprehensive, clear and legible information on health and safety measures to apply in the workplace, before, during and after work. Posters can support these guidelines.
- d) Facilitate hand washing with soap and water or, if this is not possible, the use of hand sanitiser, and provide adequate face masks for its use according to the risk assessment results.
 NOTE Additional information on how to wash hands can be found at: https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1
- e) Train the staff in the correct use and maintenance of the protective equipment they use. These training activities shall be registered.
- f) Encourage staff and external services providers to conform to the contingency plan and ensure that they respect the safety measures.
- g) Determine the protocol for dealing with visitors who do not conform to the health and safety measures.
- h) Have available the contact details of healthcare centres (public and private, when applicable).
- i) Promote contactless payment (e.g. cards, mobiles), avoiding, as far as possible, the use of cash. Cards should only be touched by the user.
- j) Use electronic and online channels to provide information (website, social media, electronic signs). If leaflets, written information or maps are provided, these shall be provided in a safe way and for individual use. There shall be a non-manual bagged waste bin.

4.5 Staff

4.5.1 General requirements

Staff shall know their specific responsibilities within the contingency plan, shall respect the health and safety measures defined in the contingency plan and shall:

- a) Respect safety distance and avoid physical contact, including shaking hands, whenever possible. Cleaning and disinfection staff should not work in areas while visitors or other staff are in, except when due to the operation of the service this is not possible (e.g. continuous cleaning and disinfection in a theme and leisure park, table cleaning and disinfection at a restaurant while customers are sitting).
- b) Wash their hands thoroughly after sneezing, blowing their nose or coughing, or touching potentially contaminated surfaces (e.g. cash, menus). Throw away any personal hygiene waste, especially tissues, as well as face masks (when applicable) in non-manual waste bins or containers. After each cleaning and disinfection session, they shall safely dispose of the materials and protective

equipment used and then wash their hands. Where possible, buckets with lids shall be provided for disposal and subsequent waste management.

- c) Disinfect personal objects (e.g. glasses, mobile phones) throughout the day with soap and water when feasible, and with a hand sanitiser when not available. Specific products applied with a cloth or special disinfectant wipes can be used to disinfect electronic equipment.
- d) Not share other employees' work equipment or devices, as a general rule. If certain equipment or devices are shared, the tourist organization shall establish cleaning and disinfection guidelines between uses.
- e) Use appropriate face masks (see information in [Annex A](#)) and gloves. Gloves should only be used for cleaning and disinfection activities, or to treat or care for people infected.

NOTE Additional information on the use of gloves can be found at: https://www.who.int/gpsc/5may/Glove_Use_Information_Leaflet.pdf

- f) Remove work clothes and store them in a bag at the end of the working day (only for catering services staff and cleaning and disinfection staff).

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

4.5.2 Staff areas

The use of dining rooms, rest rooms, dressing rooms and canteens (if any) shall be regulated as follows:

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

To ensure this, the following measures can be taken:

- Increasing the number of meal shifts, breaks or both, or alternating breaks so that as few people as possible are in the area at the same time. This can involve the temporary adjustment of the length or distribution of breaks.
- Putting up signs reminding staff to wash their hands before and after pressing the buttons on vending and coffee machines, if any.
- Not sharing kitchen utensils or tableware items.
- Installing lockers.

4.6 Informative measures

The tourist organization shall communicate to employees, external service providers and visitors the health and safety measures of the contingency plan that they shall follow. This information should be presented in an accessible way for people with disabilities (see [Annex B](#) and ISO 21902¹).

The tourist organization shall communicate to visitors the service conditions, restrictions (e.g. services not available) and measures established to reduce the risk of contagion when the tourist services and products are commercialized [e.g. through mail, website, online travel agencies (OTA) platforms] for their acceptance before booking confirmation. Specifically, the tourist organization shall inform visitors that they shall abstain from entering the facility or using the service if they have symptoms compatible with COVID-19 or if they have been in close contact with anyone with COVID-19 in the last 14 days.

The tourist organization shall communicate its policies regarding visitors who do not conform to the health and safety measures in place.

1) Under preparation. Stage at the time of publication: ISO/FDIS 21902.

Providing information about the applicable measures through signposting can be helpful. This should be in at least one foreign language, taking into account the country or countries of origin of the visitors.

4.7 Cleaning and disinfection requirements

The tourist organization shall adapt its cleaning and disinfection plan as follows:

- a) Increase the frequency of cleaning, wiping and disinfecting, especially in areas with greater contact [surfaces, doorknobs, washbasins, taps, handles, lifts, reception desk or counter doors, room keys or cards, telephones, remote controls, permanent and temporary toilet flushes, seats and covers, protection barriers, shields or screens, dryers, clocking-in systems, gym machines, railings, room service menus, minibars, hangers, hand sanitizers for common use, vending machines, functional elements, point of sale (POS), kitchen appliances, lockers].
- b) Clean paper, gel and soap dispensers periodically, depending on the level of use.
- c) Disinfect work areas (e.g. reception counter) at the end of each shift, if applicable, and at least daily.
- d) Ventilate all common areas for users at least every day and as frequently as possible.
- e) Use disinfectants and cleaning products in accordance with the suppliers' safety instructions. All disinfectants used shall be proven to be effective and should be environmentally friendly when possible, taking into account their use in natural spaces, such as beaches or natural protected areas.

NOTE Where the tourist organization prepares the disinfectant solution, the following procedure can be followed: chlorine concentration 1 g/l, prepared with a 1:50 dilution of bleach concentrated at 40 g/l to 50 g/l. 70 % ethanol or 0,5 % hydrogen peroxide solutions are also effective over one minute, and other approved and proven alternative methods can also be used.

The tourist organization shall ensure the following:

- The collection of public area waste bins under safe conditions so that the bags can be closed or sealed and transferred to the waste collection point.
- The inclusion, if applicable, of the tourist organization's own transport (e.g. vans, cars, motorcycles or other vehicles) in the cleaning and disinfection plan. This plan shall cover the interior of the vehicle (i.e. the facilities of higher contact), motorcycle top boxes and so on. Similarly, all transport elements (e.g. isothermal boxes and bags, backpacks, carts, helmets) shall be properly cleaned and disinfected. If the vehicle is used to transport tourists it shall be disinfected at the end of the service, and daily for multi-day services.
- The disinfection of the dining room equipment for visitors after each use.
- The disinfection of the user voice reception systems (e.g. headphones, whispers) and headsets that are not single-use at the end of the service and, in any case, before being used by another person.
- A complete cleaning, disinfection and pumping of the temporary toilets at the beginning of the day.
- The equipment used for cleaning and disinfection is well cleaned and disinfected after each use.
- Daily cleanings and disinfections are registered.

4.8 Heating, ventilating and air conditioning (HVAC)

The tourist organization shall conform to the following:

- a) Use natural ventilation and open windows, if possible and safe.
- b) For mechanical systems, increase the percentage of new air, using economizer modes of HVAC operations and potentially as high as 100 %. Before increasing outdoor air percentage, verify compatibility with HVAC system capabilities for both temperature and humidity control as well as compatibility with outdoor or indoor air quality considerations.

- c) Increase total airflow supply to occupied spaces, if possible.
- d) Disable demand-control ventilation controls that reduce air supply based on temperature or occupancy, if possible.
- e) Improve central air filtration, when applicable:
 - increasing air filtration as much as possible without significantly diminishing design airflow;
 - inspecting filter housing and racks to ensure appropriate filter fit and check for ways to minimize filter bypass.
- f) Generate clean-to-less-clean air movements by re-evaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish measurable pressure differentials. Have staff work in “clean” ventilation zones whenever possible.
- g) Ensure exhaust fans in restroom facilities are functional and operating at full capacity when the building is occupied. The HVAC system should be running at maximum outside airflow at a scheduled time, especially during the most crowded times, in accordance with manufacturers’ recommendations.
- h) Check the HVAC system periodically, especially the cleanliness of filters and grilles.

5 Specific requirements per tourist subsector

5.1 Accommodation

5.1.1 General

This subclause applies to all recognized tourist accommodation (e.g. rural cottages, apartments, aparthotels, hotels, hostels, campsites), hereafter referred to as the tourist organization.

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

The tourist organization shall also refer to following subclauses if applicable:

- [5.4](#) Catering services
- [5.6](#) Medical and wellness spas
- [5.7](#) MICE (meetings, incentives, conferences and events) tourism
- [6.3](#) Gyms
- [6.4](#) Swimming pools
- [6.5](#) Valet service
- [6.6](#) Children’s play areas, sport activities and other recreational activities
- [6.7](#) Entertainment activities
- [6.8](#) Shopping areas
- [6.9](#) Lifts

5.1.2 Reception area and check-in service

The following measures shall be implemented:

- a) Establish the necessary mechanisms to ensure the safety distance at the reception. If this is not possible, physical barriers which are easy to clean and disinfect should be installed.
- b) Encourage pre-check-in or self-check-in to reduce the presence of visitors in the area.
- c) Disinfect cards or keys, if used, at the end of the stay or after each use if these are left at reception.

5.1.3 Bedrooms

Bedrooms shall meet the following requirements:

- a) There shall be a non-manual bagged waste bin in the bathroom.
- b) Extra linen or pillows shall be provided in a way that prevents cross-contamination (e.g. sealed).

Textiles (including rugs), decorative objects and amenities in the room should be reduced when possible.

5.1.4 Holiday parks and campsites

Accommodation units shall be ventilated, cleaned and disinfected between every changeover in accordance with health and safety measures. In order to have sufficient time to do this, arrival and departure times of users can be adapted (e.g. leaving earlier, next party arriving later).

5.1.5 Hostels

The following measures shall be implemented:

- a) The hostel shall avoid directly handling users' backpacks and other belongings.
- b) In shared bedrooms or dormitories:
 - in all cases, beds shall be arranged in rooms to respect the safety distance;
 - users in shared rooms or dormitories shall be encouraged to make their own beds and not touch the beds or bunk beds of other users;
 - the hostel shall provide users with bagged or packaged bed linen, thus guaranteeing that it is clean and avoiding prior contamination.

5.1.6 Hotels

Courtesy service at arrival (e.g. beverage, food) should be provided in a safe way (e.g. individual plating or covered single service).

When staff transport guests' luggage, the service shall be provided in safe conditions.

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

5.1.7 Common areas

5.1.7.1 General requirements

The tourist organization shall:

- a) pay particular attention to the cleaning and disinfection of shared-use areas;
- b) determine and make known the safe capacity of the different shared spaces;

- c) provide bins with non-manual activation (e.g. with a hinged lid) and bagged;
- d) ensure safe use of vending machines (if available) encouraging the user to wash their hands or use hand sanitiser before and after use;
- e) replace consumables as needed (e.g. soap, paper towels).

5.1.7.2 Shared service areas: kitchen, dining area and laundry for users

The tourist organization shall ensure the minimum safety distance is respected (e.g. by installing visible distance markers to avoid crowding, making known the safe capacity). Safe capacity of shared facilities in campsites and hostels shall be defined.

Furthermore:

- If a shared kitchen is available for customer use, the tourist organization shall ensure that utensils (e.g. dishes) are stored to avoid cross-contamination and that the area is cleaned and disinfected on a regular basis. Users should be provided with appropriate cleaning supplies in order to self-clean their utensils and the tourist organization should regularly check that self-cleaning is being carried out.
- There shall be hand sanitiser in the dining area, and the dining area shall be cleaned and disinfected after each use, before the next visitor.
- There shall be hand sanitiser next to the laundry, visibly placed.

5.1.8 Cleaning and disinfection requirements for accommodation

5.1.8.1 Bedrooms

The following measures shall be implemented:

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

5.1.8.2 Textile cleaning and disinfection

The following measures shall be implemented:

- a) If applicable, clean and disinfected linen shall be laid out only once the area (e.g. room) has been cleaned and disinfected, in order to avoid cross-contamination.
- b) Dirty or used textiles shall be collected, put in a laundry bag or bin and closed until laundered.
- c) Shaking used textiles shall be avoided. In the case of linens, placing them on the room or bathroom floor shall be avoided.
- d) Staff shall wash their hands after handling used textiles.
- e) Used textiles shall be washed at > 60 °C. If, due to the characteristics of the textile, this is not possible, similar disinfecting procedures shall be used. If the laundry service is outsourced, the service provider shall be informed of the minimum required temperature.

5.2 Adventure tourism and ecotourism

5.2.1 General

The tourist organization shall also refer to the following subclauses if applicable:

- [5.4](#) Catering services
- [5.14](#) Tourist transport
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.4](#) Swimming pools
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.7](#) Entertainment activities
- [6.8](#) Shopping areas

5.2.2 Before the activity

The following measures shall be implemented:

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

5.2.3 During the activity

The user shall be informed about:

- a) how to collect and use the material and equipment so as to reduce the risk of contagion;
- b) how to use facilities (e.g. dressing rooms, toilets) where appropriate;
- c) the need to respect at all times organization staff instructions and all the health and safety measures notified for the safe development of the activity;
- d) the need to avoid sharing materials between users or between staff and users if they have not been disinfected between uses (e.g. poles, wetsuits).

If the tourist organization provides private transport in its vehicles (e.g. 4 × 4, photographic safari), the measures issued for transport shall be respected.

5.2.4 After the activity

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

- a) collecting the materials and equipment in safe conditions;
- b) applying disinfectant to the materials and equipment used;

- c) not sharing or renting materials (e.g. ropes, helmets, textiles, poles, wetsuits) to other users or having staff use them if they have not been disinfected between users.

5.3 Beaches

5.3.1 General

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

The tourist organization shall also refer to following subclauses if applicable:

- [5.4](#) Catering services
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.7](#) Entertainment activities
- [6.8](#) Shopping areas

5.3.2 Safe capacity

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

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

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

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

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

5.3.3 Access points

At access points, the tourist organization shall:

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

5.3.4 Security, lifesaving and first aid

First aid staff shall be provided with the same personal protective equipment (PPE) as healthcare personnel at risk of exposure.

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

5.3.5 Accessibility

Whenever necessary, an advance information and booking system (e.g. through tourist information offices, websites, social networks, reservation systems with applications) shall be established for people with disabilities. Safety equipment adapted for people with disabilities shall follow the relevant health and safety measures in regard to cleaning and disinfection between users. Training courses for staff on the use of this safety equipment are recommended.

5.3.6 Showers and foot-washers

The decision on whether to open showers and foot-washers shall be made in accordance with the risk assessment results (e.g. avoiding crowds).

5.3.7 Commercial activities

5.3.7.1 General requirements

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

5.3.7.2 Sunloungers and sunshades

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

Sunloungers and sunshades shall be distributed within the restricted area so that the safety distances between users of this service can be guaranteed. Sunlounger materials that come into contact with users should be made from a material that can be disinfected after each use and at the start of the day or made of disposable materials. The user shall be encouraged to use towels (owned or provided by the organization). Towels shall not be shared between users.

5.3.7.3 Sports and recreational activities

The following measures shall be implemented:

- Boats, pedal boats, kayaks and so on can be used individually or by a travelling party. They shall be cleaned and disinfected after each rental or service and at the start of the day.

- Any items loaned to users (e.g. life jackets) shall also be cleaned and disinfected after each use or at the start of the day. They shall be allowed to dry before they are delivered to their users and should be stored correctly to avoid any type of contamination.

5.4 Catering services

5.4.1 General requirements

This subclause applies to all types of catering services, such as restaurants, cafes, delivery services and takeaways.

The tourist organization shall do the following:

- Have hand sanitiser available in places accessible to users and at least at the entrance to the service area (e.g. restaurant entrance, buffet area). Users shall be encouraged to disinfect their hands before entering.
- Respect the safe capacity as established.
- Regularly disinfect vending and gaming machines used by users, if any.
- Avoid the use of the same tablecloth or tablemat with different users, opting for materials and solutions that are easy to change or clean and disinfect between services. Table or chair surfaces, armrests and so on in contact with users shall be disinfected after each use.
- Avoid the use of shared menus to reduce the risk of contagion, for example by using technology (digitised menus, QR) or other systems such as blackboards, posters or disposable menus. If any of the above solutions cannot be chosen, the menu shall be provided as a plasticised document and be disinfected after each use.
- Store auxiliary service elements (e.g. crockery, glassware, cutlery, table linen, bread baskets, coffee cups, sugar packets) away from areas where visitors and staff pass through, preferably in closed areas. All decorative elements should be removed from tables.
- If the characteristics of the service allow it, avoid setting tables without protection.
- Ventilate closed spaces frequently.

In addition, the tourist organization shall refer to the following subclauses if applicable:

- [5.7](#) MICE (meetings, incentives, conferences and events) tourism
- [5.10](#) Night leisure
- [5.14](#) Tourist transport
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.5](#) Valet service
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.8](#) Shopping areas
- [6.9](#) Lifts

5.4.2 Kitchen

5.4.2.1 General requirements

Personnel working in the kitchen should keep the safety distance whenever possible and use the protective equipment according to the risk assessment.

5.4.2.2 Raw material reception

Specifically, there shall be a space (e.g. specific area, table, floor mark) reserved for the reception or return of goods, preferably near the goods access door, physically or temporarily separated from the rest of the areas. Delivery personnel, who shall conform to their own safety and hygiene protocol, shall not go beyond this reception area.

Where appropriate:

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

The devices used (e.g. thermometers, pens) shall preferably always be used by the same person. If they are shared, they shall be disinfected after each use. After receiving and/or handling packages or orders, the area shall be ventilated, cleaned and disinfected, and personnel shall wash their hands.

5.4.2.3 Kitchen work areas

The areas of different employees shall be separated.

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

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

5.4.3 Services

5.4.3.1 Home delivery

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

- a) The tourist organization shall have a space enabled to hand over the order to the delivery staff (e.g. bar, table). Delivery personnel are not permitted to enter the kitchen area.
- b) For the delivery service, food shall be deposited in closed bags, preferably sealed, which shall be cleaned and disinfected internally and externally after each delivery.
- c) Contact between staff handing over orders and delivery personnel (e.g. showing the order form) shall be avoided. Once the order has been handed over to the delivery personnel in the area designated for this purpose, staff handing over the order shall wash their hands.
- d) A mechanism shall be set up to prevent delivery personnel gathering.
- e) During delivery to the client, safety distance shall be maintained.
- f) The delivery personnel shall properly sanitise their hands frequently.
- g) Delivery personnel should not share lifts at delivery addresses. Personnel shall notify the user of arrival.
- h) If transport and delivery are carried out by external personnel (delivery platforms or similar), in addition to the above the service provider shall be asked to provide a contingency plan for COVID-19.

5.4.3.2 Take-away food

The following measures shall be implemented:

- a) Queuing shall be organized to avoid crowding and contact between incoming and outgoing visitors. Safety distance shall be marked on the floor or in a similar way, and panels or signs explaining the collection procedure shall be displayed (e.g. at the counter, at the kiosk area).
- b) The tourist organization shall have a space enabled for collecting orders (e.g. table, counter) where the exchange and payment can be made and safety distance is respected (e.g. using marks on the floor).
- c) Take-away food area shall be disinfected frequently.
- d) The staff shall properly sanitise their hands frequently.
- e) If a shared digital device is used (e.g. tablets, kiosks), it shall be cleaned and disinfected periodically. Hand sanitiser dispensers should be available in these areas.

5.4.3.3 Bar service

Safety distance between visitors and staff shall be respected; if this is not possible, other measures (e.g. face mask) shall be implemented depending on the risk.

A mechanism shall exist to avoid crowding and to guarantee the safety distance.

Any products exhibited at the bar shall be adequately protected.

5.4.3.4 Table service

The following measures shall be implemented:

- a) Waiters shall take protective measures according to the risk (i.e. wear a face mask, disinfect hands, respect safety distances).
- b) If a shared digital device is used (e.g. tablet, kiosk), it shall be cleaned and disinfected periodically. Hand sanitiser dispensers should be available in these areas.

5.4.3.5 Terrace service

The following measures shall be implemented:

- a) The safe capacity of the terrace shall be defined and controlled. The layout of the furniture and distribution of people shall ensure the safety distance.
- b) It shall be ensured that users do not randomly make use of the chairs and tables so that these can be cleaned and disinfected when one user leaves and another one arrives. Indicating the limit of the terraces (e.g. with ropes, tape, floor markings or other methods) can help to achieve this.
- c) A system shall be established to manage users waiting in queues (if applicable).
- d) Signs shall be put up to inform users about the hygiene and disinfection rules so that they are aware of and respect these rules. This information shall clearly state that users cannot occupy a table until the staff have shown them to it.

5.4.3.6 Buffet service

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

Based on its facilities, the tourist organization shall also consider a predefined route to avoid crowding in certain areas.

Hand sanitiser shall be provided adjacent to the buffet service and users shall be encouraged to disinfect their hands.

5.5 Golf services

5.5.1 General requirements

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

Safety distance shall be respected in all indoor and outdoor areas and physical greetings shall be avoided.

In addition, the tourist organization shall refer to the following subclauses if applicable:

- [5.4](#) Catering services
- [5.14](#) Tourist transport
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.8](#) Shopping areas
- [6.9](#) Lifts

5.5.2 Before play

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

- a) If buggies or electric cars are used, they shall be disinfected after each use.
- b) Players shall be informed that they shall go directly to the first tee, five minutes before tee time.

The tourist organization should encourage players to arrive dressed for the game.

5.5.3 During play

During play, the tourist organization shall ensure that:

- a) each player carries a spray to clean the balls, a brush to remove any dirt and a cloth to dry the balls;
- b) bunkers are repaired by the players without using rakes;
- c) hole flags remain in place and are not removed or touched;
- d) holes have a stopper that prevents balls from dropping to the bottom of the hole;
- e) players pick up balls with caution, using preferably an accessory to pick up balls from the hole.

Ball washers, fountains, benches and so on should be available according to the risk assessment results.

5.5.4 Facilities

5.5.4.1 Reception

The tourist organization shall establish measures to minimize the use of the reception area (e.g. promoting online or telephone booking). The secretary's services shall be offered by telephone or online.

5.5.4.2 Driving range

On the driving range:

- a) safety distance shall be guaranteed;
- b) all elements shall be regularly sanitised;
- c) golf professionals shall be encouraged to follow health and safety measures during their work.

5.5.4.3 Putting green

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

5.5.4.4 Buggies and manual and electric carts

Buggies and carts shall be disinfected before and after use.

5.6 Medical and wellness spas

5.6.1 General

The tourist organization shall ensure that the following health and safety measures are in place:

- a) Hand sanitiser is available according to the risk assessment results. It is recommended that personnel are informed regarding the appropriate alcohol (e.g. ethanol, isopropyl alcohol) and its appropriate storage.
- b) A system exists (e.g. distance markers, different access or egress routes) to avoid crowding and ensure the safety distance between visitors (e.g. reservation).
- c) A COVID-19 declaration form is completed by the user prior to the treatment for contact tracing as well as for detecting any symptoms compatible with COVID-19. If any symptoms of COVID-19 are indicated the user will be prohibited from entering or staying in the facilities.
- d) The temperature of the user is taken, either on arrival or at the medical consultation, with a contactless thermometer.

In addition, the tourist organization shall refer to the following subclauses if applicable:

- [5.1](#) Accommodation
- [5.4](#) Catering services
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.4](#) Swimming pools
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.8](#) Shopping areas
- [6.9](#) Lifts

5.6.2 Waiting areas, consultation areas

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

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

5.6.3 Treatments

5.6.3.1 General requirements

The tourist organization shall identify if any treatment or service needs to be restricted based on the individual risk assessment, considering:

- a) the feasibility of carrying out disinfection or sterilization of materials;
- b) the additional infection prevention and control precautions required for some aerosol-generating procedures where an increased risk of infection has been identified;
- c) occupational health and safety measures.

The behaviour of COVID-19 in the water of both outdoor and indoor pool and thermal areas shall be assessed, where applicable.

5.6.3.2 Treatment areas

The facilities and equipment in the treatment rooms which are in contact with the customer shall be cleaned and disinfected after each use.

The customer shall use the protective equipment (e.g. masks, gowns, caps) as long as the service being provided is compatible with the use of the specific protective equipment.

In the case of treatments where the client is required to remove their mask and distancing is not possible, the therapist should be wearing the appropriate PPE (i.e. face mask and eye protection) according to the risk assessment result.

When the service is finished, the therapist shall dispose of the materials in designated containers in accordance with established protocols.

5.6.3.3 Working protocols

The treatment room shall be prepared prior to entry by the customer and the bed or chair (if applicable) to be used covered with disposable materials (paper, cellulose or plastic) or with washable cotton fabrics. Where possible, use disposable materials.

After the customer leaves the treatment room, the space and all the materials used shall be sanitised following the established protocols.

A suitable and effective method of sterilization shall be used to sterilize utensils such as tweezers and spare parts used for treatments.

5.6.3.4 Dry area

The following measures shall be in place in dry areas:

- All equipment (e.g. sofas, beds for relaxation) shall be washable and easy to disinfect, and equipment shall be disinfected periodically.
- The use of a towel or a bathrobe shall be mandatory for customers when using any equipment (e.g. chairs, loungers) to avoid physical contact between customers and the equipment.

- Disposable items that have been in contact with the customer shall be placed in designated containers.
- When textiles have been used, a wash cycle of > 60 °C shall be used.

5.6.3.5 Wet area

The following measures shall be in place in wet areas:

- The wet area should be cleaned and disinfected daily. If pool areas are to be pressure-hosed, suitable and adequate PPE for employees shall be supplied, as an aerosol will be produced.
- No water dispensers; where possible, provide individual water bottles or single-use cups.

Poolside seating shall be configured to allow the safety distance.

There shall be bagged bins for customers to deposit used towels, preferably non-manually operated.

5.7 MICE (meetings, incentives, conferences and events) tourism

5.7.1 General

This subclause establishes the guidelines and recommendations to be applied during conferences, meetings, incentives, conventions, trade fairs and events (MICE activities). It applies to the design, organization and execution processes of the aforementioned events and to the parties who are involved in these activities: travel agencies, professional congress organizers (PCOs), professional exhibition organizers (PEOs), destination management companies (DMCs), convention bureaux, conference halls, trade fair premises and trade fair organizers, among others.

The event organizer, hereafter referred to as the tourist organization, shall also refer to the following subclauses if applicable:

- [5.4](#) Catering services
- [5.14](#) Tourist transport
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.8](#) Shopping areas

5.7.2 Activity planning

The tourist organization shall plan the activity so that it can be carried out under safe conditions for staff, participants, exhibitors and service providers. The following aspects shall be considered:

- a) Spaces, safe capacities (e.g. considering the possibility of holding the event outdoors if possible).
- b) Assembly requirements (e.g. considering temporary installations for health care or other services).
- c) The services offered (e.g. provide face masks, hand sanitizers).
- d) Choice of suppliers, taking into account whether they have implemented health and safety protocols.
- e) Information measures, including those sanitary requirements for entering the country (e.g. tests required, insurances and coverages, certificates).
- f) Inclusion of commitments and responsibilities in contracts regarding fulfilment of the measures established.

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

5.7.3 Preparing and holding the activity

5.7.3.1 General requirements

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

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

According to the risk assessment results, tests (e.g. antigen test) can be carried out prior to accessing the event venue.

5.7.3.2 Assembly and disassembly

Safety distance measures shall be observed in halls, pavilions and other spaces in line with the safe capacity, limiting the number of stands whenever necessary or increasing the spaces between passageways and areas where participants converge.

Once assembly has been completed, the entire area shall be thoroughly cleaned and disinfected.

5.7.3.3 Access

5.7.3.3.1 Control of the flow of people at entrances and exits

The tourist organization shall:

- redesign and adapt entrance and exit routes to the venue and inform people of the defined entrances and exits;
- manage information systems and pedestrian and vehicle traffic operations outside the entrance areas (e.g. indicating which entrance should be used on passes before the event is held, information systems, redistribution of public mobility and transport services so that passengers are dropped off at different access gates), taking peak hours into account;
- revise the number of entrances to the venue in order to ensure control and management of health and safety protocols.

5.7.3.3.2 Control of access, registration, subscription and administration

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

- Whenever possible, substitute manual methods for electronic methods (e.g. delivering passes online, downloading passes to smartphones). Online registration shall be encouraged.
- Manage queues (e.g. floor markings or separation barriers) to ensure safety distances or require wearing face masks at registration and accreditation counters and offices for dealing with, for example, exhibitors, fitters or decorators if it is not possible to keep a safe distance.
- Provide participants (e.g. users, exhibitors, speakers) with relevant information beforehand, explaining access conditions as well as health and safety protocols (including the right to admission in the event of failing to comply with the established protocols).
- Provide hand sanitiser at entrances.

- Enable a working area for registration, subscription or administration duties so that safety distance between personnel can be guaranteed.
- Supervise compliance with the health and safety protocols.

5.7.3.3.3 Mechanisms for controlling capacities

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

- Implementation of systems to count and control the number of users (automatic or manual) at entrances and exits (e.g. controlling the number of passes, invitations or both by participating companies according to the available surface area and the number of event days).
- Identification of potential areas of crowding, increasing the width or size of passageways, pavilions and other areas whenever needed and possible.
- Establishment of timetables to allow for thorough post-activity cleaning and disinfection of the area.
- Information on posters and signs or through personnel to help manage the transit of people.

It is recommended that an exhibition layout is designed to help orderly distribution of transit and plan how people will be distributed in the different areas.

5.7.3.4 Audiovisual services

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

Technical areas shall be cordoned off (e.g. control, camera) to ensure the safety distance between event participants.

5.7.3.5 Communications, speeches and presentations

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

If lecterns, computers and remote controls are used, they shall be cleaned and disinfected after each use.

If individual foam covers for microphones are used, these shall be changed after each speaker. In any case, microphones shall be cleaned and disinfected after each speaker.

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

5.7.3.6 Simultaneous translation equipment

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

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

5.7.3.7 Common areas (e.g. entrances areas, corridors)

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

- when ushering users, if applicable, the safety distance shall be kept;
- attendees shall be located to ensure the safety distances are respected.

5.7.3.8 Networking areas

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

5.7.3.9 Shuttle bus service

If shuttle buses are required to transport users, the transport company shall implement the relevant measures to prevent infection by coronavirus SARS-CoV-2 as established for tourist transport (5.14).

5.8 Museums and heritage sites

5.8.1 General

The museum and heritage site, hereafter referred to as the tourist organization, shall also refer to the following subclauses if applicable:

- 5.4 Catering services
- 5.15 Tourist guides
- 5.16 Tourist visits
- 6.2 Common toilet facilities (including portable toilets), dressing rooms and lockers
- 6.6 Children's play areas, sport activities and other recreational activities
- 6.8 Shopping areas
- 6.9 Lifts

5.8.2 Welcoming, information and communication

The following measures shall be observed:

- a) The safe capacity shall be communicated and controlled.
- b) Information on the health and safety measures to be observed by visitors and specific access conditions shall be provided.
- c) Depending on the number of visitors and the size of the facility, access control systems shall be considered (e.g. calculating the capacity with advance bookings, thermal cameras) as well as distancing markers to avoid crowds.
- d) Hand sanitiser shall be provided in the arrival.

5.8.3 Booking and ticket sales

Whenever possible, the tourist organization shall encourage online booking and ticket sales, or booking by telephone, via apps or other channels to address the risks identified with the risk assessment,

particularly in regard to the number of people on internal routes and at access points. The influx of visitors should be considered and, where applicable, time slots shall be established.

5.8.4 Guided visits

For guided visits, the measures in [5.15.5](#) and [5.16](#) shall be considered, where applicable.

5.8.5 Facility requirements

5.8.5.1 Exhibition areas

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

The suggested route (if there are several possibilities) to reduce the amount of contact between people (e.g. one-way route, separate entrance and exit) shall be indicated.

In regard to shared equipment (e.g. touchscreens), necessary measures shall be established to ensure its use in safe conditions, for example:

- use of hand sanitizer (when it does not affect the exhibition) adjacent to technological devices or the opportunity to wash hands before touching shared equipment;
- the opportunity for users to access digital information through their technological devices.

5.8.5.2 Seating area

The layout planning of rest areas, audiovisual areas, workshops and so on should take into consideration the safety distance between people (e.g. spacing them out, marking positions or seats that are not to be occupied).

5.9 Natural protected areas (NPAs)

5.9.1 General

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

In addition, the tourist organization shall refer to the following subclauses if applicable:

- [5.4](#) Catering services
- [5.14](#) Tourist transport
- [5.15](#) Tourist guides
- [5.16](#) Tourist visits
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.7](#) Entertainment activities
- [6.8](#) Shopping areas

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

The safe capacity of the different facilities for public use (e.g. visitor centres, footpaths, viewpoints, recreation areas, nature rooms, car parks, bird-watching observation points) in the NPA shall be defined.

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

- a) These shall be clearly marked out in the arrival area in order to avoid crowds.
- b) Time limits for remaining in visitor centres shall be established; when there are high numbers of people, only one person per travelling party shall be allowed access.
- c) The car parks at visitor centres and recreation areas shall be adapted to the safe capacity and facilities and informed accordingly.
- d) Peak hour monitoring shall be carried out at car parks and in recreation areas, and waste containers shall be disinfected. Users shall be asked to take their rubbish home with them.
- e) Monitoring shall be increased at viewpoints and the time visitors spend there shall be limited (when needed and applicable).
- f) The safety distance shall be observed on signed trails and in bathing areas (if any).
- g) When the NPA provides specific equipment (e.g. binoculars and telephoto lenses for bird watching), this shall be provided duly disinfected.
- h) Priority shall be given to activities where the safety distance can be ensured.
- i) In climbing areas, via ferratas, meeting points for canyoning and other places for adventure tourism, coordination with the companies who organize these activities shall be established to avoid crowding.
- j) Any activities that are usually held indoors should be held outdoors whenever possible (e.g. investigation, environmental education, volunteering). Groups can be divided up so that they can change between indoor and outdoor activities in these areas in smaller groups.

5.9.3 Welcoming and receiving users

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

- a) Hand sanitiser shall be provided.
- b) Information points shall be relocated whenever possible (e.g. marquees) to the outside of the user centre, thus increasing services outdoors and allowing control over the capacity of different areas.
- c) Relevant information at these outdoor information points about the conditions for visiting the NPA and its facilities (e.g. recommended footpaths) shall be provided (e.g. setting up a model of the NPA, showing the areas that are out of use).

5.9.4 Booking and ticket sales

Users shall be informed about the conditions of use that will possibly affect them (e.g. capacities for vehicles on guided tours, new timetables, new routes). Websites or other online and social media channels shall be used to provide this information.

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

5.9.5 Visiting NPAs

5.9.5.1 Guided tour services

Guided tour services shall conform to [5.15](#).

5.9.5.2 Self-guided tours

Self-guided tours shall conform to [5.16.4.3](#).

5.10 Night leisure

5.10.1 General requirements

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

The tourist organization shall conform to the following measures:

- a) The safe capacity of the premises shall be respected and controlled.
- b) Hand sanitiser shall be provided for users, (e.g. at entrances, cloakroom service, bars).
- c) Proper ventilation shall be ensured to renew the air in accordance with [4.8](#).
- d) Non-manual bagged waste bins or containers shall be provided.

The tourist organization is responsible for preventing access by any persons who do not meet the admission or control conditions required for access to the establishment.

In addition, the tourist organization shall refer to the following subclauses if applicable:

- [5.4](#) Catering services
- [5.13.3](#) Performances and shows
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.9](#) Lifts

5.10.2 Box offices, access and admission

The following measures shall be implemented:

- a) Access to the establishment shall be gradual.
- b) Screens or physical barriers shall be fitted to ensure protection of the staff at box offices and access points if safe distances cannot be guaranteed. These shall be easy to clean and disinfect.
- c) The entrance and exit paths shall be differentiated using direction signs, whenever possible.

5.10.3 Bars and drinks-dispensing services

5.10.3.1 General requirements

The use of disposable beakers is recommended. If non-disposable glasses or crockery are used, they shall be washed at > 60 °C.

5.10.3.2 Serving

The positions clients or groups of clients are to occupy at the bar shall be established in order to avoid crowds and to guarantee the safety distance.

Any products displayed on the bar counter shall be properly protected.

5.10.4 Booking and special celebrations

Night-time recreational establishments should promote activities that avoid crowds of people (e.g. use of booking, social events and celebrations with limited access).

5.11 Scuba diving

5.11.1 General

This subclause applies to any entity (individual or organization), including any individual acting on behalf of such an entity, which offers one or more of the following services:

- introductory diving activities;
- snorkelling excursions;
- provision of diving-related training and education;
- organized and guided diving for qualified divers;
- rental of diving equipment.

Hereafter, any such entity will be referred to as the tourist organization.

This subclause primarily addresses additional specific diving-related issues. All points listed in [Clause 4](#) shall be applicable and shall be expanded to include activity-specific issues. (The implementation of measures such as glass or plexiglass barriers at diving centre counters and the installation of hand sanitizer dispenser points is not repeated in this clause.)

The tourist organization shall also refer to the following subclause if applicable:

- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers.

5.11.2 General requirements

The tourist organization shall ensure that staff and customers are aware of any legal requirements (e.g. distancing rules, use of face masks) by posting public notices and briefing staff and customers and/or presenting forms which can be acknowledged and signed by customers to confirm that they have received the relevant information.

The following shall be included in public notices and briefings, forms or both:

- a) Customers should not enter the diving centre if they have symptoms related to COVID-19 infection.
- b) Customers consent to the use of their personal data for contact-tracing purposes.
- c) The limit to the number of people allowed in the diving centre at one time (based on distancing requirements).
- d) The requirement that everyone within the diving centre premises (indoors) shall wear a personal protective mask. Wearing masks is of particular importance to the diving centre staff, who spend more time in contact with customers.
- e) The need for personal hygiene specified in [4.5.1](#).

- f) Information regarding any COVID-19 testing requirements and concessions to persons who have been vaccinated against COVID-19 for taking part in activities. Regular COVID-19 testing shall be encouraged.
- g) Information regarding provisions made for reducing the amount of physical contact necessary, such as:
 - distance learning for the theoretical parts of courses;
 - the option to fill out registration forms and other paperwork online;
 - digital invoicing and online payment options;
 - obtaining customers' size information in advance so that rental equipment can be prepared in advance.

- h) Information regarding the risks involved in diving after having had a COVID-19 infection – even if this has been asymptomatic.

NOTE Recent studies suggest that about half of asymptomatic COVID-19 carriers can end up with damage to their lungs ("ground glass opacities") while up to 20 % of those who only had mild symptoms can exhibit cardiac pathologies. At the time of the publication of this document, the following recommendations are:

- that divers who have tested positive for COVID-19 but have remained completely asymptomatic should wait at least 30 days from the first negative test before applying for fit-to-dive clearance and eventually going back to diving;
- that divers who have tested positive for COVID-19 but have remained completely asymptomatic should wait at least 30 days;
- that divers who have had symptomatic COVID-19 should wait at least 30 days from the first negative test, plus an additional 30 days without symptoms (a total of two months) before applying for fit-to-dive clearance conducted by a diving medicine specialist (who will decide on how extensive the test should be, depending on how serious the symptoms were).

- i) Information regarding possible risks involved in diving within 2 weeks of having a COVID-19 vaccination.

NOTE The Divers Alert Network (DAN) recommends not diving for a minimum of seven days after a dose of COVID-19 vaccine. Several factors (e.g. side effects after vaccination persisting for more than 48 h) extend this to 14 days.

5.11.3 Equipment considerations

The tourist organization shall provide suitable facilities for customers to disinfect private equipment with appropriate disinfectants covering a broad spectrum of germs, including fungi, bacteria, spores and viruses.

Customers shall be advised on proper procedures (as per disinfectant manufacturers' specifications) to disinfect and rinse their equipment as soon as possible after use. Particular care shall be taken during rinsing to remove disinfectant from mouthpieces (regulators, inflators), masks and snorkels.

Rental equipment shall be disinfected similarly after each use, paying particular attention to demand regulators, buoyancy compensators, snorkels and masks. Disinfecting shall be carried out as per disinfectant manufacturers' specifications. Often this will involve immersing equipment in disinfectant for a specified time, after which equipment shall be rinsed in fresh water. Again, particular care shall be taken during rinsing to remove disinfectant from mouthpieces (regulators, inflators), masks and snorkels.

The following also applies:

- a) When renting equipment, customers often test several items for size and fit (e.g. masks). These items shall be disinfected between customers.
- b) After disinfection, measures shall be taken to prevent contamination of equipment before it is used.
- c) Staff shall follow hygiene procedures and wear the needed protective equipment.
- d) Special care shall be taken to ensure that customers receive the same equipment on subsequent dives (e.g. by transporting rental equipment in individual closed containers, marked with the customer's name).
- e) Customers shall be advised not to use saliva to prevent masks from fogging up. Alternatives shall be available (either for sale or complimentary).

5.11.4 Compressors

Due to the heat generated by gas compression in the compressor, the risk of infection from compressed air in a breathing gas cylinder is minimal. However, employees handling cylinders shall follow hygiene procedures and wear protective masks and gloves to avoid contaminating valves and other equipment.

Alcohol-based disinfectants shall never be used near compressors or gas mixing facilities – especially when dealing with oxygen or oxygen enriched gasses.

The compressor's air intake shall be positioned so as not to take in disinfectant vapours or aerosols.

5.11.5 Diving activity

The tourist organization shall ensure that hygiene procedures are followed while travelling to and from dive sites (according to the measures established for tourist transport in [5.14](#)).

In many regions, boats that are typically used for transporting divers are fast and relatively small. Due to the effect of wind, droplets can travel a longer distance. It is therefore advisable that all passengers wear a protective mask or, if the trip is short, a diving mask and regulator.

The following measures shall be reinforced:

- a) Where safety cannot be followed (e.g. when assisting a buddy to put on or take off diving equipment) customers shall be advised to use a protective mask or a diving mask and regulator.
- b) Pre-dive buddy checks shall be carried out without touching other divers' equipment by doing visual checks with self-demonstration and verbal confirmation.
- c) Both in the event of an out-of-breathing gas situation and when teaching out-of-breathing gas skills, an alternative gas source (not the primary regulator from which the donor is breathing) shall be used.

In teaching situations, passing the primary regulator (e.g. in long-hose configurations) may be simulated, but no two divers should ever breathe from the same second stage during a dive or during pre-dive checks.

- d) In the water at the surface, unnecessary conversation should be avoided, diving masks should be left on and regulators (or snorkels) should be used whenever possible. Lines, floats and buoys make distancing easier at the surface, especially in currents or waves.

5.12 Ski areas

5.12.1 General requirements

Ski and mountain resorts (hereafter referred to as the tourist organization) shall conform to the following:

- a) In outdoor services, appropriate measures to reduce crowds and ensure the safety distance shall be implemented (e.g. marked safety distance, queue monitoring, schedule management).
- b) In services provided in enclosed spaces (e.g. catering, shops, equipment rental areas), a safe capacity shall be established and communicated.
- c) Hand sanitizer shall be available (e.g. in access points, places where users remove ski gloves).

In addition, the tourist organization shall refer to the following subclauses if applicable:

- [5.4](#) Catering services
- [5.14](#) Tourist transport
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.7](#) Entertainment activities
- [6.8](#) Shopping areas
- [6.9](#) Lifts

5.12.2 Access points and reception

The following measures shall be observed:

- a) The tourist organization shall encourage the sale and online booking of ski passes.
- b) If the safety distance at the ticket desk cannot be maintained between staff and users, screens or other physical barriers that are easy to clean and disinfect shall be installed.
- c) Distance markers shall be installed to avoid crowds at access points.
- d) The use of signage or digital indications shall be encouraged.

5.12.3 Ski area

The tourist organization shall assess whether it is necessary to establish specific health and safety measures in the ski area, considering that it is an outdoor space and the density of users.

5.12.4 Rental of equipment and materials

In rental spaces for equipment and materials, a safe capacity shall be determined and controlled while ensuring the safety distance is respected. Depending on the space, it is recommended that a one-way flow of users is implemented.

5.12.5 Ski events and championships

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

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

5.12.6 Ski school

The ski school shall:

- a) determine the maximum number of users for each group;
- b) arrange meeting points for each activity, ensuring the established safety distance.

5.12.7 Kindergarten or snow garden

The following measures shall be established:

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

5.13 Theme and leisure parks

5.13.1 General requirements

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

- a) The tourist organization shall define its total safe capacity in order to ensure the safety distance, always taking into account the results of the risk assessment and type of park.
- b) Control shall be kept over the number of users by monitoring incoming and outgoing users.
- c) Hand disinfection points shall be fitted for users in places identified in the risk assessment (e.g. at the entrance to each ride, at embarking and disembarking points).

The tourist organization shall also refer to the following subclauses if applicable:

- [5.1](#) Accommodation
- [5.4](#) Catering services
- [5.14](#) Tourist transport
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.4](#) Swimming pools
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.7](#) Entertainment activities

— 6.9 Lifts

5.13.2 User access and reception area

The following measures shall be implemented:

- a) The tourist organization shall encourage online entrance ticket bookings and sales.
- b) If the safety distance cannot be maintained at entrance ticket sales booths, screens or other physical barriers that are easy to clean and disinfect should be fitted.
- c) In order to avoid crowds at entrances, distance markers shall be fitted.

5.13.3 Performances and shows

Performances and shows shall be designed and planned so that the safe capacity can be controlled and the safety distance respected, avoiding physical interaction with users (e.g. during photocalls, processions, characters), unless face masks are used. Safety distance between performers should be respected based on the risk assessment.

When entering the performance or shows areas, safety distance shall be respected in queues, seating areas and during egress.

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

In addition, the tourist organization shall conform to the following measures:

- a) The safety distance between the spectators and the performers shall be ensured.
- b) If performances take place on stage, the same measures are applicable to determine the maximum number of performers on the stage (ensuring the safety distance between them). Access to specific dressing rooms and rest areas reserved for the performers shall be provided, large enough to ensure the safety distance.
- c) Costumes shall be cleaned and disinfected after each use.
- d) The sound equipment and microphones shall be cleaned and disinfected after each performance.
- e) Assembly and disassembly of the stage backdrops, lighting and sound equipment shall be carried out while there are no visitors in the dedicated premises and using the relevant face masks in accordance with the risk assessment.

5.13.4 Rides and entertainment facilities

Rides and entertainment facilities shall conform to the following measures:

- a) The tourist organization shall define the safe capacity of the different rides and entertainment facilities in order to ensure the safety distance and communicate it to the users.
- b) Hand sanitiser shall be provided for users at access points, exit points or both, whenever this is required according to the risk analysis.
- c) User flows shall be monitored to ensure crowds are not formed and to prevent groups of people passing each other. Management and control protocols should be established for queues at entrance gates and access to rides (e.g. embarking, disembarking points, queuing points), and to control capacities, so that safety distance between users is respected.

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

Safety distances shall be observed at indoor shows.

5.14 Tourist transport

5.14.1 General

This subclause applies to tourist trains, coach travel companies (CTCs), rent-a-car, cableway transport (e.g. cable cars, ski lifts) and tourist water transport (hereafter referred to as the tourist organization), regardless of the services these organizations provide (e.g. shuttle or transfer services, city tours, trips, long routes, circuits). Cruise ships are excluded.

The tourist organization shall also refer to the following subclauses if applicable:

- [5.4](#) Catering services
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.6](#) Children's play areas, sport activities and other recreational activities
- [6.9](#) Lifts

5.14.2 Booking

The tourist organization shall do the following:

- Encourage online ticket sales and advance booking whenever possible in order to avoid crowds and control the safe capacity. Advance bookings shall allow scheduled access to transport (e.g. time brackets).
- Inform passengers about the health and safety measures to prevent contagion by SARS-Cov-2 through the usual communication channels (e.g. website, social media, ticket sale offices) and inside the vehicles (e.g. using signage).

5.14.3 Terminals and offices

When applicable, the tourist organization shall:

- define, communicate and control the safe capacity (e.g. by means of door access control, shifts, placing line dividers, placing markers on the floor);
- mark clearly those areas where users can circulate (or sit in the case of waiting areas) in order to maintain the safety distance and avoid the crossing of users to the greatest extent possible;
- provide hand sanitiser;
- provide non-manual bagged bins for disposing of any waste.

5.14.4 Requirements for vehicles

When users from travelling parties share a transport vehicle, the tourist organization shall do the following:

- a) Define, inform and control the safe capacity.
- b) Define the distribution of passengers inside the vehicle (e.g. passenger distribution in an alternating zig-zag), respecting, when possible, safety distance between passengers and the driver and other staff (e.g. tourist guides). If the safety distance is not respected, additional health and safety measures shall be implemented according to the risk assessment results.
- c) Establish a system to avoid crowds when getting on and off or into and out of the vehicle.
- d) Request any passenger who gets off or out of the transport and back (e.g. organized trip with intermediate stops) to always sit in the same seat afterwards. Therefore, seat identification or

numbers shall be visible. If there is a folding seat next to the driver, this shall not be used. Also, sitting in the first row of seats should not be permitted (as these are passing points and are close to the driver) unless there is a shield between the driver and the rest of the vehicle. There should be a physical barrier (e.g. screen, shield) between the driver and the passengers.

- e) Request passengers to disinfect their hands before and after entering the vehicle. Hand sanitiser shall be made available.
- f) Supervise and control conformity to health and safety measures (through the driver or other member of staff).
- g) If headphones are provided, ensure they are of the disposable kind or have been properly disinfected.
- h) Keep windows open (if possible) in order to guarantee the natural air renewal inside the vehicle (e.g. through opening or sliding a window, hatches or skylights). In any case, vehicles shall be regularly ventilated whenever possible.

Since face masks need to be removed for eating, eating should not be allowed unless proper ventilation is ensured.

5.14.5 Rent-a-car

If the service provided is a vehicle without a driver, the vehicle shall be cleaned, disinfected and ventilated after each use.

In the case of vehicles with a driver, sitting in the row behind the driver should not be permitted unless there is a shield between the driver and those seats.

5.15 Tourist guides

5.15.1 General

This subclause is applicable to individual tourist guides and tourist guides organizations (hereafter referred to as the tourist organization).

In addition, the tourist organization shall refer to the following subclauses if applicable:

- [5.14](#) Tourist transport
- [5.16](#) Tourist visits
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers

5.15.2 Design of the visit or activities

The tourist organization shall design (or redesign) their guided tours and related activities in accordance with the risk assessment results in the COVID-19 context, considering:

- a) routes to avoid groups crossing according to the number of users and the facilities where the services are provided;
- b) avoiding areas likely to be crowded, as well as work areas and small enclosed spaces with poor ventilation;
- c) protective equipment used;
- d) the possibility of maintaining the safety distance.

5.15.3 Coordination of the tourist guide with other tourist service providers

The tourist organization should select providers that have previously implemented health and safety measures to reduce the risk of contagion. If applicable, the tourist organization shall request that its most common service providers (e.g. travel agencies and tour operators, accommodation, restaurants, coaches, museums, monuments, user centres) provide their implemented protocols for the prevention of COVID-19.

If applicable, the tourist organization shall coordinate with suppliers (i.e. travel agencies or tour operators, accommodation, transport) in order to avoid crowding when groups arrive to the sites to visit, for example:

- a) sending the list of user documentation in advance;
- b) handing out room keys inside the vehicle;
- c) staggered entrances to the tourist site or provider;
- d) setting up appointments.

5.15.4 Information and communication

When a guided tour has been booked in advanced, the tourist organization shall send the user a document that explains the applicable health and safety measures, preferably in the user's mother tongue or in English. This document should be as graphic and illustrated as possible.

5.15.5 Guided tours

The tourist organization shall do the following:

- a) Recall the health and safety measures in place and urge compliance with them.
- b) Inform the group of how the visit will be carried out, the route and the rules and/or possible restrictions applied by the various providers (e.g. museums, monuments, natural areas). If face masks are required, it is recommended that masks which can facilitate communication with users who have impaired hearing are used.
- c) Respect the planned schedule as much as possible to avoid incidents. Improvisations affecting the development and itinerary of the visit shall be avoided.
- d) Protect the microphone with a disposable material and/or disinfect it properly after use. Sanitize hands before and after using it.

Radio guides, FM transmission systems or similar methods should be used during the guided tours in order to ensure that the users can properly hear the guide's voice while maintaining the safety distance.

5.16 Tourist visits

5.16.1 General

This subclause applies to guided and self-guided visits and related activities offered by tourist organizations in their own facilities, such as museums and other cultural sites, monuments, wine cellars and natural areas.

The tourist organization shall also refer to the following subclauses if applicable:

- [5.15](#) Tourist guides
- [6.2](#) Common toilet facilities (including portable toilets), dressing rooms and lockers
- [6.6](#) Children's play areas, sport activities and other recreational activities

- [6.9](#) Lifts

5.16.2 Design of tourist visits and related activities

The tourist organization shall follow the measures included in [5.15.2](#).

5.16.3 Welcome at the site

If disposable items cannot be provided, any equipment used by visitors shall be properly cleaned and disinfected after each use. The use of visitors' own devices shall be encouraged (e.g. smartphone apps).

Additionally:

- Hand sanitiser shall be provided (e.g. in the arrival service area, adjacent to technological devices or screens that require the interaction of the user).
- Depending on the influx of public and the available spaces, the need to establish access control systems and fit visible safety distance markers should be considered in order to prevent crowds.
- If entrance tickets are issued to visitors, employees shall avoid touching the tickets when handed over or shown on arrival. The use of electronic entrance tickets, code readers or both is recommended.
- The tourist organization shall provide information through online resources (e.g. website, apps, social media).

5.16.4 Visits

5.16.4.1 Exhibition areas

Indoor spaces on the visit shall be marked out, kept free from any obstacles, signposted and duly ventilated (see [4.8](#)).

The layout of rest areas, audio-visual areas, workshops or other closed areas should guarantee the safety distance (e.g. spacing people out, marking positions or seats that are not to be occupied).

Screens or other shared equipment to enhance the user experience (e.g. information screens, tablets, queue managers, 3D glasses) that can be operated according to the risk assessment results shall be used in safe conditions, considering:

- disinfection;
- use of hand sanitizer or possibility of washing hands;
- possibility of the visitor accessing digital information through his or her technological device.

5.16.4.2 Guided tours

Requirements and recommendations included in [5.15.5](#) apply.

5.16.4.3 Self-guided visits

If there are several possible routes to take on self-guided visits, defining a route to avoid crowds or groups passing each other is recommended, considering the risk assessment results.

The interpretation resources (e.g. panels, posters) should be located in places where safety distances between users can be kept.