

HEALTH PROTOCOLS OF TOURIST ENTERPRISES

Tourist accommodation

Recommended dates for the reopening of tourist accommodation:

June 1: Reopening of year-round hotels

**June 15: reopening of all other tourist accommodation establishments
(seasonal hotels and resorts)**

A. Tourist accommodation protocol (except for organized tourist camps)

The specifications for the reopening of tourist accommodation apply to all accommodation regardless of technical and operational specifications, classification, type, duration of operation, except for organized tourist camps. Each tourist accommodation should draw up a Protocol in accordance with the instructions of the Ministry of Tourism.

General data of the Protocol

Development of action plan and plan for the management of a suspected case

Development of **an action plan** by the administration/management of the tourist accommodation and individual protocols for each section of the accommodation and more specifically for the case of crisis (management of a possible case). The development of the action plan concerns hotels with a capacity of more than 50 rooms. The development of a plan for the management of a suspicious case concerns all accommodation (according to the current instructions of the Greece's public health organization- EODY).

Action Plan

The aim of the action plan is to prevent the occurrence and effective management of suspicious cases in order to limit the expansion on staff and tenants.

The action plan will comply with the recommendations of EODY and will be revised according to developments.

The action plan is presented in writing and aims to take measures to prevent and manage suspicious cases from the tourist accommodation through protocols. In particular, **with the action plan:**

- Hotel management must appoint a health coordinator to supervise that protocol is being followed and individual persons to supervise each hotel section (e.g. F&B, Housekeeping). The position of the coordinator, depending on the size of the accommodation, may be covered by the owner of the business, from an existing position of General Manager/Quality Manager, etc. or from a new position in the organization chart. It can also be set at Management level.

- Hotel staff must be trained to follow and execute on action plans

The training must be proven with a report of the individuals, the duration and the way of education (e.g. tele-education, training from outside accredited partner etc.). The e-learning method is recommended and the mandatory monitoring of all employees is considered necessary.

- **Collaboration with a doctor** (details of a collaborating doctor), who acts on the instructions of EODY for the control of COVID-19 and in particular is trained in taking a nasopharyngeal sample for molecular testing from a suspicious case. At the same time, in the context of telemedicine, he has the ability to monitor his suspected case and close contacts.

- **Possible certification of the tourist accommodation** in terms of taking measures to prevent and treat COVID-19 pandemic by accredited certification bodies.

Suspected case management plan

In particular, for the management of a suspected case, the plan for dealing with a suspected case of EODY is followed.

To ensure the implementation of the accommodation case management plan from the accommodation it is necessary to appoint an **application manager**. The position of the coordinator, depending on the size of the accommodation, may be covered by the owner of the business, from an existing position of General Manager/Quality Manager, etc. or from a new position in the organization chart. It can also be set at Management level.

In the event that the accommodation has developed an action plan (accommodation over 50 rooms), the coordinator to oversee the action plan and the person in charge of implementing the suspicious case management plan may be the same person.

The accommodation has the obligation to disclose contact details to the competent department of the Ministry. Health / EODY:

- a) the person in charge of the implementation of the suspected case management plan,
- b) the collaborating doctor or the secondary health care provider.

Accommodation staff

- Responsible statement of each staff member that he/she has been informed about the COVID-19 hygiene and case management protocols related to his/her area of responsibility. Training plan (by telephone training on mobile or tablet) until July 15 for one person per service (individual protocol) of the accommodation, which will then take over the training of other staff members.

- Education is at least related to the following:

- The sources and modes of transmission of the virus
- Information procedures for hotel officials and customers themselves
- Behavior and actions in case of illness by staff
- Methods and practices for cleaning and disinfecting identified spots based on the risk and likelihood of transmitting the disease
- Methods and communication approach of visitors
- Maintaining the basic measures to avoid transmitting the virus regarding diligent and regular hand washing, avoiding handshakes, keeping distance, avoiding contact of hands with eyes, nose and mouth and respiratory hygiene
- Maintaining training files and documenting recruitment for each employee

- Each staff member must strictly adhere to the basic protection measures against COVID-19: observance of hand hygiene, physical distancing by customers and other staff, in all workplaces, hotel areas and rest areas, avoiding touching the face and general personal and respiratory hygiene.

- The tourist accommodation must provide each member of the staff with adequate Personal Protective Equipment and ensure the continuous adequacy of the stocks.

- Staff are advised to stay home and seek medical attention if they experience symptoms related to the disease, notifying the health manager of the accommodation.

- A person with symptoms should be excluded from the job and returned to work if the laboratory test is negative.

- It is recommended that staff staying in the accommodation be provided with double rooms. If a staff member belongs to a vulnerable group, it is recommended that they be given single beds.

- It is recommended that staff be thermometered every morning as part of their individual responsibility. Careful monitoring of staff may follow depending on the epidemiological picture of the local community/area.

- If a staff member comes in contact with a case, they must report it immediately to the health manager of the accommodation and be removed from work.

Accommodation file and event book

For the purposes of public health protection, the accommodation address must keep a record of staff members and all persons staying at the hotel - name, nationality, date of arrival and departure, contact details (address, telephone, e-mail) - , so that it is possible to communicate with the close contacts of any COVID-19 impact, which may be identified afterwards.

Pay attention to the General Regulation on Personal Data Protection (GDPR) and inform all visitors that a file is kept for reasons of public health protection.

It is necessary to record and update the service book and events.

Contact

- The accommodation must notify the measures and requirements of the Action Plan to all internal and external bodies/partners (employees, tenants, contractors, suppliers, visitors and the general public) and interested parties.
- It is recommended to update the website of the tourist accommodation with a special section COVID-19, in which you will post the measures and the new policy of the accommodation about taking increased hygiene measures, changes in opening hours of common areas, modification of check-in/check-out duration. Respectively, information can be given with the available means inside the accommodation (e.g. in public TVs, in room TVs, signage before entering the individual public areas and printed information in the reception).

Accommodation services

Reception service (reception desk/concierge)

- Staff must take the necessary hygiene measures (hand wash), keep a distance of at least one meter from customers (avoid handshakes, etc.) and follow the rules of hygiene.
- It is recommended to avoid placing in places of reception of people belonging to the vulnerable groups of the population.
- When requested, be able to: a) inform visitors about the accommodation policy and the measures it has taken to address any incidents, b) provide useful information to health care providers, public and private hospitals, COVID-19 reference hospitals, pharmacies, etc. in the area and c) provision of Personal Protective Equipment.
- It is recommended to provide information leaflets on basic health instructions translated into English, French and German. In addition, the provision of these instructions through the development of an application on mobile phones.
- Special equipment (medical kit) for the occurrence of an incident, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Staff must be able to recognize customer symptoms and report them directly to the health care provider.
- Optional use of plexiglass in the socket (placement of polycarbonate material)
- The reception desk must have an antiseptic for use by the customer (fixed or non-fixed devices)
- Regular disinfection of reception desks is recommended.
- In order to maintain distances, the accommodation applies a suitable configuration of the reception desk, addition of floor marking at a distance of two meters where the customer will stand/appropriate distance marking in the waiting area, proper arrangement of furniture and proper queue management in order to reduce of waiting time.

- Avoid overcrowding during check-in/check-out
- It is recommended to use electronic alternatives for check in-check out (e.g. mobile concierge, use of tablets that can be disinfected after each use).
- Check-in possibility in an open space
- Electronic payment of accommodation costs (acceptance of cash in exceptional cases), electronic sending of bills, invoices and receipts are recommended.
- Disinfection of key cards - their placement in a special container for disinfection.
- Extension of check-out and check-in between stays (check out until 11.00 am and check in from 3.00 pm). This change in the time interval between each check in and check out is mandatory to ensure that between different customers the room is thoroughly cleaned and disinfected, as well as that adequate natural ventilation of the space is followed.
- Prohibition of entry into the rooms to non-residents

Floor services (cleaning, disinfection, housekeeping) in rooms and common areas

- Cleaning and disinfection program (see relevant EODY Instructions)
- Special Cleaning Instructions in case of an accident (see relevant EODY Instructions).
- Reinforcement of sanitary services in all public areas and especially in "high risk" objects (e.g. knobs, elevator knob)
- Meticulous cleaning and very good room ventilation during the hours between stays.
- Checking the proper operation of dishwashers and washing machines (in terms of temperature used and the dosage of detergents)
- Adequate staff equipment (gloves, masks, robe, closed shoes)
- Cleaning staff are advised to use a simple surgical mask (in case of non-availability of a surgical mask, the use of canvas is recommended), gloves and a disposable waterproof robe. As long as they work, the cleaning staff should not touch their mouth, nose or eyes with their hands, smoke or eat.
- After removing the gloves, it is necessary to wash your hands thoroughly with soap and water. It is emphasized that the use of gloves does not replace hand washing, which is the most important mean of prevention
- Discreet monitoring of customers with symptoms for management by the administration
- Non-frequent cleaning of the room during the stay (avoid contact of cleaning workers with possible case and further transmission).
- Abolition of daily change of clothing and towels, of the evening preparation only at the request of the customer.
- For departures, option to choose between 2 protocols:
 - regular cleaning and waiting 24 hours before the room is available to a customer or
 - meticulous cleaning - disinfection (e.g. with steam cleaner) on the disputed rooms of the room and bathroom.
- It is recommended to remove decorative objects (pillows, bedding)
- It is recommended to remove shared multi-purpose items such as menus, magazines, etc.
- Installation of a disposable cover on the TV and air conditioner controls
- Fabric surfaces (eg furniture upholstery) should be cleaned with a steam appliance (temperature > 70.).
- Opening doors and windows for natural ventilation of the space daily.
- Marking is recommended to inform the customer about when and how the room was cleaned.

- It is recommended to place individual antiseptic fluids in each room or antiseptic device

Linen closet - washing machines

- Strict adherence to hygiene rules by staff involved in the sorting of dirty linen using the appropriate MAP (special disposable apron over the uniform, gloves and mask)
- Used fabrics, bedding and towels must be placed in special, enclosed, marked bags or purses in order to be transported to the washing machine premises.
- Careful separation (marking) of dirty and clean linen areas
- Trolleys for carrying closed bags with linen should be disinfected after each use.
- Instructions should be given for washing them in hot cycles (70oC or more) with the usual detergents.
- In case the cleaning service is provided by an external partner, it should be checked that all the required measures are observed and that they are delivered in the appropriate way.
- Care should be taken when storing clean clothing to keep them in good and clean condition. The same applies to the transfer of clothing to use areas (rooms, restaurants, etc.).

Catering services (dining rooms/public areas), breweries

These include a la carte restaurants, buffet restaurants/breakfast rooms, open and closed bars

Brewery/kitchen:

- Observance of HACCP
- Receipt of goods by specific staff and always wearing gloves and a mask.
- Special care should be taken to keep the distance between kitchen workers according to the requirements of the health authorities, as they apply each time.
- It is not allowed to enter the kitchen area for those who do not have a relevant job. In case this cannot be avoided, the visitor should be provided with appropriate personal protective equipment, which will be available at the entrance of the kitchen.

Food services:

- Restaurant operation, bar, etc. according to the current legal framework

Children's recreation areas

Operation of recreational areas for children in accordance with the current legal framework.

Individual care services, spa and shared facilities

Operation of spaces in accordance with the current legal framework.

Drinking water - Water / sewerage network

- Accommodation should comply with the circular of the Ministry of Health "Protection of Public Health by the corona SARS-COV-2 in the water supply and sewerage systems"
- In the event that the tourist accommodation remains out of operation for more than one month, the steps described in the directive must be followed upon reopening: "ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic".

Sewerage

- It is recommended to use standard and well-ventilated pipes, such as wells with odor traps and return valves in taps and sprayers.
- Olfactory traps (siphons) should work properly and continuously. In other words, they should always have water inside. In case the space is not used for a long time, water should be added either by adding it directly to the bone traps or by opening/operating

the connected devices. This should be done at regular intervals depending on how quickly the water evaporates from the odor traps (e.g. every 3 weeks).

Swimming pools, hydromassage/hydrotherapy tanks and other recreational water facilities

Operation in accordance with the applicable legal framework.

- **Indoor swimming pools:** It is not allowed to operate the indoor swimming pools
- **Chlorination:** proper operation and maintenance of chlorination systems in accordance with current legislation (see YA Γ1/ 443/1973 as amended by Γ4/1150/76 and ΔΥΤ2/80825/05 and circular on "Prevention of Legionnaires' disease"). It is recommended, according to the WHO guidelines (Guidelines for safe recreational water environments - Volume 2 - Swimming pools and similar environments), that the residual chlorine value in tank water be 1-3 mg/L for swimming pools and up to 5 mg/L for water cooling tanks. Manual control (or use of halogen analyzer with paper recorder) of chlorine levels every 4 hours for swimming pools and every hour for water storage tanks and keeping a record file, unless there is an automatic halogen analyzer and monitoring system with alarm system when is out of bounds.
- **pH adjustment:** the pH values in the water of recreational water installations should be maintained within the limits provided by the current legislation (see YA Γ1/443/1973 as amended by Γ4/1150/76 and ΔΥΤ2/80825/05). Regular measurement and maintenance of pH recording files every eight hours during the operation of the swimming pools and at least every two hours during the operation of the hydromassage and hydrotherapy tanks, if there is no automatic recording system.
- **Cleaning and disinfection:** compliance with the rules of cleaning water recreation facilities, regular cleaning and disinfection according to EODY instructions "Proposed procedures for the cleaning and disinfection of hosting areas during the COVID-19 pandemic".
- **Showers:** Showers that serve recreational water installations are recommended to be separated by an opaque separator so that efficient bathing of swimmers becomes possible before entering the swimming pool. Strong recommendation and emphasis on informing customers with relevant labeling for the use of showers before and after using the swimming pool. It is recommended that the accommodation provide the essentials (e.g. soap, shower gel, etc.), as well as liquid antiseptic when entering the showers.
- **Number of bathers:** the maximum total number of people entering the tank at any given time will not be greater than one bather per 2.5 m² of water surface.
- **Keeping a distance:** the layout of the seats (sunbeds, chairs, poufs, sun loungers, etc.) should be such that the distance between the extremities of the seats of two people in two different umbrellas or two people living in a different room, be at least 2 meters in each direction.
- It is recommended to use materials or cover objects with materials that can be effectively disinfected in the seats, tables, personal storage boxes, staff notification buttons and price lists.
- After each customer change, the seats, tables, personal storage boxes, price lists and any other items that the next customer will use should be disinfected.
- It is recommended to offer towels that will cover the entire surface and disinfect each sunbed/seat after each use. It is recommended to remove fabric surfaces from the sunbeds.
- **Decorative fountains:** use of drinking water in decorative fountains and disinfection using halogen or other chemical disinfectant and keep in good condition on all sides. If they have been out of service for more than a month, they will need to follow the steps

described in the instruction: "ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic".

Air conditioning and space ventilation

The provisions of the relevant circular of the Ministry of Health "Taking measures to ensure public health from viral and other infections during the use of air conditioning units", with emphasis on non-recirculation of air and good natural ventilation in rooms and other operating systems (shutdown air conditioning when the doors are open).

Venues within accommodation (conference rooms, reception areas, etc.)

Operation of these services in accordance with the applicable legal framework.

Shops within accommodation

Operation of these stores in accordance with the current legal framework.

Common areas (open and closed)

Common areas include a lobby, seating area, outdoor seating, etc. (excluding decks around swimming pools - see above for swimming pools)

- Operation of these spaces in accordance with the current legal framework.
- Recommendation to avoid the use of elevators. Installation of disinfectants at the entrances and recommendation for use at the entrance and exit. Frequent cleaning of elevators with emphasis on frequently touched surfaces (handles, knob, etc.)
- Marking to remind customers to keep their distance - apply measures such as floor tapes, cones or other means to keep their distance.
- Installation of antiseptic solutions (fixed or non-fixed devices) for dry hand antiseptic in all common areas
- Furniture movement to avoid overcrowding in public areas (4 people/10 sqm)
- Prompt for self-service parking instead of valet service. If the valet parking service remains, protective equipment for the valet (non-medical mask and gloves)
- Examination of the suspension of the operation of business centers, alternatively, the availability of access to wifi and printing services or other business services through connection from a personal device of the customer is recommended.
- Limit overcrowding in toilets.
- In the toilets, it is recommended with an information mark to the users to empty the basins of the shared toilets with the lid closed. In this way, the aim is to limit the transmission of the aerosol from the toilet at the time of evacuation.
- Distance should be observed on the seats (sunbeds, chairs, poufs, sun loungers, etc.) that the accommodation has on the seafront. The layout of these seats should be such that the distance between two people in two different umbrellas is at least **3 meters in each direction**. In particular, a distance of at least 3 meters (in any direction) from the extremities of the seats belonging to different umbrellas must be observed. It should be discouraged from placing a towel/mat by bathers at such a point, which will reduce this distance.

Transfer Customer transfer service (EDX / EIX with driver, club cars)

- Exercise the service in accordance with the current legal framework.
- Move customers only with private transfers. In particular, according to no. Δ1α/ΦΠ.οικ.27815 Joint Ministerial Decision (Government Gazette B'1647/03.05.2020) for the protection measures in passenger vehicles, public use and private use with driver of law 4093/2012 (A'222):
 - o Vehicles up to 5 seats, transport of one passenger, plus the driver. Exceptionally, a second passenger may be transported if he/she accompanies a person in need of assistance.
 - o Vehicles of 6 or 7 seats, transport of 2 passengers, plus the driver
 - o Vehicles of 8 or 9 seats, transport of 3 passengers, plus the driver

- o It is permissible to exceed the passenger limit, as long as only parents with their minor children are in the vehicle in addition to the driver.
- Mandatory use of a non-medical protective mask, both by passengers and the driver (with no. Δ1α/ΦΠ.οικ.27815 Joint Ministerial Decision)
- It is recommended that the driver provide antiseptic
- The driver avoids handshakes
- The driver must ensure the natural ventilation of the vehicle
- In club cars protective equipment (simple surgical mask, gloves) for the driver and disinfection after each use. There are no restrictions on the number of occupants for these open vehicles.

B. Organized tourist camps

In particular, the following apply to organized tourist camps:

COVID-19 Suspected Case Management Plan

Each camping should have a written plan for the management of a suspected COVID-19 case that describes: a) the symptoms that characterize a person as a suspected case of COVID-19 infection (sudden onset of disease, with at least one of the following symptoms: cough, fever, shortness of breath), b) the call number "1135" for communication with the competent body for the report of the incident and the guidance for its management in Greek and English (Appendix 1), c) the temporary isolation of the incident until he/she is transported safely for medical diagnosis to his/her camp if he has a sliding or self-propelled caravan (or, to provide a room with natural ventilation in case he/she lives on stage, placing a surgical mask on the person with symptomatic symptoms, handkerchiefs, tissues) their disposal and hand sanitizer containing 70% alcohol), d) use of a surgical mask, goggles, foot aria, waterproof apron with long sleeves and gloves from anyone entering the temporary isolation area (used protective equipment should be discarded in a bag and in no case reused, while after disposing of protective equipment water should be washed thoroughly) and soap), e) Ventilation of the temporary isolation area, cleanliness and disinfection of surfaces and objects after removal of the patient with 0.1% chlorine solution (4 teaspoons of chlorine content 5% per 1 liter of water) or ethyl alcohol 70 % with a contact time of 10 minutes or another disinfectant with proven iodine action (cleaning materials must either be discarded or washed at 90 ° C before reuse, preferably disposable materials), f) reference to the competent health authority of all patient contacts starting two days before the onset of symptoms, g) EKAB contact details , the contact details of the health structure to which the suspected incident is to be transferred, the contact details of the health service to which the camping is subject.

In order to implement the written plan and the health protocol of the camping operation regarding the prevention of COVID-19 incidents, the staff and customers are assigned a competent person whose complete details are mentioned in the written plan. The incidents and the measures applied are recorded in the COVID-19 incident book of the campsite which is maintained under the responsibility of the competent person.

Adequacy and proper use of personal protective equipment

There should be adequate personal protective equipment and it should be distributed to the camping staff according to its duties, along with instructions for their proper use.

Informing customers about the obligation to implement measures to protect against COVID-19 infection

Customers are informed about the health operating protocol and the preventive measures of COVID-19 infection that are applied to camping, but also about the measures that apply in Greece where it is possible before their arrival. The notification of the health operating protocol will be made to the permanent customers, to the tour operators, agents, associations, etc. as well as to those customers who have or will make a reservation by email. By posting the instructions on the official camping website or by posting on social media. The health protocols and the relevant instructions will also be posted in prominent places of the accommodation (entrance, reception area, places of health interest, etc.) or will be provided with printed information. Communication of the Greek government's website with the information about the infection COVID-19 and the measures concerning foreigners visiting the country in English. It is recommended that the website of the accommodation be updated with a special section COVID-19 in which it will post the health protocols, instructions, measures and policy of the accommodation, with the possibility of a link on the official websites of the Greek government. The customer will state that he/she has been informed, accepts and will follow the instructions and measures. In case of non-acceptance or if misconduct is found, the property reserves the right not to accept him/her or to ask him/her to leave.

Measures to reduce the spread

Use of personal protective equipment

The use of a fabric mask is recommended by the staff, customers and any other person who enters the indoor covered areas of the accommodation.

Personal hygiene

Hand hygiene with soap and water should be applied. If the hands are not visibly soiled, an alternative antiseptic 70% alcohol solution may be used. The use of gloves does not replace hand hygiene.

There must be antiseptic stations at the entrance to the indoor public areas of the accommodation.

Proper respiratory hygiene must be followed, that is, covering the mouth and nose with a tissue in case of sneezing and coughing and then throwing it in a plastic bag and applying antiseptic to the hands. For this purpose, care must be taken for the corresponding equipment (tissues or paper towels and disposable gloves, plastic bag, etc.).

The face, nose and eyes should not be touched.

Social distance

The social distance of 1.5 meters is observed in all indoor and outdoor areas between people who do not belong to the same family or company or do not live in the same camp. In the premises of the internal covered common areas of the campsite, the social distance must be maintained by the application of special marking and controlled entry measures, in order to ensure the minimum distance of 1.5 meters between the people who use the space and who will simultaneously make use of the fabric mask.

Report of infringements

Any breach of the instructions and regulations should be reported to the person in charge of the camp to prevent COVID-19 cases.

Information and training of camping staff, customers and businesses that cooperate or provide services in camping

The camping staff will be informed and trained according to their duties as follows: in the plan for the management of a suspected COVID-19 incident, in the use of personal protective equipment, in the application of personal hygiene and social distance, as well as in other special regulations of camping to prevent COVID-19 infection.

Under the responsibility of the camping management, information will be provided to the customers and training of the staff for the individual hygiene measures:

- Hand sanitizers (frequent hand washing with soap and water for at least 20 seconds, the use of gloves does not replace hand sanitization).
- After which activities should the hands be washed e.g. hands should be washed after every contact with another person or his/her respiratory secretions (saliva, droplets), with objects touched by other people such as handrails, handles, etc., before placing the mask, before and after removing the mask, before and after removing the gloves, after using the toilet, before eating, before touching the face, etc.
- In which cases it is recommended to use antiseptics instead of hand washing (e.g. if the hands are not visibly soiled, an alternative alcoholic solution may be used).
- In the meticulous observance of hygiene measures, and in particular: avoid contact of the hands with the mouth, nose or eyes.
- Avoid contact with patients who have respiratory symptoms.
- Appropriate waste management.
- Proper use of personal protective equipment (mask and gloves).

The staff of the camping and the companies operating within them should be trained to report the relevant symptoms of COVID-19 infection to their supervisor, both for themselves and for their clients, if they notice any compatible symptoms. Staff members who develop symptoms of a respiratory infection should be removed from their work immediately.

Avoid live transactions

It is recommended to prefer online transactions, and to prefer telephone communication, as far as possible in terms of orders, purchases of services and goods, equipment, etc.

Operation of organized tourist camps with or without huts (camping)

It is not allowed to enter, pass, stay, as well as the use of camping facilities by non-residents in the accommodation. Non-residents will be able to use the adjacent beach without going through the camping. In case the access to the beach is made from the same entrance as the camping, it should be ensured that the visitors of the beach do not come in contact with the customers and do not use its facilities.

The address of the accommodation keeps a record that is kept in the camping with its responsibility, for all the people who live or stayed in it - name, nationality, date of arrival and departure, contact details (address, phone, email) in each camp or house that either belongs to the customers or to the company or to a tour operator. Each camping designates a person responsible for complying with COVID-19 regulations.

For the operation of the camping beach, the regulations of the state for the beaches regarding the prevention of COVID-19 apply.

Disinfection of shared equipment and surfaces

The following common points/equipment should be cleaned and disinfected with a daily schedule or after each use with a 0.1% bleach solution (4 teaspoons of chlorine 5% per 1 liter of water) with a contact time of 10 minutes and then rinse with water or other disinfectant with proven viral action:

- supply of drinking water - taps, caps, hoses and other equipment used to supply water
- WC chemical discharge points
- personal belongings and keys
- handles and keys from shared refrigerators
- points touching the power supply points
- lifeboat equipment
- waste bins
- other places that are often touched (ATMs, handrails, railings)

Camps

The distance between each form of camp (caravans, motorhomes, tents, etc.) should be at least 5 meters from the entrance door of the camp and 3 meters from each other side. Alternatively, the number of customers, including permanent customers, should be reduced by 20% from the approved capacity in individuals, provided that the aforementioned distances of 5 meters and 3 meters are observed. The social distance of 1.5 meters between people who do not live in the same camp or house must also be ensured in all areas.

Rental camping facilities

In the event that these tents are rented or provided, they should be cleaned and disinfected between their uses by different customers, according to the manufacturers' instructions. In case the cleaning creates aerosols (e.g. cleaning with water under pressure), the cleaning should be done away from the customers and the necessary personal protective equipment should be used.

Other equipment that is leased or provided (such as mattresses, pumps, tables, etc.) should be cleaned and disinfected between their uses by different customers.

For cottages, sliding, trailer or semi-trailer caravans, the special instructions for hotels for the COVID-19 pandemic apply.

Cleanliness and disinfection

For the cleaning and disinfection, the instructions of the circular will be applied: 20/3/2020 No. Prot. Δ1γ/Γ.Π./οικ.19954 "Cleaning and disinfection measures in areas and surfaces during the evolution of the pandemic of SARS-CoV-2".

Hygiene facilities

Sanitary facilities (toilets, showers, hand washing machines, changing rooms, sinks for washing dishes) must be kept clean and in good condition in accordance with the Sanitary Provisions. They should be cleaned and disinfected according to a posted updated program with 0.1% chlorine solution (4 teaspoons of chlorine content 5% per 1 liter of water) with a contact time of 10 minutes or as described in paragraph 8. They should be adequately ventilated during their use.

With the care of the camping management, trash cans must be placed in various accessible places in the covered and outdoor common areas. Washbasins must be constantly supplied with soap, hand towels and foot trash cans. A specific written cleaning and control schedule should be followed at such a frequency as to ensure that the sanitary conditions of the facilities are maintained throughout the day.

Restaurants, shops, recreational water facilities, beach, recreation areas for children and other facilities

For recreational water installations, the instruction applies: "Instructions for swimming pools and water storage tanks for tourist accommodation during the COVID-19 pandemic"

In case the seats, sunbeds and umbrellas are rented out, then the instruction applies: "Instructions for prevention and treatment of COVID-19 cases for the beaches"

Restaurants, shops and other facilities will operate in accordance with Greek regulations.

C. Other tourism businesses

Transfer Tourism Companies - Tourist Offices (operation of tourist buses - ΔΧΤΑ open and closed type)

- Limiting the maximum number of passengers allowed in accordance with applicable law, which is revised according to the epidemiological situation.

In particular, all public-use tourist buses and special (open top or closed top buses) city tour buses are allowed to transport passengers up to 50% of the maximum number of passengers transported per vehicle (according to Δ1α/ΓΠ.οικ.29114 “Rules of keeping distances to private companies, public services and other public gathering places throughout the State, to limit the dispersion of the COVID-19 coronavirus”- B' 1780).

- Tourism companies operating tourist buses should be informed about the COVID-19 epidemic and provide training and guidance to their staff on the identification of a suspected incident /symptoms /sudden onset of the disease, with at least one of the following symptoms: cough, fever, shortness of breath.

- Staff should be trained and informed in accordance with EODY guidelines for meticulous adherence to hygiene measures, hand washing techniques, proper use of personal protective equipment, use of antiseptics, avoidance of contact with patients who have respiratory symptoms, proper waste management.

- Staff should be trained on suspected case management procedures - when a bus passenger shows signs and symptoms indicative of COVID-19 infection, for assistance, according to EODY instructions.

- Tourism companies operating tourist buses are developing a written plan for the management of a suspected COVID-19 incident, according to the instructions of EODY, which should be in every vehicle.

- Tourism companies operating tourist buses should ensure adequate quantities of antiseptics, disinfectants, protection products and cleaning supplies.

- Antiseptics should be available at the entrance of the tourist buses.

- Application of proper personal and respiratory hygiene by the driver and passengers.

- It is recommended that a special transparent divider be placed between the driver and passengers (Plexiglas or other homogeneous material of sufficient thickness and durability) and that the driver's door remain closed.

- In the case of special open-air tourist buses, the disembarkation will be strictly preceded and then the disembarkation will follow.

- Each vehicle should be left one vacant in all directions.

- Mandatory use of fabric mask for all occupants throughout the route

- The use of gloves by the driver when refueling is recommended, as well as other procedures that require touching equipment surfaces used by many people and there is no short-term installation for hand washing or antiseptic station.

- Continuous natural ventilation of tourist buses is recommended. In the case of vehicles with non-opening windows where air conditioning is used, air recirculation should be switched off.
- Meticulous and complete disinfection after each transfer or after the end of the shift. After the end of each route, it is recommended to clean the surfaces and the points of frequent contact inside the vehicles with an antiseptic (e.g. handrails).

Car rental companies (rent a car)

- Very good cleaning and disinfection between their uses by different customers.
- Limiting the maximum number of passengers allowed in accordance with applicable law, which is revised according to the epidemiological situation. In particular, according to no. Δ1α/ΦΠ.οικ.27815 Joint Ministerial Decision (Government Gazette B' 1647/03.05.2020) for the measures of protection in passenger cars for private use vehicles:
 - o Vehicles up to 7 seats, transport of two passengers, plus the driver.
 - o Vehicles of 8 or 9 seats, transport of 3 passengers, plus the driver
 - o It is permissible to exceed the passenger limit, as long as only parents with their minor children are in the vehicle.

For Private Vehicles (EIX) service with a guide:

- Limiting the maximum number of passengers allowed in accordance with applicable law, which is revised according to the epidemiological situation.

In particular, according to no. Δ1α/ΦΠ.οικ.27815 Joint Ministerial Decision (Government Gazette B'1647 / 03.05.2020) for the protection measures in passenger vehicles, public use and private use with driver of law 4093/2012 (A'222):

-Vehicles up to 5 seats, transport of one passenger, plus of the driver.

Exceptionally, a second passenger is allowed only if the first passenger needs assistance.

-Vehicles of 6 or 7 seats, transport of 2 passengers, plus the driver

-Vehicles of 8 or 9 seats, transport of 3 passengers, plus the driver

-It is allowed to exceed the passenger limit, only if parents with their minor children are in the vehicle in addition to the driver.

- The use of a non-surgical mask by the passengers and the driver, is mandatory (with no. Δ1α/ΦΠ.οικ.27815 Joint Ministerial Decision).