COVID-19 MANUAL

FOR ACCOMMODATION ESTABLISHMENTS, CATERING UNITS AND TOURIST ATTRACTIONS

PREPARED BY:
Hungarian Tourism Agency
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By compiling this proposal, the Hungarian Tourism Agency would like to assist the work of tourism service providers in connection with the re-opening, based on the aspects considered important during operation.

With the gradual restart of tourism, an increasing number of domestic and foreign guests come from all over the world, who use the services offered, get in contact with the service staff and other guests every day. Therefore, from the point of view of both the staff and the guests and visitors, we have collected the aspects that may be the most important in order to prevent the spread of the infection, yet provide an adequate quality of service and the guest experience to be the most complete, in the given circumstances.

The document summarises the key information about the coronavirus and presents the key steps to re-open to create a safe and liveable environment for both our staff and our guests and visitors. This document is intended to establish non-binding rules. At each of the places that receive or serve tourists, a system of special criteria and regulations arising from the nature of the service is valid, and their operation is performed in accordance with the legislation in force, under regulated conditions.
The list of proposed measures can assist you, but of course it does not over-
ride or precede the current - and regularly reviewed in view of the emergen-
cy - public health, hygiene and other official regulations and regulators.

At the same time, we would like to draw attention to the fact that compli-
ance with the special regulations governing the operation of certain facil-
ities in addition to the general regulations is of paramount importance. It is
extremely important and necessary to comply with the internal action plans
of each institution and their regulations (e.g., regarding cleaning, operation,
guest service, etc.), and we recommend supplementing and updating these
regulations, instructions and action protocols in accordance with the capabili-
ties of the given facility.

The measures taken to maintain the health of the population and the leg-
islation taken due to Covid-19 are mandatory for all concerned. It is in the
interest and duty of all of us to follow the decisions of the Government of
Hungary, the guidelines and directives issued by the National Centre for
Public Health or the national chief medical officer.

In order to assist you with your work, we have compiled the most im-
portant minimum base measures which, even in the current period of
health risks and constraints, provide a safe process and service for all con-
cerned, providing an experience for tourists. Let us not forget about our
colleagues, who wait and serve our guests and visitors every day, so it is
at least as important to create a suitable and safe working environment
for them. In the following chapters of the document, we present in detail
the recommended minimum measures and other proposals for achieving
the above-mentioned goals in each area.

We wish all actors, managers and employees interested
or involved in tourism good health!

We wish you all a successful (re)-opening,
a rising business and safe operation!
GENERAL RECOMMENDATIONS

for tourism service providers
1. Compliance with health protection measures and legislation is mandatory for all concerned, and it is in the interest and duty of all of us to comply with the issued guidelines and directives. It is necessary to act in accordance with sector-specific, health and environmental and disaster management standards, following the guidelines of government bodies.

2. Great care must be taken to keep the facility clean, and a sufficient number and quantity of antiviral hand disinfectant, as well as a virucidal surface disinfectant and cleaning agent, must be available.

3. Adhering to a proper physical distance is extremely important to prevent the virus from spreading:
   A. Design workstations 1.5 meters apart;
   B. There must be a clearly visible sign every 1.5 meters outside the desk to keep the distance between waiting guests.

4. Virucidal disinfection of frequently affected areas of public spaces should be performed at least three times a day. The same is true for the spaces used by employees in the background.

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
5. Most single-phase cleaners and disinfectants are effective against the coronavirus. Use authentically certified disinfectants that are effective according to their instructions for use and that are safe for people and surfaces.

6. In all cases, virucidal disinfectants must be used in accordance with the manufacturer's instructions for use in Hungarian, in the appropriate concentration and with the appropriate contact time.

7. Virucidal hand disinfection possibilities should also be provided in guest areas. The location of the disinfectant should be chosen appropriately: at the entrance, toilets, on tables, etc. Virucidal disinfectants should be available on the desk both on the guest and staff side.

8. Providing a mask and gloves for staff in contact with the guest.

9. It is necessary to ensure that guests are properly informed of: the current house rules of the facility, the measures taken in relation to Covid-19, the conditions of individual use specific to the facility, the restrictions due to the epidemic.
10. It is necessary to insist on the increased adherence to and enforce the internal action plans and regulations of the individual institutions, it is recommended to supplement and regularly update these regulations, instructions and action protocols in line with the development of the epidemic situation.

11. Make sure the soap dispensers and disinfectants are full and report any deficiencies to the responsible employee.

12. If any signs of infection or disease are identified, notify your direct supervisor or in emergency, the responsible manager immediately and follow the relevant protocol of the National Centre for Public Health!

13. Strive for maximum guest satisfaction! Make the guest feel that we care about safety and cleanliness, but do not overwhelm with precautions.

14. If you experience any symptoms that may be related to the infection, report it immediately to your direct supervisor or responsible manager by phone. You should not go to your workplace or general practitioner’s surgery, you should notify your general practitioner or ambulance by phone. The National Centre for Public Health has set up free green numbers to respond quickly and professionally to public inquiries about the coronavirus: 06-80-277-455 or 06-80-277-456.

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
GENERAL SUGGESTIONS FOR EMPLOYEES

Measures necessary for prevention

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Use a paper tissue for sneezing and coughing!

Wear gloves and a mask!

Wash your hands regularly!

Disinfect!

Avoid handshake, physical contact!

Don’t touch your face!

In case of symptoms, notify your manager immediately and consult a general practitioner by phone!

If you are ill, stay home!

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
WASH REGULARLY AND SHAKE HANDS THOROUGHLY THE FOLLOWING ACCORDING TO THE INSTRUCTIONS:

Effective hand washing for at least 30 seconds.

Source: koronavirus.gov.hu
1. Wet hands with water.
2. Apply enough soap (liquid) to cover all hand surfaces.
3. Rub hands palm to palm.
4. Right palm over left dorsum with interlaced fingers and vice versa.
5. Palm to palm with fingers interlaced.
6. Backs of fingers to opposing palms with fingers interlocked and vice versa.
7. Rotational rubbing of left thumb clasped in right palm and vice versa.
8. Rotational rubbing backwards and forwards with clasped fingers of right hand in left palm and vice versa.
9. Rinse hands with water.
10. Dry hands thoroughly with a single use towel.
11. Use towel to turn off faucet (or elbow to the elbow medical faucet).
12. Your hands are now safe.

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GENERAL SUGGESTIONS FOR MANAGEMENT

In the current public health and epidemiological situation, the employer should review the existing risk assessment and the provisions of the Decree of the Minister of Health 65/1999 (22 December) EüM on the minimum safety and health protection requirements for the use of personal protective equipment at the workplace and its amendment taking into account the Decree of the Minister of Health 61/1999 (1 December) EüM on the protection of workers from risks related to exposure to biological agents at work, thus ensuring the hygienic and individual protection of their employees exposed to biological agents during the activity.

1. Action plan
The management of tourism services must behave responsibly in order to control the epidemic. The task of the management is to prepare, in cooperation with professional and health organisations and authorities, an action plan for operation, cleaning, disinfection for the prevention of the epidemic, and for actions related to possible infections in the accommodation establishment. The action plan must be updated immediately in the event of the introduction of new guidelines, procedures and legal regulations issued by the competent authority.

2. Providing resources
The necessary human and material resources must be provided to meet the requirements of the action plan. The number of staff for the changed tasks, the timing and cost of using and procuring the appropriate equipment should be assessed.

3. Control
Compliance with the action plan must be monitored on an ongoing basis. For that reason, it is advisable to set up a working group of unit managers, which should, among others, monitor the increase in the number of respiratory disease among employees. It is the responsibility of the operators to increasingly monitor the health of the workers and to take action in case of suspicion of disease.
4. Register of measures
A record must be kept of the measures and works related to the coronavirus infection. For example, who disinfected in some areas and when.

5. Communication
Employees must be constantly informed about the tasks and actions related to the coronavirus and the behaviour expected of them. It is very important that the leaders of the different departments communicate the relevant information through appropriate channels and tools. Managers communicate the designated guidelines to staff members: how to communicate with guests about the situation, what terms to use. Positive communication between staff and guests is of paramount importance during this period. The staff will receive the names and telephone numbers of those who need to be informed during epidemic-related events.

Guests are fully informed that the accommodation facility will take all necessary measures for the safety of guests. It is recommended to use posters to convey the main messages, which will be easier for guests to understand in addition to the staff. E.g., washing hands occasionally for 20 seconds, sneezing and cough etiquette recommended to prevent infection. In addition, multilingual brochures on the main information about the coronavirus will be placed in the rooms (depending on the location and possibilities, it is recommended to project the brochure on the television home screen).

6. Training, information
Proper staff information is essential to prevent the further spread of the virus and to create a safe environment. Staff must be trained and kept informed of the measures taken to prevent the epidemic continuously and of the symptoms of the epidemic itself (difficulty breathing, fever, cough). Workers need to be aware of all the sections proposed by the NNK and they must adhere to it more closely.
Main information about the coronavirus

BASIC INFORMATION
The virus, named SARS-CoV-2, is one of the coronaviruses. We currently know of seven coronaviruses that can cause diseases of highly varying severity in humans, ranging from simple colds to fatal respiratory problems. The coronavirus also caused the SARS and MERS epidemics that appeared a few years ago. The disease caused by the SARS-CoV-2 virus is called Covid-19.

The SARS-CoV-2 coronavirus first spread from animal to human, the source may have been some bat, and then the intermediate host may have been a Pangolin species (the exact source is not yet known). It spreads from person to person, even during the incubation period, before the first symptoms appear. Experts say an already infected person can pass the virus to at least three others.
SYMPTOMS OF THE DISEASE

Although the primary mode of transmission of most acute respiratory diseases is droplet infection, available data on Covid-19 suggest that infection can also occur through contact (including self-infection by a contaminated hand) or through infected respiratory secretion droplets into the air over a short distance. (e.g. sneezing, cough).

The incubation period for Covid-19 is estimated to be 2-14 days, but some experts estimate it to be up to 27 days. The severity of symptoms may vary from individual to individual. Some people are asymptomatic and others have only mild symptoms - this makes it easier for the infection to spread.

For most people with severe respiratory infections (such as severe viral pneumonia), infections caused by a new type of coronavirus often cause severe respiratory problems. The most common symptoms of infection are as follows:
For most people with severe respiratory infections (such as severe viral pneumonia), infections caused by a new type of coronavirus often cause severe respiratory problems. The most common symptoms of infection are as follows:

- Dry cough
- Runny nose
- Fever
- Fatigue and weakness
- Diarrhea
- Lack of appetite
- Shortness of breath
- Sore throat (uncommon)

Thanks to the response of the professional organisations, the test was completed in a short time, which allowed the rapid identification of the coronavirus. The presence of the virus can be detected in a sample taken from the respiratory system (e.g., nasal or throat swabs, secretions) or antibody from blood serum.

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THE COURSE AND COMPLICATIONS OF THE INFECTION

SARS-CoV-2 infection is associated with mild to moderate symptoms in approximately 75 to 80 percent of cases, and a quarter of those affected had a severe course of the disease. Some of those in need of hospital treatment were healthy before the infection. However, fatalities typically come from those who are at higher risk, such as those with chronic illnesses, heart problems, diabetes, or more advanced ages.

Similar to the spread of influenza and other respiratory pathogens, one of the mode the new coronavirus (COVID-19) spreads is through droplet infection, meaning that the biggest threat to the spread of the virus is a coughing, sneezing person. Depending on the surface, the virus that is put on the surface by coughing or sneezing may remain infectious for a few hours or possibly several days. To date, it has not been scientifically proven that the new type of coronavirus spreads in other ways than the known modes of infection. This has also been confirmed by the WHO, EFSA, the European Centre for Disease Prevention and Control and the German Federal Institute for Risk Assessment (BfR).

Although recent studies have shown the virus in the urine and faeces of an infected person (based on very few tests), there is no direct evidence of the virus spreading in the faeces or urine. The new type of coronavirus can spread further during the incubation period. After influenza-like symptoms, the disease can spread to the lungs, causing severe breathing difficulties. Complications of the disease can include pneumonia, acute respiratory distress syndrome (ARDS), septic shock, or renal failure, and ultimately death.
TREATMENT OF THE DISEASE

There is currently no drug that is specifically effective against the new type of coronavirus infection. Therefore, the treatment is currently aimed at relieving the symptoms and maintaining the stability of vital functions. Specialists are constantly investigating the effects of known antiviral agents on the virus.

Because it is a viral infection, antibiotics are completely ineffective against coronavirus infection. Taking these can be especially harmful in the case of a viral infection, among others, it can increase the chances of developing drug-resistant pathogens.
As this is a contagious disease such as rhinitis, (seasonal) influenza, spread by droplet infection, rules similar to its prevention must be followed.

- Wash your hands regularly and thoroughly with soap, occasionally for at least 20-30 seconds!

- If you do not have the opportunity to wash your hands with soap, use an alcohol disinfectant hand cleansing gel!

- When sneezing, coughing, put a tissue in front of your face, or cough, sneeze into your elbow!

- Avoid crowded places!

- Wear a face mask covering your nose and mouth.
The researchers tested the virus’s survival time on various surfaces in the laboratory and found that it remained virulent for a long time: up to 24 hours on cardboard, two to three days (!) on plastic and stainless steel, it remains alive for up to three hours bound to airborne particles (aerosols).
Specific suggestions for each tourist service

ACCOMMODATION ESTABLISHMENTS

Creating a safe environment

Hotels and other commercial accommodation are no more dangerous in respect of the coronavirus epidemic than other public areas. However, they are visited daily by a large number of guests and workers from all over the world who take advantage of the services on offer, allowing both service staff and other guests to reach each other within the recommended 1.5 meter distance. That is why great attention must be paid to those aspects and preventive measures - hand hygiene, avoidance of contact with the eyes, mouth and nose, safe physical distance, frequent disinfection in public areas, etc. - to prevent the spread of the new type of coronavirus.
It is recommended that a COVID-19 ACTION PLAN be developed for each type of accommodation in order to provide a safe environment for both guests and staff. The relevant details of the ACTION PLAN should be made available to all staff and guests. The essence of this is the strategy, business process that the particular business has developed and follows in order to deal with the virus. This material also helps service providers to design this.

The first and foremost task is to provide comprehensive training and risk analysis training for employees. They should be aware of the possible spread of the virus, the most important things to do when symptoms are detected, and increased hygiene rules.

During directions, training, and day-to-day activities, keep in mind that all precautions are in the best interests of staff and guests. The most important thing is to create a liveable environment even in the changed conditions for the undisturbed rest of the guests. The common goal is to create a visible sense of security, which helps guests to comfortably use the services of the accommodation. We also take care of the health of our colleagues.
Specific proposals by units

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
The reception and gate staff are in daily contact with guests, so it is important to be informed about in-house measures to prevent the coronavirus epidemic so that they can answer guests’ questions, including nearby health care providers and pharmacies. Those working here should be required to ask guests who have difficulty breathing or complain to stay in their room until they have been examined by a doctor. In such cases, the management of the accommodation must be notified immediately.

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Recommended minimum measures

Care must be taken to keep the facility clean, and a sufficient number and quantity of antiviral hand disinfectant, as well as a virucidal surface disinfectant and cleaning agent, must be available.

Virucidal disinfection of the desk and surface, entrance, lobby, tables should be done at least three times a day.

- In all cases, virucidal disinfectants must be used in accordance with the manufacturer's instructions for use in Hungarian, in the appropriate concentration and with the appropriate contact time.
- Virucidal hand disinfection possibilities should also be provided in guest areas, the entrance, toilets, on tables, etc. Virucidal disinfectants should be available on the desk both for the guest and staff side.

Adhering to a proper physical distance is extremely important to prevent the virus from spreading.

- Design workstations 1.5 meters apart;
- Design workstations 1.5 meters apart;

order to keep the distance between waiting guests.

Wearing a mask or plexiglass face shield for staff. A mask is also available to guests on request.

Appropriate information for guests (display of information at the reception and in public areas).

Behavioural suggestions should also be available to guests, and it is advisable to attach or supplement this to the offer/confirmation before arrival.

Designation of special Covid-19 (out of order) rooms in the PMS system, thus ensuring the possibility of physical distance in the room corridors.

If possible, the rooms will be ‘rested’ for 12 hours before the next guest arrives.

Elevator capacity limitation: should be at least 1-1.5 meters between people.

Identification and management of suspicious cases (ill guests): follow the National Centre for Public Health on ‘Procedures for the new coronavirus identified in 2020’.

Knowledge of the contact details of the authorities concerned.

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Other measures

- Placing a plexiglass desk protector.
- A statement that the guest has not been in contact with an infected person for 14 days prior to arrival. Prepare this completed for guests as well.
- Ensuring contactless check-in: avoid unnecessary administration - preferably by filling in an online registration form. Otherwise, pre-printed application forms with guest details.
- Continuous disinfection of pens or the use of disposable pens.
- Provide online prepayment and strive for cashless services.

Necessary tools at the reception desk

- Disposable virucidal disinfectant wipe or disinfectant spray and paper towel to clean surfaces
- Face mask
- Disposable gloves
- Lockable garbage bag
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Recommended minimum measures

WATER DISINFECTION

- Strict compliance with and control of water treatment regulations for circulating pools.
- Strict adherence to and control of the operating instructions for mechanical systems, with special regard to ventilation equipment.
- Providing protective equipment for employees (mask, gloves), planning regular rest periods in daily schedules, segregating employees within shifts.

DISHWASHING, WASHING

- Regular inspections: use of the correct amount of virucidal disinfectant detergent, ensuring proper washing and dishwashing temperatures, and inspection of the disinfectant dispenser.

AIR CONDITIONING

- Proper adjustment, inspection and cleaning of air filters.

DISPENSERS

- Checking the proper operation of bathroom soap dispensers and hand dryers, immediate replacement of defective units.
- Placing extra disinfectant dispensers in both guest and staff toilets, at the entrances of restaurants, bars and other catering shops.
Legionella prevention *(source: NNK)*

Legionella bacteria are pathogens that settle in aquatic systems and can cause severe or even fatal pneumonia in susceptible individuals. The vulnerable groups are the same as for COVID-19: the elderly and people with chronic underlying disease or immunocompromised conditions. As both are respiratory pathogens, more severe symptoms should be expected in case of co-infection.

Legionella is proliferated by stagnant water warmer than 20 °C, so the water network of buildings that are not in use due to the epidemic, as well as decommissioned cooling towers, can also be a risk. Infection is caused by inhaling a spray of water (aerosol) contaminated with bacteria, which occurs when showering, opening the taps, flushing the toilet, or operating the cooling towers. Thus, this must also be taken into account for systems restarted after a shutdown.

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Tips for a safe restart

If the water is in the network when not in use, but the hot water supply is operational, the usual risk management solutions are sufficient: the hot water must be at least 60 °C at the place of production and at least 50 °C at the place of use. Each spout should be rinsed at least once a week with hot water and then cold water (for at least 1 minute each), taking care to ensure a careful, splash-free spout. If these conditions are met, the re-use of the building does not pose a risk.

If the water is in the network during the period of non-use, but the hot water supply has not operated: It is recommended to completely empty the hot water tank via the tapping stub. Before restarting, the cold water system must be flushed and, if possible, shock-disinfected with water containing 50 mg/l of free active chlorine for one hour contact time. The hot water tank must then be filled, heated to at least 60 °C and all spouts must be rinsed with hot water (for at least 1 minute), taking care to ensure a gentle, splash-free drain off.

Dry draining large water systems is generally not recommended because stagnant water almost always remains in the system. If such a decision is made, it is recommended that the system be disinfected before draining and then restarted according to the previous section. Other water systems: where possible, it is recommended to drain dry during shutdown (e.g., whirlpools, irrigation systems). If this is not possible, shock disinfection (with 50 mg/l chlorine) is required before restarting.

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CLEANING, HOUSEKEEPING

General guidelines

CLEANING AND VIRUCIDAL DISINFECTION OF FREQUENTLY TOUCHED SURFACES IN RESIDENTIAL UNITS AND PUBLIC SPACES.

Frequently affected surfaces (handles, light switches, lift buttons, faucets, TV remote controls, telephones, keyboards, gym/fitness equipment, etc.) must be disinfected regularly with a coronavirus-effective disinfectant: The coronavirus has a lipid envelope, so most single-phase cleaners and disinfectants are effective against it. Use authentically certified disinfectants that are effective according to their instructions for use and that are safe for people and surfaces.
Cleaning frequently used surfaces

Increase frequency

Gloves are mandatory

Take special care

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Recommended minimum measures

CLEANING OF PUBLIC SPACES

- Regular virucidal disinfection of frequently affected surfaces (at least every two hours): door handles, lift buttons, switches, handles, railings, telephones, etc.
- Regular ventilation of public spaces.
- Commercially available and approved disinfectants in appropriate concentrations are considered suitable for disinfection.

ROOMS’ CLEANING

- Daily virucidal disinfection of frequently touched surfaces in the room: door handle/handle, telephone, lamp switch, cabinet and drawer handles, television remote control and keyboard, desk, bedside table, washbasin and faucet, shower faucet, soap dispenser, toilet flush handle.
- Cleaning once a day is mandatory.
- Alcoholic hand disinfection by workers is required before entering any room.
- Room ventilation during cleaning.
- Ensuring the availability of bathroom accessories (soap, clean towels, cosmetics in higher category accommodation facilities, etc.)
- Washing dishes in the room in the dishwasher: even seemingly unused dishes, as they may have been touched by guests by hand.
- In case of possible hand washing: washing, disinfection, drying. The use of disposable paper towels is mandatory instead of kitchen towels.
- Pause of indoor jacuzzis
- If the room has a balcony or terrace, it is mandatory to disinfect the furniture there.
- Providing cleaning staff with the necessary equipment:
  A. disposable gloves
  B. closed shoes
  C. mask
- Washing of textiles: heat disinfection should be preferred during the laundry process in accordance with local regulations:
  Heat treatment procedure 1: 85 °C for 15 minutes
  Heat treatment procedure 2: 90 °C for 10 minutes
  Heat treatment process 3: 70 °C for 25 minutes

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Increased hygiene standards are also required for textiles. In connection with laundering, the use of hygienic laundries is strongly recommended, as they are subject to the following requirements, which are regularly officially inspected:

— in the case of the building, the dirty and clean sides are hermetically sealed, thus ensuring the pathogen-free clean side
— hygienic washing technology with regularly checked bacteriological tests
— no contact between soiled and clean textiles in the transport vehicle is permitted during transport
— the load compartment of the vehicles and the transport containers are disinfected after each use. The following are recommended for on-site textile treatment:
  - handle and collect dirty and clean textiles separately (preferably in another room)
  - when changing fabrics, it is recommended that clean fabrics be brought into the room only after cleaning and disinfecting the room.
  - it is strongly recommended to disinfect the rooms with ozone before re-opening and to repeat it regularly

ROOMS’ CLEANING
— It is recommended to use a steam cleaner instead of vacuuming.
— It is recommended to suspend the request for optional cleaning.
— Use of ozone disinfectant.
— Daily change of covers and towels (in case of patients it is possible to put them in a separate bag, wash at a minimum of 70 °C).
— The use of disposable antiviral disinfectant wipes is preferred.
— Use a disposable cloak.

CATERING UNITS, RESTAURANTS
See the chapter on Catering units, restaurants.

BATH UNITS, WELLNESS UNITS
See the chapter on Public Spas (spa and adventure baths, swimming pools).

BEACHES
See the chapter on Natural water beaches.

COMMON SPACES/ROOMS AND OTHER OUTDOOR VENUES, CHILDREN’S ACTIVITY
See the chapter on Enclosed tourist attractions (museums, visitor centres, exhibition and showrooms).
CATERING UNITS, RESTAURANTS

Particular attention should be paid to the personal hygiene of staff working in catering units and restaurants (regular hand washing, cough etiquette, etc.). Guests should be advised to use the antiviral hand disinfectant at the entrance before and after entering the restaurant, for breakfast, lunch and dinner. It is important to consider these recommendations when providing staff meals.

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General important recommendations

- It is recommended that staff be required to wear a mask or plexiglass face shield.
- The entire catering unit must be disinfected at least twice a day (before opening and between 4 pm and 6 pm) (without the obligation to close).
- Virucidal hand disinfection should also be provided in guest spaces. The location of the disinfectant should be chosen appropriately: at the entrance, in front of next to the buffet desk, in toilets, on tables, etc.
- Where possible, cashless payments (credit cards, smart devices, etc.) are used. Paying colleagues should pay close attention to disinfecting their hands before and after pay. Cash and food handling, if possible, should be done by a separate person.
- Limit/maximize bookings in one time zone to avoid congestion. In case of a la carte reservation in advance, buffet meals with separate shifts. If possible, organised seating of guests.
- Guests can be seated with at least 2 meters between adjacent tables.
- A table company can seat up to 4 adults and children.
- In case of waiting guests, intermittent admission: keeping a minimum distance of 1.5 meters.
- Buffet meals are not recommended due to congestion and difficulties in maintaining distance sustainability - a recommendation for this can be found in the next detailed recommendation section.
Recommended minimum measures

OPERATING AREA

- When cleaning surfaces in the plant area, care must be taken to maintain the virus-free environment by proper separation of work processes and the introduction of more frequent virucidal disinfection.
- Care must be taken to keep the facility clean, in sufficient numbers and quantities, and there must be a virucidal hand disinfectant, as well as a virucidal dishwashing detergent, surface disinfectant and cleaning agent.
- In all cases, virucidal disinfectants must be used in accordance with the manufacturer’s instructions for use in Hungarian, in the appropriate concentration and with the appropriate contact time.
- Placing a virucidal hand disinfectant at each handwashing site.
- According to the available information, the coronavirus is typically killed above +60 °C, so it is recommended to keep foods that can be prepared with safe heat treatment (core temperature of 72 °C for at least 2 minutes or at least 75 °C at all points in the food) on the menu. It is especially important to wash vegetables and fruits thoroughly under running water. Serving of raw foods that contains not sufficiently cleanable ingredients should be avoided.
- Do not come into contact between the driver and the worker when the cooking ingredients arrive and when the food is delivered. The same applies to a driver transporting leftover food.
- Food and foodstuff delivery may only be carried out by healthy persons. Food transport workers must maintain a high level of personal hygiene and be provided with appropriate, clean clothing and an antiviral alcohol disinfectant.
A basic food hygiene requirement is that only healthy people should work with food, both during production and serving. Workers handling food must maintain a high level of personal hygiene and be provided with appropriate, clean clothing.

In the case of hand-touched foods (e.g., cornets, cakes, assistance to the little ones in feeding children, etc.), compliance with hand hygiene is of paramount importance.

Gloves must be worn when feeding food, and regular hand washing and hand disinfection must be required. - Dinner instead of buffet if possible.

Kitchen staff should not come into contact with guests or, if so, wear a mask or rubber gloves.

Dishwasher washing is mandatory: including dishes that have apparently not been used because they may have been touched by guests by hand.

In case of possible hand washing: washing, disinfection, drying. The use of disposable paper towels is mandatory instead of kitchen towels.

The staff should take special care to clean the equipment used during the meal.
GUEST SPACE

____ The entire catering unit must be disinfected at least twice a day (before opening and between 4 pm and 6 pm) (without the obligation to close).

____ Virucidal hand disinfection should also be provided in guest spaces. The location of the disinfectant should be chosen appropriately: at the entrance, in front of next to the buffet desk, in toilets, on tables, etc.

____ Remind guests when entering the restaurant about virucidal hand disinfection (place a sign and hand disinfectant at the entrance).

____ Staff in contact with guests must be provided with a mask and gloves.

____ Participants in the service minimize contact with guests. The use of gloves and masks is mandatory.

____ Service personnel should be provided with an antiviral alcohol disinfectant or disposable gloves. It is also recommended to take a hand wash break at least every 2-3 hours when working with gloves.

____ Where possible, cashless payments (credit cards, smart devices, etc.) are used. Paying colleagues should pay close attention to disinfecting their hands before and after pay. Cash and food handling, if possible, should be done by a separate person.

____ Limit/maximize bookings in one time slot to avoid congestion. In case of a la carte reservation in advance, buffet meals with separate shifts.

____ Guests may be seated with a nose spacing of at least one and a half meters from guests sitting in an adjacent table company.

____ A table company can seat up to 4 adults and children.

____ In case of waiting guests, intermittent admission: keeping a minimum distance of 1.5 meters.

____ Disposable menus printed on ‘plain’ paper that are disposable after the departure of a table company or foil menus that must be cleaned after the departure of a table company must be available.

____ It is extremely important to disinfect surfaces that are often touched by hand several times a day (such as door handles, railings, light switches, etc.) Alcohol-based rapid disinfectants and virucidal disinfectant wipes can be used to disinfect these surfaces.

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
In addition to sugar, spice racks and typical common utensils, the guest can also request, also on airplanes, the usual, so-called ‘small bags’, individually wrapped, sterilized spices, sweeteners, or disinfecting the table condiments after each guest leaves.

Bread needs to be sliced in advance or rolls served so that the guest does not touch the whole bread.

In restaurants, it is necessary to clean the table and armrests with a virucidal disinfectant or to replace the tablecloth after the guest has left.

Machine virucidal disinfectant washing of textiles is recommended.

Regular cleaning and disinfection of coffee machines, vending machines, dispensers, jugs (at least after each service with virucidal disinfectant).

The rooms need to be regularly ventilated.
This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Other measures

- It is worth prioritizing delivery and takeaway service.
- Free or discounted room service.
- The dishes to be served are served from the kitchen all the way to the table for the guest protected by a cloche (plate cover).
- If possible, in the case of show kitchens, install a plexiglass wall in front of the kitchen desk in the guest space.
- We also recommend that the kitchen staff wear a mask and gloves when preparing food.
- We do not recommend the classic buffet meal, instead we recommend the following:
  - Chef serves from the buffet as well as live cooking protected by plexiglass or glass wall
  - The chef wears mask or a plexiglass face shield
  - A waitress serves from the buffet table at the guest’s request (mask and gloves required)
  - Disinfection of pick-ups and chafing tongs every 30 minutes (possibility of hand disinfection near the buffet table)
  - Serving small quantities in chafings, refilling them frequently
  - Cutlery for guests provided by the waitress, or there should be several shifts on the table and they should be changed after each guest leaves.
  - One-way buffet line, no walking around (cold salad, hot, dessert)
    - If possible, create 2 lines/island buffet to avoid congestion
  - Preferably serving a portion of cold salad and dessert, takeaway portions
  - Hot food is served by chefs exclusively, they give the plate well so contact with it is excluded
  - Waiting in line 1.5 meters apart to paint this to avoid congestion
  - Table of operation and the room is also appropriate for informing about
    - 1.5 meters - also in a mask with gloves

- Cutlery for guests is provided by the waitress or there should be several shifts on the table and they should be changed after each guest leaves.
This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Provide up-to-date information to visitors on the information surfaces, online and offline before entering the site (website, application, hall, reception hall, arrival point, etc.).

Ensure that guests (interested parties, visitors, bathers, hikers, etc.) have a suggestion of behaviour available at the points of entry and at the cash desk (in a conspicuous place accessible in the case of an outdoor attraction, such as a central location or hiking trail) in accordance with the health/prevention/hygiene rules applicable to them (distance, change in health - e.g., fever - immediate indication, use of disinfectants, etc.). Publish this on the website, application, social web interfaces (too).

If any special signs of infection or illness are identified, report them immediately to your direct manager and follow the facility’s action plan.

Provide online advance booking, ticket purchase and payment options, contactless ticket purchase and strive for cashless services.

Allow the documentation required for the use of the service (e.g., statement of responsibility) to be filled in in advance, avoid unnecessary administration.

As a manager, determine how many guests you can safely receive at one time and not allow more people into the facility - keeping in mind the legal requirements and recommendations.

Workstations should be set up at a distance of at least 1.5 meters from each other (e.g., ticket office) where the separation is solved with a glass wall or other solution, it is not necessary to ensure a protective distance.

At the reception, ticket offices, information desks, separate the staff from the guests with plexiglass/glass.

Place hand disinfectant on the desk for both guests and staff.

Draw the guests’ attention to access to the institution is only allowed after hand disinfection.

Make sure that the necessary equipment and medical supplies are available at the reception, ticket office, information desk:
- Disposable disinfectant cloth for cleaning surfaces
- Face mask
- Disposable gloves
- In contact with a guest in an air space: wearing a long-sleeved shirt
- Other medical equipment available on site

Place a clearly visible sign every 1.5 meters outside the desk so that the line does not become congested and the proper distance between the waiters can be maintained.
Draw the attention of the guests to the fact that only one person from a family belonging to each other should line up and keep the right distance.

Wear a mask and gloves in closed places, as directed and informed by NNK.

Limit the capacity of the elevators, maximum 2 people should stay in one airspace, except for those living in one household.

Managers should develop and enforce a specific protocol for the detection and treatment of suspicious cases (disease). Employees should pay close attention to adhering to this.

Be aware of the contact details of the relevant authorities.

Pay close attention to disinfection:

- **Disinfect counters and surfaces, the entrance and the surrounding area**
- **Disinfect indoor and outdoor recreation areas and equipment**
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  switches, handles, railings, street furniture, etc.

  of cleaning agents and the rules for the protection of artefacts).

Observe the capacities of public washrooms, observe the appropriate safety distance when queuing, and mark the waiting distance with stickers on the floor. Max. 2 people can stay in the lobby with a protective distance of 1.5 meters.

Ventilate regularly.

Ensure that the operating instructions of the mechanical systems, with special attention to the ventilation equipment, are strictly observed and checked.

Make sure that an adequate number and size of waste bins are provided for the size of the area and the number of guests, and empty them every two hours or as needed.
Reduce the number of equipment in the recreation areas (both indoors and outdoors) as necessary to avoid congestion and ensure that the airy layout is maintained at all times.

In exhibition and showrooms and other venues, ensure that a distance of at least 1.5 meters between visitors is maintained along the visitors’ route. Only a certain number of people complying with that rule should stay in a single airspace at the same time, simultaneously.

We recommend segmenting the visitor routes according to the operator’s local knowledge.

Limit the number of visitors, determine the number of people staying in the same space at the same time, in accordance with the operator’s safety regulations and public health regulations.
Only allow visits to permanent elements of attractions where disinfection of areas used by the public can be guaranteed. It is not recommended to introduce new attractions, or hold temporary exhibitions, children’s or other individual and group sessions.

Postpone the holding of events to a later date. There are special legal regulations for holding events.

Do not organise presentations, programmes, children’s or other individual and group sessions during this period.

Disinfect audio guides / recorded guides / visual guides between uses, with an appropriate “rest” time between uses.

Allow visits to enclosed attractions only for individual visitors, only family members or those living in a household should be exceptions as groups. (Provided that it is allowed under the law).

Make personal guiding available for a maximum of 10 people, observing the appropriate safety distance (1.5 meters). Non-operated devices must be separated from guests (e.g., cordon).

The number of visitors must be limited in enclosed spaces: No more than 1 guest may be present in addition to the staff at any one time in spaces of less than 20 m². The safety distance (1.5 metres) must be maintained, taking into account the size of each room. (It is recommended to calculate the number of persons that can be accommodated by providing an area of 20 m² for 1 visitor.)

In the case of outdoor attractions, hiking and walking trails, natural water surfaces, beaches, a safety distance of 1.5 metres must be maintained between guests. Compliance with legal requirements in the respective area is mandatory in compliance with strict and ongoing public health standards. It is recommended to double the size of the areas per capita (to be provided) specified in the regulations compared to what is stipulated in the legislation.

It is recommended that government guidelines be followed regarding the opening of playgrounds for enclosed attractions, otherwise special care should be taken to comply with public health regulations. Disinfection of all play equipment is recommended at least on a daily basis. It is the responsibility of the parents, relatives and supervisors accompanying minors (children) to maintain a safety distance, however, it is recommended to draw attention to this.
This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
NATURAL WATER BEACHES

DURING THE CORONAVIRUS EPIDEMIC, MAINTAINING AND OPERATING BEACHES AND MAINTAINING THE RECOMMENDED DISTANCE BETWEEN GUESTS ON THE WATERFRONT (AND IN THE WATER) REQUIRES MORE THAN AVERAGE ATTENTION.
Natural bathing areas licensed for the use of bathing water may be visited on condition that a distance of 2 meters between persons other than persons living in the same household is required in order to avoid congestion.

In the area of the spa, in the buffets and toilets, in the showers, continuous disinfectant cleaning must be carried out, workers must be provided with antiviral hand disinfectant and, if necessary, protective equipment.

Proper distancing must also be ensured in the washrooms. The operator must also ensure regular disinfection of toys, benches.

At cash desks, it is necessary to reduce queuing time, e.g., by opening more cash desks.
For paid beaches

According to Government Decree 78/2008 (3 April), it is necessary to provide an area of 20 m² instead of 10 m² per person for the maximum number of guests expected at the spa. Based on the above, the maximum capacity of the recreation area of each spa unit must be recalculated and admission must be controlled (at the same time, where possible, giving priority to online ticket purchase in advance).

After admission, a distance of 2 metres must be maintained between guests in indoor and outdoor areas, on natural water surfaces, and in swimming pools.

For free beaches

A distance of 2 metres must be kept between guests in indoor and outdoor areas, on the natural water surface.

It is the responsibility of the free beach operator to inform guests about these rules along the route leading to the site.
**Other recommended measures**

- Provide disinfectant cleaning and ventilation (e.g. massage) between treatments with personal contact at the spa.
- When maintaining the hygienic condition of common areas, changing rooms, showers, swimming pools, other surfaces, foot washes, full compliance with the required cleaning instructions is required (with special attention to the application of the required concentration of cleaning agents). Disinfection of the doors and interior surfaces of changing booths every two hours. Disinfection of pier rails, pool rails, and other handrails assisting entry into the water every 30 minutes.
- When renting water leisure and sports equipment, disinfect the equipment in the period between the use of the equipment.
- Mandatory use of slippers in all sections of the beach, in the premises of the wet block.
- Reducing the number of equipment in recreation areas (both indoors and outdoors) as necessary to avoid congestion, maintaining an airy arrangement at all times (placing loungers at a maximum distance of at least 1.5 metres per two units).
- On the beach - where available - a waveless pool with water circulator pumps may be operated, but without the attraction elements (e.g., massage jet, neck shower).
- Suspension of steam and sauna services, where available, suspension of jacuzzis / whirlpools.
- Regarding beach restaurants, we recommend following the recommendations for restaurants in the section on accommodation establishments and catering units.
PUBLIC BATHS

medicinal baths and spas, swimming pools

DURING THE CORONAVIRUS EPIDEMIC, THE OPERATION OF PUBLIC BATHS, BEACHES, SWIMMING POOLS OPERATING ACCORDING TO NM DECRÉE 37/1996 (18 OCTOBER) AND THEIR GUESTS REQUIRE MORE ATTENTION THAN AVERAGE.

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Recommended measures

- Limiting and maintaining simultaneous capacity for the entire spa area and pools, based on NNK guidelines.
- At cash desks, it is necessary to reduce queuing time, e.g., by opening more cash desks.
- Reducing the maximum number of guests in the pools at the same time to a number with whom the 2 metres’ distance may be maintained.
- Outdoor and indoor pools can be operated with a personal supervision where at least 1.5 metres’ distance between people can be ensured.
- Suspension of the operation of the pools with a filling-emptying system, based on the guiding instructions of the NNK.
- Strict adherence to and control of water treatment regulations for pools with water circulation pumps (e.g., chlorine levels), based on NNK guidelines.
- Hourly ventilation of indoor pool and recreation areas.
- Observe the requirement of showering before and after entering the pool.
- Disinfect pool railings every 30 minutes.
- Strict adherence to and control of the operating regulations of mechanical and water treatment systems, with special attention to ventilation equipment.
- Reducing the number of items of equipment in the recreation areas (both indoors and outdoors) as necessary to avoid congestion, maintaining an airy arrangement at all times (placing loungers up to 2 pieces at a distance of at least 1.5 metres).
It is proposed to increase the 8 m² unit outdoor recreation area per person to 20 m² / person and to calculate the simultaneous capacity on the basis of the NKK guidelines.

When maintaining the hygienic condition of common areas, changing rooms, showers, swimming pools, other surfaces, foot washes, full compliance with the required cleaning instructions is required (with special attention to the application of the required concentration of cleaning agents).

Providing protective equipment for employees (mask, gloves), planning regular rest periods in daily schedules, separating employees within shifts. Use of protective equipment for cleaning staff (gloves, mask, closed shoes, full body protecting clothing).

Display of disinfectant liquid / gel in the main rooms visited by guests (lobby, changing room, washrooms, recreation areas, pool area, outdoor area, restaurants).

Hourly cleaning of water blocks, and disinfecting the doors and interior surfaces of changing booths and lockers every 2 hours.

Suspension of all steam and sauna services.

Jacuzzis, whirlpools are not allowed to operate, their operation is governed by the current guidelines of the NNK.

Body and medical treatments may be performed as prescribed by law and in accordance with NKK guidelines.

Making the use of slippers mandatory in all sections and rooms of the spa.

Disinfection of admission watches after each use without exception.

Suspension of the operation of water attractions, spa elements, except for slides.
This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
OUTDOOR ATTRACTIONS, ACTIVE TOURIST SITES

In addition to complying with the general guidelines, it is recommended that the following measures be followed for outdoor sites.
Recommended measures

- Disinfection of protective equipment used by guests before and after each use.
- Disinfection of equipment rented by guests (e.g., bicycles) before and after each use.
- Continuous, regular disinfection of outdoor recreation areas and their equipment (benches, chairs, tables), if this is not feasible, ensuring that they are closed to guests.
- Reducing the number of equipment in recreation areas needed to avoid congestion, maintaining an airy layout at all times.
- It is not recommended to open attractions where the safety distance cannot be maintained.
- Reopening caves to visitors is not recommended.
- The opening of gardens and parks is allowed, with increased compliance with public health regulations and government guidelines, instructions and appropriate regulations. The operator is obliged to ensure that the safety distance is observed by the visitors of the parks and gardens, no groups are allowed.
This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Attractions presenting animals may be opened with increased compliance with public health and animal health regulations, as well as government guidelines, instructions and appropriate regulations. Personal guiding is recommended for a maximum of 10 people, with the appropriate safety distance (1.5 m). Opening any attraction that may lead to congestion is not recommended.

The opening of attractions where the distance of 1.5 meters cannot be maintained in the case of two-way traffic (e.g., suspension bridges) is not recommended.

Chairlift use is only recommended if regular disinfection is ensured and a distance of 1.5 metres between guests can be maintained. It is recommended to make wearing a mask and gloves mandatory when using the chairlift.

A bobsleigh track can only be used if it is regularly disinfected and a distance of 1.5 meters between guests is maintained. When using the toboggan course, it is recommended to make the use of a mask and gloves mandatory.

It is recommended to close the viewing areas as safe distance keeping is not possible.

It is recommended that petting zoos be closed to guests.

On hiking trails, it is recommended to lock outdoor furniture, playgrounds and fireplaces from guests.

Opening of enclosed animal houses and greenhouses to the public is not recommended.
Covid-19 manual for operators of attractions and service providers

Tourist guides

- wearing a mask by participants is strongly recommended
- programmes may be held only in places where a safety distance of one and a half meters can be ensured
- programme illustrations should be disinfected regularly
- all payments during the programme should possibly be made without cash, it is recommended to allow contactless purchases
- the maximum number of persons taking part in walks/programmes should be set in such a way that safety standards can be met
- only those guests should be admitted to programmes who are healthy, it is recommended to provide flexible cancellation and re-booking conditions for those who feel sick
- prior to the programmes, participants should be informed about the security requirements for the specific programme

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Buses

- Fill the hand sanitiser gel dispensers placed at the passenger doors
- Disposal of garbage bags per pair of seats, their regular replacement
- Regular disinfection of the tourist guide’s and the driver’s microphone several times a day
- Check the condition of the filters of the air conditioner and air blowers, replace or clean if necessary
- Fill in the cleaning and disinfection log
- Handle luggage only in gloves specifically used for that purpose (other than gloves used for cleaning or refuelling)
- Remind passengers to use the hand sanitiser gel placed at passenger doors
- Before each boarding, remind passengers to wear a mask on the vehicle, providing passengers with a spare mask if required and necessary
- In the absence of a printed information leaflet, provision of brief verbal information on the necessary and recommended disinfection procedures during the journey before departure
- In the event that the driver assists the passenger off the vehicle, he should not offer his hand but his elbow, thus avoiding skin-to-skin contact
- Tour operator tasks during bus trips:
  - *Disinfect counters and surfaces, the entrance and the surrounding area.*
  - *Provide extensive information to passengers on the expected hygienic steps both before and during the journey.*
  - *Physical distancing: limited use of vehicle capacity by using a larger capacity vehicle or more vehicles if necessary, reminding passengers of physical distancing.*
  - *Sharing the costs of disinfection and other tasks performed by passenger transport companies.*
  - *Use of service providers that fully comply with the above procedures.*

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
PROFESSIONAL RECOMMENDATION FOR RE-STARTING EXHIBITIONS, CONFERENCES, BUSINESS EVENTS

(MaReSz – Federation of Hungarian Event Organisers)
General recommendations

Great care must be taken to keep the facility clean, and a sufficient number and quantity of anti-viral hand disinfectant, as well as a virucidal surface disinfectant and cleaning agent must be available.

Adhering to a proper physical distance is extremely important to prevent the virus from spreading. It is recommended to set up cash desks/information desks/registration workstations 1.5 metres apart. Where queuing may occur there must be a clearly visible sign every 1.5 metres to keep the distance between the waiting guests.

Virucidal contact-free hand disinfection possibilities should be provided to the entire event area, especially in public spaces and catering services.

Continuous virucidal disinfection of frequently affected surfaces in public spaces - during operation - should be performed minimum every 4 hours.

For employees participating in the event - who come into personal contact with visitors, guests, exhibitors - must be provided and wear a mask and gloves to cover their mouths and noses.

Colleagues organising the event should be familiar with the symptoms of COVID-19, the ‘Procedure for the new coronavirus identified in 2020’ issued by the National Centre for Public Health and the contact details of the relevant authorities. To this end, it is recommended to hold trainings.

In addition to the legal requirements in force, it is recommended to provide medical on-call service and an appropriate isolation room in case of suspicion of COVID-19.

It is recommended that each event venue and event organiser have their own Covid-19 ACTION PLAN.

In the case of all events, it is necessary to regulate in advance the responsibilities and powers related to the observance of security measures.
Registration

- The organiser of the event/exhibition provides the possibility to register online, buy tickets at home, and draws attention to the benefits of printing at home.
- It is recommended to minimise on-site ticket purchase registration. It is recommended to provide contactless payment options (by card, PayPass).
- In the case of events/exhibitions, the event organiser strives to provide the possibility of intermittent, time-bound registration/ticket sales. The purpose of this is to spread the daily attendance over time.
- It is recommended to mark distance and queuing points in front of the registration desk at a distance of 1.5 metres.
- The event organiser takes care of the non-contact reading of tickets, passes and badges at the event/exhibition venue (e.g., QR code, barcode, other employee or guest ID).
- Prior to on-site registration, participants are advised to declare that they do not have symptoms of Covid-19, are not under official surveillance or quarantine, have not been in contact with a registered Covid patient in the last 14 days, or have not been involved in the care of a suspected Covid patient.
- Participants should be made aware that they are participating in the event at their own risk.
- For participants in the event, the regulations in force determine whether it is necessary to wear a mask, but at the same time, it is recommended to ensure the availability of gloves and a mask in accordance with the proposed prior agreement.
Recommendations for exhibitions

- It is recommended to restrict entry above 5 m²/1 person in relation to the gross exhibition area.
- In the case of exhibition stands, a distance of 1.5 metres between the exhibitor and the partner is recommended.
- Minimum 3-metre roads between the stands.
- If possible, one way routing of main visitor routes should be applied at high attendance events.
- The re-use of used carpets on the stands is not recommended.
- It is recommended not to use a carpet as a surface for visitors on exhibitions.
- Establishment of hand disinfection points for a minimum of 2,000 square metres, but especially, at the junctions of main transport routes, water blocks and entry points.
- Exhibitors should, if possible, equip their information desks with a transparent plexiglass wall for the safety of staff.
- It is recommended not to distribute gifts or to offer food to taste.

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Recommendations for other events

For other events, it is recommended to restrict the entry above 3 m²/1 person in relation to the gross exhibition area.

In order to reduce the chances of congestion and masses as little as possible, it is necessary to plan the guest traffic routes, spaces of stay in advance as follows: determining entrances and exits, and possible traffic directions, determining the capacity of spaces, precise equipment/furnishing plans.

It is recommended to indicate and control the reception capacity in section halls, meeting rooms, catering venues and washrooms.

In order to ensure proper ventilation, the doors and windows of the rooms/spaces should be kept open as long as possible.

Regularly clean and disinfect (several times per hour) handles, railings, frequently used surfaces (shared furniture, tables, counters, washbasins)

It is recommended to keep a distance in elevators.lifts. (To observe this, the participants’ attention is drawn with signs and inscriptions).

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Recommendations for conferences, professional forums

The organiser shall ensure that the chairs in the conference room are at least one and a half metres apart. If it is not possible due to the size of the hall and the expected number of people, it is recommended to use an additional function room to which projection can be arranged.

The organiser or its sub-contractor ensures disinfection of the audio-visual and IT equipment prior to each event, and during breaks.

Passing the microphone between contributors is not recommended among the audience.

It is recommended to use streaming and other digital solutions in case of great interest.

Intermediate disinfection should be performed during the breaks between sessions.

It is not recommended to provide papers and stationery in the function rooms, or we only recommend pre-packaged pen and notepad that is used there for the first time.

In the case of programmes, performers and presenters should be transported on a completely separate route, so that there is less contact with guests.

This recommendation is not to be interpreted as an official requirement and does not exempt from the obligation to comply with effective public health and other legislation.
Catering events, coffee breaks, lunches, receptions

In the case of buffet service at receptions, it is recommended to create airy buffet islands with several smaller stations, further divided into several locations.

Instead of classic, self-service buffets, service is recommended - the chef, waitress takes food for the guests from the bowls and food plates placed on the buffet table. To reduce the risk of droplet infection, we recommend building plexiglass or glass sheets at buffet counters.

For coffee and beverage counters, it is recommended not to use the self-service system - a waiter should serve the guests. Periodic omission of offering drinks is recommended.

Gloves and masks must be worn by the service and kitchen staff.

It is recommended to provide pre-packaged cutlery.

Use a higher number of side tables to reduce mass focal points.

It is recommended to keep pre-packaged foods (sandwiches, salads) on offer. In the case of banquets, served menus, it is recommended to use a cloche.

Guest tables should be positioned so that the tables are at least 1.5 metres apart.
Tourinform Offices
(Tourist information points)

Staff of the front offices of Tourinform offices are in daily contact with guests, so it is important to make them aware of measures taken within the settlement to prevent a coronavirus epidemic, as well as relating to key attractions and larger hotels, so that they can answer guests’ questions.

In particular, colleagues should be aware of restrictive measures to avoid any inconvenience. Tourinform offices can do a lot to carefully plan trips in the settlement, communicate opportunities, and ensure safe trips and experience.

Due to the emergency, in each Tourinform office, information on the availability of the services offered by them (e.g., tour guide, luggage storage, bicycle rental, etc.) must be visibly displayed outside the office (e.g., on a sign in front of the entrance).
• BC Ministry Of Health: COVID-19 Guidance for Hotel Sector (2020. 04. 08.)
• Centre for Health Protection: Health advice on prevention of Coronavirus disease (COVID-19) for Hotel Industry (2020. 03. 19)
• National Health Service (NHS): Guidance for Hospitality Industry
• Veszprém County Chamber of Commerce and Industry, www.veszpremikamara.hu (April 10, 2020)
• World Health Organisation: Operational considerations for COVID-19 management in the hotel sector (2020. 03.31)