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GREEK HOTELS

HEALTH/ HYGIENE PROTOCOLS

(pursuant to the Joint Ministerial Decision/ No 1881/29.05.2020)

*The detailed health protocols for hotels and other tourist residences in Greece were published on 30.05.2020 in the Government Gazette (FEK 2084/30.05.2020), making the Ministerial Decision no 1881/29.05.2020 formally enforceable. The health protocols should be applied **until December 31**, as part of the country's measures to address the Covid-19 pandemic.*

A. General Information (Action & Operational Plan)

Recommended dates for the reopening of hotels in Greece:

- ✓ **June 1:** Reopening of year-round hotels
- ✓ **June 15:** Reopening of all other tourist accommodation establishments
(seasonal hotels and resorts)

❖ ACTION PLAN (HOTELS WITH 50+ ROOMS)

- The management of hotels with a capacity of more than 50 rooms is obliged to develop an action plan and individual protocols for each section of the establishment.
- The action plan must comply with the recommendations of Greece's public health organization and will be revised according to the developments.
- **According to each action plan:**
- ✓ hotel management must appoint a) **a health coordinator** to supervise that protocol is being followed and b) **individuals** to supervise each hotel section (eg F&B, housekeeping).

- ✓ hotel staff must be trained to follow and execute the action plans
- ✓ all hotels will be required to coordinate with a **doctor or a secondary health care provider**, who will act on the instructions of EODY (*Greek health organization*) for testing suspected cases of Covid-19. Through telemedicine, doctors will be able to monitor suspected cases.

The deadlines for the appointment of a doctor or a secondary health care provider are the following:

- a. For year-round hotels: **20.06.2020**
- b. For all other tourist accommodation establishments: **05.07.2020**
- Action plans will note whether they have been accredited by certification bodies (*optional*) in terms of taking measures to prevent and treat coronavirus cases.

❖ **OPERATIONAL PLAN FOR MANAGING COVID-19 CASES (ALL HOTELS)**

- All tourist accommodation establishments, regardless of their size, are obliged to draw up an operational plan in order to be able to manage suspected Covid-19 cases.
- Each establishment must **appoint a coordinator** to supervise that the proper management of suspected coronavirus cases is being followed out.
The owner of the hotel, the General Manager, the Quality Manager or a new member staff can be appointed as the hotel coordinator. Alternatively, a management team can be appointed by the hotel in order to carry out the supervisory role.
- **EODY (*Greek health organization*) must be informed on the personal details of all coordinators and collaborating doctors.**

❖ **"HEALTH FIRST" CERTIFICATION**



- According to the protocols, every tourist accommodation establishment has to use the above certification sticker/seal with the logo "**Health First**".

- That seal will assure that the hotel complies with all the health/ hygiene protocols, as described below.
- All tourist facilities are obliged to put up the sticker/seal this year (2020) at visible parts of the reception area **by 20 June 2020**.
- For the main tourist accommodation establishments, the procedure for granting a sticker is made through an electronic platform of Hellenic Chamber of Hotels.
- The competent authorities of the Ministry of Health and EODY can extract information about the contact details of the health coordinator and the doctor through a web service.
- For the tourist accommodation establishments that they are not considered as main, the Certification Sticker is granted by the Ministry of Tourism after a relevant application which has to be submitted by the interested parties through its official website (www.mintour.gov.gr).

B. HOTEL PERSONNEL

I. Training

The government decision underlines that all hotel employees will be obliged to follow an educational/training program focused on the health protocols. The educational/training process falls under the responsibility of the Tourism Ministry, which may assign the Hellenic Chamber of Hotels and partner agencies to supervise.

A. HOTELS WITH 50+ ROOMS:

One staff member **for each section of establishment** (coordinator) has to get trained on the protocols. After that, he/she has to train all the remaining staff members.

B. HOTELS WITH FEWER THAN 50 ROOMS:

One staff member of the establishment (coordinator) has to get trained on the protocols. After that, he/she has to train all the remaining staff members.

- In any case, the staff members (*by name*), the duration and the training method (*distance learning or training by an outworker for example*) have to be mentioned in the hotel plan.
- **Deadlines for training completion:**
 - For year-round hotels: **20.06.2020**
 - For all other tourist accommodation establishments: **05.07.2020**
- Every staff member has to submit a declaration mentioning that he/she has been informed through training about the protocols concerning the scope of these responsibilities.

II. General Organisational Issues

- All staff members must be aware of how the Covid-19 virus is transmitted, be able to provide information to guests, be trained on practices for cleaning and disinfecting identified spots, follow hygiene rules to avoid transmitting the virus.
- Every hotel must provide each staff member with protective equipment (masks, gloves).
- All hotel employees (including interns) must wear a face mask (surgical or cloth) and disposable gloves. Reception staff may wear a face shield.
- All hotel employees must follow basic rules to avoid Covid-19 transmission: Hand hygiene, use of antiseptics, avoidance of handshakes, keeping physical distance, avoiding contact of hands with the face and generally observing personal and respiratory hygiene measures.
- Staff members are advised to stay home and seek medical attention if they experience symptoms related to the disease, notifying the hotel's health coordinator and be excused from work.
- It is recommended that staff members undergo thermal screening every morning.
- If a staff member comes in contact with a Covid-19 case, he/she must report it immediately to the hotel's health coordinator and be excused from work.
- It's recommended for the staff members who live into the hotel to be accommodated in double rooms and if a staff member belongs to the vulnerable groups to be conceded with a single room.

C. Logbook

- Every hotel must keep an updated record of staff members and all guests staying at the hotel – name, nationality, date of arrival and departure, contact details, so that communication is possible if a coronavirus case is identified at a later time.
- The General Regulation on Personal Data Protection (GDPR) must be observed and all staff members and guests must be informed that their information will be kept on file for reasons of public health protection.
- It's necessary to record and update all events that may occur the the logbook.

D. Communication

- Every hotel must inform their employees, guests, contractors, suppliers, visitors and the general public on the measures of their action plan.
- It is recommended for all hotels to update their websites with a dedicated Covid-19 section, which will include information on their new policy of taking

increased hygiene measures, changes in opening hours of common spaces and modification of check in/ check out duration.

- Hotels may also provide this information with their available means (*eg in public and rooms TVs, on signage in the hotel and printed information at reception*).

E. Reception Desk/ Concierge

- Staff members are obliged to follow the necessary hygiene measures (frequent hand washing) keep the appropriate distance (at least one meter from customers) and avoid handshakes.
- **When requested, the staff should be able to:**
 - a. inform guests on the hotel's rules and the new measures taken to address incidents,
 - b. provide useful information to health care providers regarding the locations of public and private hospitals, Covid-19 reference hospitals and pharmacies in the area and
 - c. provide personal protective equipment (masks, gloves) when requested.
- It is recommended for hotels to provide information leaflets on basic health instructions translated into **English, French and German**.
- Hotels can also provide useful coronavirus-information for guests through an application for mobile phones. In addition, hotels can also provide useful coronavirus information for guests through an application for mobile phones.
- Each hotel must have a medical kit available for the occurrence of an incident, which will include disposable gloves and masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Staff must be in the position to identify symptoms and report them directly to the health coordinator.
- Plexiglass windows can be placed at reception (optional).
- The reception desk must have an antiseptic for use by the customer (fixed or non-fixed devices)
- Frequent disinfection of reception desks is recommended.
- In order for all to maintain a distance of two meters from one another, the hotel should arrange the reception desk and furniture in public areas in such a way in order to keep the space open, add floor markings and properly manage queues in order to reduce waiting times.
- Queuing at reception during check-in / check-out must be avoided
- It is recommended to use electronic alternatives for check in-check out (*eg mobile concierge, use of tablets that can be disinfected after each use*)
- All key cards must be disinfected.
- Check-in procedure is recommended to take place outdoors.
- Mandatory extension of duration of check-out and check-in times between stays (**check out by 11am and check in from 3pm**)

- **Credit or debit cards are recommended for payment of hotel costs** (cash should be accepted in only exceptional cases). Bills, invoices and receipts are recommended to be sent by email.
- Non-hotel guests are prohibited from entering hotels.

F. Cleaning, Disinfection, Housekeeping (rooms and public areas)

- All hotels are obliged to follow enhanced disinfection and deep cleaning practices in accordance to EODY (*Greek health organization*) instructions. Special cleaning instructions for rooms are provided for Covid-19 cases.
- All hotels must reinforce their sanitation services in all public areas and pay special attention to cleaning “high-frequency touch points” such as door handles and elevator knobs.
- Function testing for washing machines and dishwasher (*over the temperature and the dosage*).
- Meticulous cleaning and very good room ventilation must take place between stays of guests.
- Guests with symptoms should be monitored (discretely).
- The frequent cleaning of rooms during the stay of guests should be avoided (this is for housekeeping staff to avoid coming in contact with possible cases and to prevent further transmission).
- The daily change of sheets, pillowcases and towels should be avoided and only carried out only upon the request of guests.
- **For the departures hotels can choose between two options:**
 - a. normal cleaning and 24h waiting before the concession of the room to the next client
 - b. meticulous cleaning-disinfection (*with steam appliance for example*) on the surfaces of the room and the bathroom
- It is recommended to remove immaterial objects (pillows, bedding) from all rooms, as well as shared multi-purpose items such as menus, magazines, etc.
- TV and air conditioner controls should have disposable covers.
- Fabric surfaces (eg furniture upholstery) should be cleaned with a steam appliance.
- The doors and windows of all rooms should be opened daily for natural ventilation.
- Notification (on room doors or inside rooms) is recommended so guests are informed on when and how their rooms were cleaned.
- It is recommended to place individual antiseptic gels in each room.
- Separation of the dirty and clean linen.
- Disinfection of the trolleys which are used for the transfer of the linen after every use.
- Washing of the linen in high temperatures (70° C +).
- Preservation of the clothing in a good and clean condition during its storage and its transfer to rooms and/or restaurants.

G. Food services – Restaurants (a la carte, buffet, breakfast rooms) and bars (indoor and outdoor)

- All kitchens in hotels are obliged to follow Hazard Analysis Critical Control Points (HACCP), an internationally recognized method of identifying and managing food safety related risk.
- Goods must be received by specific staff members who always wear gloves and masks.
- All kitchen staff members should keep distance from one another, in accordance to the requirements of health authorities.
- Entrance to the kitchen area is prohibited for the public.
- **Operation of restaurant and bar:** The same rules apply as in restaurants and bars in the country, **according to the current legal framework.**
- Hand disinfection at the entrance and at the exit of every area.
- Washing of the kitchen equipment or, alternatively, use of disposable cutlery and spreads.
- Extended opening hours for the restaurants (*optional*).
- Service of served dishes (*optional*).
- During the consumption of drinks at the bar, only single packaged side dishes can be offered.
- Room service is encouraged at no extra charge.
- The room-service staff should comply with all the measures against Covid-19 contagion.
- **Epecially for buffet operation, the following measures are considered as necessary:**
 - ✓ Antiseptics for use by the customers must be placed at the entrance of the buffet. Staff must make sure that it is used by customers.
 - ✓ Keeping the needed distances during the serving.
 - ✓ All hotels must install sneeze guards (protective food guards that protect buffet line appetizers and sides from airborne contaminants).
 - ✓ The food at the buffet will be served only by the restaurant staff, as a way for the client not to come in contact with the food and the vessels.
 - ✓ It is recommended for food to be placed in individual packets in cases where the serving by the staff is not possible.
 - ✓ Automatic coffee machines, juicers, dispensers etc., should only be used by the staff (who will be properly equipped with masks and gloves).

H. Playgrounds

- The same rules apply as in regular playgrounds, **according to the current legal framework.**
- The operation of indoors playgrounds is prohibited.

- The operation of outdoors playgrounds is allowed.
- Social distancing rules apply.

I. Spa services-Beauty Salons (massage services, gym, sauna, hammam , hydromassage, hair salon, nail salon)

- Operation **according to the current legal framework.**
- Access only by appointment.
- Plexiglass windows can be placed at reception (optional).
- Antiseptics for use by the customer (fixed or non-fixed devices) must be placed in all public areas (*reception, WC etc*)
- It's recommended for hotels to exhort guests to avoid using the public areas in case they feel sick.

J. Swimming pools and other recreational water facilities

- Only outdoor swimming pools in hotels are allowed to operate, **according to the current legal framework.**
- **Indoor swimming pools are prohibited from operating.**
- Hotels should comply with the rules regarding the cleaning of recreational water facilities.
- Regular cleaning and disinfection.
- Proper operation and preservation of chlorination systems, according to the current legal framework.
- The Guidelines of the World Health Organization for safe recreational water environments-Volume 2 should be applied.
- Chlorine level of 1 -3mg/l for the swimming pools and up to 5mg/l for hydromassage pools.
- Checking of the chlorine levels during their operation. Every four (4) hours for the swimming pools and every one (1) hour for hydromassage pools.
- Keeping of a record, except if there is an automatic halogen analyzer and a monitoring system and a notification system that activates when the rates of the parameters are out of bounds.
- Ph level of the water: according to the current legal framework. Regular measurement and keeping of a pH record: a) every eight (8) hours during the operation of the swimming pools and b) at least every two (2) hours during the operation of hydrotherapy/ hydromassage pools, in case that an automatic record system does not exist.
- Number of bathers: the crowding density in hotel pools is calculated with an index of 5 m² of water surface per person.

- Showers should be separated with a nontransparent divider in order to be easy for the guests to have a bath before moving into the swimming pool.
- **Physical distancing:** The layout of seats on swimming pool decks (*sunbeds, chairs, sun loungers, etc.*) should be such so that the distance between the ends of the seats of two people under two different umbrellas be at least 2 meters in each direction
- It is recommended for hotels to cover seats, tables, personal storage boxes, staff notification buttons and price lists with materials that can be effectively disinfected.
- All seats, tables, personal storage boxes and any other items should be disinfected after a guest leaves and before used by another guest.
- It is recommended for hotels 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 sunbeds.

K. Potable Water/ Water network and Sewerage

- The accommodation establishments should comply with the bulletin of Ministry of Tourism/no. D1/GP16481/14.03.2020 “Protection of the Public Health from the coronavirus SARS-COV-2 to the water networks and sewerage”
- In case that the accommodation establishments remained closed over a month, in their reopening they should comply with the steps described in the guideline “ESGLI Guidance for managing Legionella in building water systems during the Covid-19 pandemic”.
- Use of typical and good ventilated piping.
- The siphons should work correctly and constantly. They should always have water inside them. In case that the space is not used for a long time, it's necessary to add water into the siphons. The latter procedure should be done at regular intervals depending on how fast the water evaporates from the siphons (eg every three weeks).

L. Air conditioning and space ventilation

- Special attention should be shown on non-recirculation of air and allowing natural ventilation in rooms and other areas.
- Shutting down the air conditioning system when doors are opened.

M. Venues (Conference rooms, ballrooms and event areas)

- Are allowed to operate according to the current legal framework.
- Rules for social distancing: a specific number of guests are allowed in each space, depending on size.

N. Shops operating in Hotels

- The same rules apply as in shops operating inside other establishments, according to the current legal framework. Social distancing rules apply.

O. Public Areas (outdoor and indoor)

- Public areas include **lobby, seating area, outdoor seating**, etc. (not decks around swimming pools). Social distancing rules apply.
- Recommendation to avoid the use of elevators. Frequent cleaning of elevators especially on high-frequency touch points.
- Signage and floor markings must be used to remind customers to keep their distance from one another.
- Installation of antiseptic solutions (fixed or non-fixed devices) in all public areas.
- Furniture should be moved in public space layout for physical distance to be kept to avoid overcrowding (4 people / 10 sqm)
- Hotels are recommended to allow guests to park their own vehicles rather than provide a valet service. If a valet parking service remains, the valet must wear a non- surgical mask and gloves.
- Hotels are advised to examine the possibility of suspending the operation of business centers. As an alternative, hotels can provide guests with wifi access.
- Printing serviced and or other business services can be provided through the connection of a personal device of guests.
- Overcrowding in rest rooms should be avoided.
- Rules apply to hotels that offer access to beaches. Physical distancing rules apply for seating (sunbeds, chairs, sun loungers, etc.). The layout of these seats should be as such that the distance between two people under two different umbrellas is at least 3 meters in each direction.
- Bathers should be discouraged from placing towels or beach mats between umbrellas.

P. Transfer Services

- **Private Transfers**
- Provision of services **according to the current legal framework.**
- For vehicles up to 5 seats, the driver is allowed to transfer only 1 passenger. A second passenger is allowed only if the first passenger needs assistance.
- For vehicles up to 6 or 7 seats, the driver is allowed to transfer 2 passengers.
- For vehicles up to 8 or 9 seats, the driver is allowed to transfer 3 passengers.
- Passenger limits may be exceeded, only if the guests are parents with minors.
- Mandatory use of a non-surgical masks by passengers and drivers.
- It's recommended for the drivers to provide antiseptic to the passengers.

- Drivers must avoid handshakes.
- Drivers must ensure that the vehicle is naturally ventilated.
- Drivers of club cars must wear masks and gloves. The vehicles must be disinfected after each use.
- There are no restrictions on the number of passengers for open top vehicles.

❖ **Tour Buses**

- Provision of services **according to the current legal framework.**
- All tourist buses are allowed to operate at up to 50% capacity. All passengers must wear protective masks on board.
- All tour buses must provide hand sanitizer by the entrance.
- Companies are advised to install transparent protective dividers in buses between the driver and the passengers.
- On special open-air tourist buses, at stops passengers will only be allowed to embark after all those getting off have done so. After each route, the cleaning of surfaces and high contact spots is advised.

Q. Proper Handling of a Suspected Case of Covid-19

If a guest of the hotel presents coronavirus symptoms, the following procedure applies:

1. The coordinator doctor is called by the hotel in order to evaluate the case.
2. If a patient presents severe clinical appearance, he/ she should be transferred to the health center of the area. If there is no possibility for handling a suspected case of COVID-19 by the regional occupational health services, the patient should be transferred to the nearest health center which can manage the situation.
3. If the patient presents mild clinical appearance, the doctor prepares a sample for laboratory confirmation.
4. If the suspected case is evaluated as a possible Covid-19 case, the health coordinator of the hotel should immediately inform the EODY by calling the numbers 210 5212054 or 1135.
5. The patient with mild clinical symptoms should stay at his/her room until the notification regarding the laboratory check results.
6. During the above waiting, if there isn't an important reason, the entry of the staff into the room should be avoided.
7. The doctor and the staff who enter into the patient room should take all the appropriate hygiene measures (masks, glasses, robes).
8. If the patient is confirmed as a Covid-19 case, he/she should be transferred to the special quarantine hotel, and later to the health center which will accommodate coronavirus patients.
9. The patient is transferred with surgical mask and gloves by a private means of transport.

10. If the patient has a companion (her/his husband/wife for example), it's necessary for the latter to wear a surgical mask and it's recommended to wash his/her hands every time he/she is in touch with the patient's discharges.
11. The contact details of a patient's relative should be registered in case the approval of the latter will be needed for surgeries when the patient will not be able to communicate.
12. The used protective equipment should be disposed of.
13. After the dumping of the protective equipment, the hands should be washed very well with water and soap.

R. Sanctions Imposition

- The regional tourism offices of the Ministry of Tourism are the competent authorities for the imposition of administrative sanctions.
- The above authorities conduct every kind of inspection and inform the Regional Tourism Offices for the results of their investigation.
- The administrative sanctions for infringements of the above protocols are the following:
 - a. a fine between 500 euros and 5.000 euros and
 - b. suspension of the hotel operation from 15 to 90 days.

S. Public Information

- The competent authority for the public information regarding the implementation of the Ministerial Decision is the Ministry of Tourism that provides the relevant information through the telephone number 1572 and other electronic alternatives (www.mintour.gov.gr).
- The Hellenic Chamber of Hotels is responsible for informing its members for the implementation of the above protocols/rules.