

Privremene preporuke za  
postupanje i sprovođenje mjera  
zaštite od **COVID - 19**  
u hotelima i drugim  
objektima za pružanje  
usluga smještaja

Provisional recommendations  
for action and implementation of  
**COVID - 19**  
protection measures in hotels and  
other establishments aimed at the  
provision of accommodation services



**U svim objektima u kojima se pružaju usluge smještaja važno je sprovoditi i poštovati opšte mjere za sprječavanje prenosa infekcija. Svi zaposleni u hotelijerstvu dužni su da poštuju opšte mjere prevencije širenja infekcija, dok je na upravama i menadžerima hotela da sprovedu određene administrativno organizacione mjere koje za cilj imaju unaprijeđenje poštovanja preporuka i njihove implementacije u praksi kao i niz mjera koje je Institut za Javno zdravlje predložio poslodavcima a koje se odnose na postupanje sa zaposlenima i njihovim eventualnim obolijevanjem.**



Pored ovih, postoji i niz tehničkih mjera koje su od posebnog značaja a prva je obezbjeđivanje adekvatnog i funkcionalnog sistema ventilacije, kao i laka dostupnost osnovnih sredstava za održavanje lične higijene gostiju i zaposlenih (tekuće vode i sapuna) kao i sredstava za dezinfekciju ruku i radnih površina.

Takođe je potrebno obezbjediti adekvatnu količinu:

- termometara,
- papirnih maramica,
- papirnih ubrusa za ruke,
- hirurških ili pamučnih maski,
- rukavica za jednokratnu upotrebu,
- vreća za smeće,
- rastvora za dezinfekciju površina,
- sredstava za održavanje higijene prostora i dezinfekciju velikih površina,
- dispenzora sa sredstvima za dezinfekciju ruku.

## **PRUŽALAC USLUGE SMJEŠTAJA DUŽAN JE DA ODREDI OSOBU KOJA JE ODGOVORNA ZA SPROVOĐENJE MJERA I PREPORUKA INSTITUTA ZA JAVNO ZDRAVLJE**

S obzirom na trenutno dostupne podatke, najveći rizik predstavljaju osobe koje pokazuju simptome respiratornih infekcija iako postoje jasni dokazi da je uloga oboljelih sa blagim simptomima i osoba bez simptoma znatno veća nego što se inicijalno mislilo.

Kada se radi o neophodnim postupcima i procedurama, one se na ovom nivou znanja i obolijevanja ne razlikuju od postupaka namjenjenih za oboljele od sezonskog gripa. Samim tim treba insistirati na pooštavanju mjera čišćenja i dezinfekcije zajedničkih prostorija, soba i sanitarnih čvorova, kao i na postavljanju obavještenja i postera Instituta za javno zdravlje i drugih zdravstvenih ustanova o načinima postupanja u određenim situacijama.

Za slučaj pojave simptoma infekcije COVID-19 kod gostiju, hotel treba imati spreman sopstveni plan postupanja i komunikacije u kojem ključni elementi treba da budu definisani postupci u slučaju pojave bilo kojeg od simptoma (povišena tjelesna temperatura, kašalj i nedostatak daha) kada su:

- gosti dužni da ostanu u sobi i kontaktiraju recepciju hotela koja dalje postupa po protokolu i preporukama Instituta za javno zdravlje.
- Gostima se prilikom registracije uručuju uputstva (tzv. „Dear guest letter“) gdje se akcent mora staviti na kontaktiranje posebno određenog zaposlenog hotela koji će onda:
  - obavijestiti nadležnog ljekara i/ili epidemiologa,
  - osigurati izolaciju osobe u sobi,
  - omogućiti osobi sa simptomima sav potreban komfor: dostavu hrane, lijekova, te pružanje zdravstvene pomoći bilo u sobi ili u najbližem domu zdravlja

Ovakva obavještenja i planovi čine da se i gosti zaposleni osjećaju sigurnije.

Informisanje zaposlenih te nabavka i podjela lične zaštitne opreme doprinose sveukupnoj organizaciji postupanja i njegovom nesmetanom (mirnom) sprovođenju, čime se sprječavaju situacije širenja panike.

Pravilno planiranje, zajedno sa učinkovitom prevencijom i informisanjem gostiju i zaposlenih, osigurava najniži mogući rizik od širenja infekcije i dodatno obezbjeđuje zaštitu zdravlja gostiju i osoblja, ali i pravilno funkcioniranje hotela.

## **OPŠTA PRAVILA ZA HOTELSKE PROSTORE I DRUGE PROSTORE ZA SMJEŠTAJ**

**Ulazak u hotel:** Pri svakom ulasku u hotel obavezna je dezinfekcija ruku za sve goste,

**Maske:** Obavezno je da zaposleni i gosti tokom boravka u zajedničkim prostorijama hotela nose masku i strogo vode računa o higijeni ruku. Maska nije dužna da se nosi u restoranu, ali se moraju poštovati mjere fizičke udaljenosti.

**Fizička udaljenost** - Tokom boravka u hotelu gosti se moraju pridržavati mjere fizičke distance od 2 metra u odnosu na druge goste, osim ako se radi o članovima iste porodice ili grupe.

**Dezinficijens** - Na ulazima hotelskih prostora (holovi, recepcija, sportsko-rekreativni sadržaji, pultovi za obavljanje plaćanja usluga i dr.) i u radnom prostoru zaposlenih, neophodno je postaviti dozatore sa dezinfekcionim sredstvom (na bazi alkohola u koncentraciji ne manjoj od 70 % ili drugog sredstva prikladnog za korišćenje na koži sa deklarisanim virucidnim dejstvom).

**Vidljiva upozorenja i informisanje gostiju** - Na ulazima u hotelski prostor na vidljivom mjestu, neophodno je postaviti informacije o higijenskim postupcima ili postaviti informacije sa smjernicama o pravilnom ponašanju i mjerama zaštite u prostorima gdje borave gosti ili te informacije dati gostima prilikom prijave ili staviti informativni letak u smještajnu jedinicu.

**Maksimalan broj osoba u prostorima** – Poštovati pravila maksimalnog broja dozvoljenih osoba u određenim prostorima u skladu sa definisanim pravilima fizičke udaljenosti od 2 metra u odnosu na druge goste, osim ako se radi o članovima iste porodice ili grupe.

**Redovno održavanje higijene prostora.** Površine koje se često dodiruju treba čistiti što češće (na 2 sata). Takve su površine npr. kvake na vratima, stolice i nasloni za ruke, stolovi, prekidači za svjetlo, rukohvati, slavine, tipke lifta i sl.

Smjernice za opšte savjete za čišćenje i dezinfekciju prostora su dostupne sa: <https://s3.eu-central-1.amazonaws.com/web.repository/ijzcg-media/files/1585233255-ciscenje-i-dezinfekcija-26032020-ijzcg.pdf>

## **RECEPCIJA, HOLOVI I OSTALI JAVNI PROSTORI**

**Provjetravanje** - Redovno provjetravati sve prostore.

**Higijena recepcije** - Obavljati dezinfekciju površina recepcije u redovnim razmacima (npr. svakih sat vremena), a prostor prijema i odjave gostiju (dodirne površine) dezinfikovati češće od ostalih površina recepcije.

**Fizička udaljenost na recepciji** - Obezbijediti dovoljan razmak između osoblja na recepciji i gosta, kao i između radnika međusobno, smanjiti dužinu trajanja prijave/odjave ispod 15 minuta (što je definicija bliskog kontakta) ili ako to nije moguće postaviti pregrade (od pleksiglasa ili sličnog materijala koji osigurava potrebnu

sanitarnu udaljenost). Reguliše se i ograničava maksimalni broj osoba u prostoru recepcije u skladu sa mjerama fizičke udaljenosti od 2 metra.

**Informisanje gostiju i zaposlenih** - Osoblje recepcije treba biti dovoljno informisano o COVID-19 kako bi mogli spriječiti moguće širenje COVID-19 unutar hotela.

**Primjena tehnologije** – Preporučuje se insistiranje na obavljanju procedure check-ina, online/bookinga i prijava gosta od kuće, beskontaktnog plaćanja, plaćanja predračunom, samo skeniranje dokumenata i sl. (gdje je primenljivo).

**Check-out** - Preporučuje se zaposlenima na recepciji da u komunikaciji sa gostima organizuju raspored termina za check out kako bi se izbjeglo zadržavanje i grupisanje na recepciji.

Mjenjački poslovi i bankomati - Savjetovati goste gdje je moguće mijenjanje i podizanje novca na bankomatima koji su postavljeni na spoljašnjem dijelu/van recepcije. Obavezno je postavljanje dozatora sa dezinficijensom u neposrednoj blizini bankomata.

**Liftovi** - Zbog nemogućnosti održavanja razmaka, preporučuje se da se izbjegava boravak u liftu osobama koje nisu iz iste sobe; prednost bi bilo dati osobama koje se teže kreću ili nose prtljag. Obavezno je postavljanje dozatora sa dezinficijensom u neposrednoj blizini lifta. Preporuka je da se, ako je moguće i praktično, insistira na korišćenju stepenica.

**Uslovi za održavanje higijene sanitarnih čvorova** - Preporučeno je pojačano čišćenje, dezinfekcija i provjetravanje javnih sanitarnih prostora svaka dva sata (a po potrebi i češće). Ograničiti istovremeno korišćenje sanitarnog čvora u skladu sa veličinom i propisanim sanitarnim uslovima.

**Business centri/konferencijski prostori** - Obavezna dezinfekcija stolova i sve opreme nakon korišćenja. Poštovanje fizičke udaljenosti od 2 metra između pojedinih grupa gostiju.

**Dječji sadržaji.** Primjenjivaće se preporuke Instituta za javno zdravlje koje se odnose na dječije vrtiće i igraonice.

## SMJEŠTAJNE JEDINICE

**Frekvencija čišćenja smještajnih jedinica** - Čišćenje i zamjena posteljine i peškira će se obavljati u skladu sa postojećim standardima.

**Čišćenje površina i sanitarnog čvora** - Sve površine koje su došle u kontakt sa gostom (noćni ormarić, sto, stolica, stočić za kafu, bilo koji namještaj, sadržaji, telefon, daljinski upravljač itd.) moraju se očistiti prikladnim deterdžentom i dezinfekcionim sredstvom. Mora se posvetiti posebna pažnja čišćenju svih površina kupatila prilikom smjene gostiju.

**Posteljina i peškiri** - Korišćena posteljina (posteljina i peškiri u kupatilu) moraju se čuvati u zatvorenom spremniku odvojenom od kolica s čistom posteljinom; prljava i čista posteljina uvijek se mora odvajati i ne smije doći u kontakt.

**Informisanje gostiju** - Osigurati da su informacije/uputstva o novima procedurama za čišćenje soba i zamjena posteljine jasno vidljive i dostupne gostima.

Poslije svake smjene gostiju, smještajnu jedinicu je neophodno detaljno očistiti i dezinfikovati, i barem minimum sat vremena vršiti pojačanu ventilaciju smještajne jedinice.

▪ Uputstva za rad ugostiteljskih objekata su dostupna sa:

<https://tinyurl.com/ydamehxx> kao i sa: <https://tinyurl.com/ybbynmnoo>

Ukoliko postoji mogućnost, umjesto švedskog stola hranu bi gostima trebalo posluživati;

- ako posluživanje hrane za stolom nije moguće, potrebne su strože higijenske mjere: goste treba podsjetiti da ruke dezinfikuju na ulazu u restoran;

- obezbijediti jednog zaposlenog koji će posluživati hranu gostima sa švedskog stola;

- osigurati razmak između gostiju koji uzimaju hranu;

- ograničiti broj gostiju koji mogu u isto vrijeme boraviti u objektu kako bi mogli držati razmak;

- izbjegavati čekanje u redu ili, ako to nije moguće, osigurati održavanje razmaka;

▪ Uputstva za rad trgovačkih objekata su dostupna sa:

<https://tinyurl.com/y8kr98ow>

▪ Preporuke za rad otvorenih i zatvorenih bazenskih kupališta, vodenih parkova, spa & wellness centar tokom epidemije COVID-19 su dostupne sa:

<https://tinyurl.com/ybqpw3la>

▪ Uputstva za rad fitness centre i teretane su dostupna sa:

<https://tinyurl.com/y7dugm53>

## PREPORUKE ZA OSOBLJE HOTELA

**Opšte zaštitne mjere** - Izbjegavati bliski kontakt s osobama koje pokazuju simptome povišene temperature, kašlja i/ili otežanog disanja. Izbjegavati dodirivanje lica, usta, nosa i očiju, rukovanje i bliski razgovor i održavati fizičku distance od 2 metra. Prilikom kašljanja ili kihanja, pokriti usta i nos laktom ili papirnatom maramicom koju odmah nakon upotrebe treba odložiti u kantu za otpad sa poklopcem, nakon čega treba oprati ruke. Redovno prati ruke sapunom i vodom/ili koristiti dezinfekciono sredstvo na bazi alkohola ili drugog sredstva prikladnog za kožu s virucidnim djelovanjem prema uputstvima proizvođača.

**Maksimalna zaštita gostiju i osoblja hotela** - Ako je moguće ugraditi zaštitnu pregradu na mjestu posluživanja i recepciji. Treba savjetovati beskontaktno plaćanje kreditnim karticama. Tokom boravka u prostorijama hotela gosti se trebaju pridržavati mjere fizičke udaljenosti od 2 metra u odnosu na druge goste, osim ako se radi o članovima iste porodice ili grupe.

**Pojava zdravstvenih tegoba kod osoblja hotela** - Zaposleni koji se osjećaju bolesno (odnosi se na sve simptome i znakove bolesti, ne samo bolesti respiratornih puteva), ne trebaju da dolaze na posao, već da se jave nadređenom i nadležnoj zdravstvenoj ustanovi.

Između svake smjene radnika, obavezno je izvršiti detaljnu dezinfekciju radnih površina i površina koje se često dodiruju u procesu rada.

**Informisanost osoblja** - Prije početka rada / otvaranja edukuje osoblje o svim mjerama koje se sprovode.

## **POSTUPAK PRANJA I ČIŠĆENJA HOTELSKE SOBE U SLUČAJU DA JE U NJOJ BORAVILA OSOBA NA KOJU SE SUMNJA ILI JE POTVRĐENO DA JE ZARAŽENA KORONAVIRUSOM (COVID-19)**

Ako je moguće, potencijalno kontaminirana soba ne bi trebala da se koristi najmanje tokom narednih 24 časa (idealno 72h) kako bi se infektivnost virusa smanjila. Ako građevinsko rješenje dozvoljava, sobu treba tokom ovog perioda provjetravati tako da protok vazduha ne ugrožava okolne sobe.

Uputstva za čišćenje:

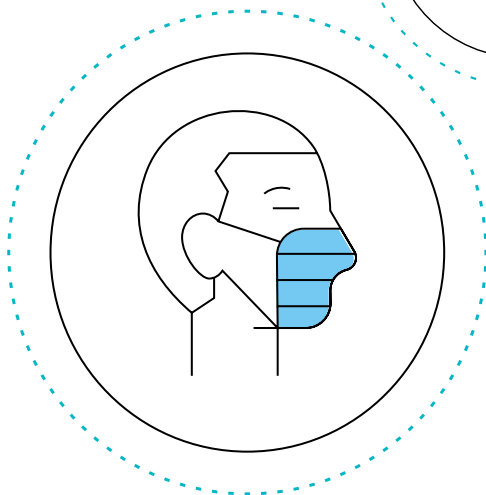
- Prije nego se počne sa čišćenjem, obavezno je staviti masku i rukavice. Ako je prošlo manje od 24 časa od pražnjenja sobe potrebno je nositi visokofiltracionu N95 masku
- dodirivanje lica i očiju tokom čišćenja je zabranjeno
- da bi se prostor provjetrao tokom čišćenja prozori trebaju biti otvoreni
- prvo se čiste velike površine – pod, deterdžentom, a nakon toga se dezinfikuje
- zatim sve potencijalno kontaminirane površine: kvake na vratima, telefone, drške u hodnicima i na stubištima – obrisati i dezinfikovati
- toaleti, uključujući i WC školjku i sve dostupne površine u toaletu čiste se deterdžentom i nakon toga dezinfikuju
- ne trebaju da se koriste sredstva sa raspršivačem za nanošenje dezinfekcijskog sredstva jer može doći do prskanja koje mogu dalje širiti virus.
- posteljinu, jastučnice, jorgane i druge tkanine treba ukloniti u posebnu plastičnu vreću i
- odneti na mašinsko pranje (60 - 90 °C).
- nakon čišćenja upotrebjene krpe treba oprati na 90 °C.
- rukavice i maska se skidaju posljednje, odlažu u plastičnu vreću, da bi se nakon toga ruke oprale sapunom i vodom i dezinfikovale
- otpad nastao tokom čišćenja treba što je prije moguće odložiti u kante za otpad
- odmah nakon čišćenja poželjno je istuširati se i presvući odjeću
- prozori ostaju otvoreni još neko vrijeme
- Prilikom korištenja sredstava za čišćenje važno je:
  - Pridržavati se uputstava za korištenje koje je naveo proizvođač sredstva
  - Izbjegavati kontakt sredstva s očima i kožom i držati dalje od dohvata djece
  - Ne miješati različita sredstva za čišćenje i provjetravati

prostorije u kojima se koristi sredstvo za čišćenje

- Za dezinfekciju kontaminiranih površina ili materijala izbjegavati upotrebu raspršivača, i ostaviti sredstvo da djeluje neko vrijeme na površini u skladu sa uputstvima proizvođača

Ove preporuke su zasnovane na smjernicama Evropske komisije: „Komunikacija Komisije COVID-19: Smjernice EU-a za postupni nastavak pružanja usluga u turizmu i za zdravstvene protokole u ugostiteljskim objektima“ koje su dostupne na linku:

[https://ec.europa.eu/info/sites/info/files/communication\\_tourismservices\\_healthprotocols\\_hr.pdf](https://ec.europa.eu/info/sites/info/files/communication_tourismservices_healthprotocols_hr.pdf)





**In all establishments where accommodation services are provided, it is important to implement and adhere to general measures to prevent the transmission of infections. All hotel industry employees are required to comply with general measures to prevent the outbreak of infections, while hotel administrations and managers are required to implement certain administrative and organizational measures aimed at improving compliance with recommendations and their implementation in practice as well as measures proposed by the Institute of Public Health to employers, which relate to the treatment of employees and their possible illness.**



In addition, there is a set of technical measures of special importance and the first one is to provide an adequate and functional ventilation system, as well as an easy access to basic personal hygiene products for guests and employees (running water and soap) and disinfectants for hands and working surface. It is also necessary to provide an adequate quantity of:

- thermometers,
- tissues,
- paper hand towels,
- medical or cotton masks
- disposable gloves,
- bin bags,
- surface disinfectant solutions,
- products for maintaining hygiene and disinfection of large surfaces,
- dispensers with hand rub sanitizer.

### **THE ACCOMMODATION SERVICE PROVIDER IS OBLIGED TO DETERMINE THE PERSON RESPONSIBLE FOR THE IMPLEMENTATION OF MEASURES AND RECOMMENDATIONS OF THE INSTITUTE OF PUBLIC HEALTH**

Given the currently available data, the greatest risk is posed by people with symptoms of respiratory infections although there is clear evidence that the role of patients with mild symptoms and people without symptoms is significantly greater than it was initially thought. When it comes to the necessary procedures, at this level of knowledge they do not differ from those intended for patients with seasonal flu.

Therefore, we should insist on tighter measures for cleaning and disinfection of shared space, rooms and sanitary blocks, as well as on posting notices and posters of the Institute of Public Health and other healthcare institutions on how to act in certain situations.

In case of symptoms of COVID-19 infection among guests, the hotel should have its own action and communication plan which should include defined procedures in case of any of the symptoms (high temperature, cough and shortness of breath) in which case:

- Guests are required to stay in the room and contact the hotel reception which further follows the protocol and recommendations of the Institute of Public Health.
- During registration, guests are given instructions (the so-called "Dear guest letter") where the emphasis must be placed on contacting a specially appointed hotel employee who will then:
  - inform the competent doctor and/or epidemiologist,
  - ensure this person to be isolated in the room,
  - provide the person with symptoms with all the necessary comfort: delivery of food, medicine, and the provision of health care either in the room or in the nearest health centre.

Such notices and plans make guests and employees feel safe.

Informing the employees and the procurement and distribution of personal protective equipment contribute to the overall organization

of the procedure and its smooth implementation, which prevents situations of spreading panic.

Proper planning, as well as effective prevention and informing of guests and employees, ensure the lowest possible risk of spreading the infection and additionally ensures the protection of the health of guests and staff, but also the proper functioning of the hotel.

## GENERAL RULES FOR HOTEL AND OTHER ACCOMMODATION ESTABLISHMENTS

**Entering the hotel:** Hand disinfection is mandatory for all guests upon each entry into the hotel.

**Masks:** Employees and guests are obliged to wear a mask and strictly take care of hand hygiene during their stay in shared space in the hotel. The mask is not required to be worn in a restaurant, but measures of physical distance must be respected.

**Physical distance** - During their stay at the hotel, guests must adhere to a 2 meter physical distance from other guests, unless they are members of the same family or group.

**Disinfectant** - At the entrances of hotel rooms (halls, reception, sports and recreational facilities, payment counters, etc.) and in the working area of employees, it is necessary to install dispensers with disinfectant (based on alcohol in a concentration of not less than 70% or other virucidal agents suitable for the skin).

**Visible warnings and information for guests** - At the entrances to the hotel in a visible place, it is necessary to post information on hygiene procedures or information with guidelines on proper conduct and protection measures in the areas where guests stay or give this information to guests upon check-in or put a leaflet in accommodation unit.

**Maximum number of persons in the rooms** - the rules related to the maximum number of persons allowed in certain premises must be followed in accordance with the defined rules of 2 meter physical distance in relation to other guests, unless they are members of the same family or group.

Regular maintenance of space hygiene. Frequently touched surfaces should be cleaned as often as possible (every 2 hours). Such surfaces are e.g. door handles, chairs and armrests, tables, light switches, handrails, water taps, elevator buttons, etc.

Guidelines for general advice for space cleaning and disinfection are available at: <https://s3.eu-central-1.amazonaws.com/web.repository/ijzcg-media/files/1585233255ciscenje-i-dezinfekcija-26032020-ijzcg.pdf>

## RECEPTION, HALLS AND OTHER PUBLIC SPACES

**Ventilation** - Regularly ventilate all areas.

**Reception hygiene** - Reception areas should be disinfected at regular intervals (e.g. every hour), and the check-in and check-out area (touched surfaces) should be disinfected more often than other reception areas.

**Physical distance at the reception** - It is necessary to provide sufficient distance between the receptionists and the guest, as well

as between workers, reduce the check-in/check-out time below 15 minutes (which is the definition of close contact) or if it is not possible, install screens (made of plexiglass or similar material which provides the required sanitary distance). The maximum number of people in the reception area is regulated and limited in accordance with the measures of 2 meter physical distance.

**Information for guests and staff** - Reception staff should receive all necessary information about COVID-19 in order to be able to prevent the possible outbreak of COVID-19 within the hotel.

**Use of technologies** - It is recommended to insist on the online check-in procedure, online booking and guest registration from home, contactless payment, invoice payment, scanning documents, etc. (where applicable).

**Check-out** - Employees at the reception are recommended to organize a schedule of check-out time in communication with the guests in order to avoid staying and grouping at the reception.

**Currency exchange and ATMs** - guests should be advised, where it is possible, to change and withdraw money at ATMs located outside of the reception. It is mandatory to install a disinfectant dispenser in the immediate vicinity of the ATM.

**Elevators** - Due to the impossibility of maintaining the distance, persons who are not sharing the same room are recommended to avoid staying in the elevator; the priority should be given to physically challenged individuals and to persons carrying luggage. It is mandatory to install a disinfectant dispenser in the immediate vicinity of the elevator. If possible and practical, use of stairs should be encouraged.

**Conditions for maintaining the hygiene of sanitary facilities** - It is recommended to increase cleaning, disinfection and ventilation of public sanitary facilities every two hours (and more often if necessary) and at the same time limit the use of sanitary facilities in accordance with the size and prescribed sanitary conditions.

**Business centres/conference rooms** - Tables and all equipment must be disinfected after use. The 2 meter physical distance between certain groups of guests must be respected.

**Children's amenities** - The recommendations of the Institute of Public Health regarding kindergartens and playrooms will be applied.

## **ACCOMMODATION UNITS**

**Accommodation units cleaning frequency** - Cleaning and change of bed linen and towels will be performed in accordance with existing standards.

**Cleaning surfaces and sanitary blocks** - All surfaces that have come into contact with the guest (bedside table, table, chairs, coffee table, any furniture, amenities, telephone, remote control, etc.) must be cleaned with a suitable detergent and disinfectant. Special attention must be paid to cleaning all bathroom surfaces after the change of guests in the room.

**Bed linen and towels** - Used bed linen (bed linen and towels in the bathroom) must be kept in a closed container separate from the

cart with clean bed linen; dirty and clean bed linen must always be separated and must not come into contact.

Information for guests – It is necessary to ensure that information/guidelines on new procedures for cleaning rooms and changing bed linen are clearly visible and accessible to guests. After each change of guests in the room, it is necessary to clean and disinfect the accommodation unit thoroughly, and increase ventilation of the accommodation unit for at least an hour.

- Instructions for the operation of catering facilities are available at: <https://tinyurl.com/ydamehxx> as well as at: <https://tinyurl.com/ybynmnoo>.

Where possible, food should be served to the guests instead of self-service at a buffet.

- If serving food at the table is not possible, then hygiene measures should be tighter: guests should be reminded to apply hand sanitiser at entry to the restaurant,
- Determine one employee to serve food to guests from the buffet;
- Ensure physical distance between guests who are taking food;
- Limit the number of guests present in the facility at any time to ensure physical distancing;
- avoid waiting in line or, if this is not possible, ensure maintenance of distance;
  - Instructions for the operation of commercial facilities are available at: <https://tinyurl.com/y8kr98ow>.
  - Recommendations for the operation of outdoor and indoor swimming pools, water parks, spa & wellness centre during the epidemic COVID-19 are available at: <https://tinyurl.com/ybqpw3la>.
  - Instructions for the work of fitness centres and gyms are available at: <https://tinyurl.com/y7dugm53>.

## RECOMMENDATIONS FOR HOTEL STAFF

**General protective measures** – It is necessary to avoid close contact with persons who show symptoms of increased body temperature, cough and/or difficult breathing as well as touching the face, mouth, nose and eyes, shaking hands and close conversation and to maintain a 2 meter physical distance. When coughing or sneezing, it is necessary to cover your mouth and nose with an elbow or tissue, which should be placed in a waste bin with a lid immediately after use, after which hands should be washed. Hands should be washed regularly with soap and water and/or use an alcohol-based or other skin-friendly disinfectant with virucidal effect according to the manufacturer's instructions.

**Maximum protection of guests and hotel staff** - If possible, a protective screen at the place of service and reception should be installed. Contactless credit card payments should be encouraged. During their stay in the hotel premises, guests should adhere to measures of the 2 meter physical distance in relation to other guests, unless they are members of the same family or group.

**Occurrence of health problems with hotel staff** - Employees

who feel ill (refers to all symptoms and signs of illness, not only respiratory diseases), should not come to work, but should inform the superior and the competent health institution. Between each shift of workers, it is mandatory to perform a detailed disinfection of work surfaces as well as frequently touched surfaces in the process of work.

**Information for staff** - Before starting working/opening, staff should be educated about all measures implemented.

### **PROCEDURE FOR WASHING AND CLEANING A HOTEL ROOM WHERE A PERSON SUSPECTED OR CONFIRMED TO BE INFECTED WITH CORONAVIRUS (COVID-19) STAYED**

If possible, a potentially contaminated room should not be used for at least 24 hours (ideally 72h) in order to mitigate the infectivity of the virus. If the construction solution allows, the room should be ventilated during this period so that the air flow does not endanger the surrounding rooms.

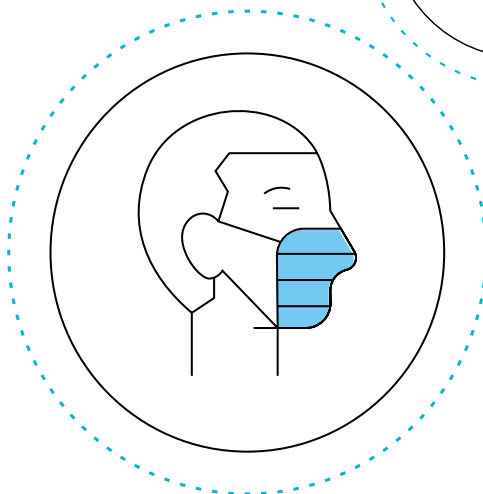
Cleaning instructions:

- Before cleaning, make sure to wear a mask and gloves. If less than 24 hours have passed since emptying the room, it is necessary to wear a high-filtration N95 mask
- Touching the face and eyes during cleaning is prohibited
- During cleaning the windows should be open so as to ventilate the room
- Big surfaces such as floor should be first cleaned with a detergent and then disinfected
- Then all potentially contaminated surfaces: door handles, telephones, handles in corridors and stairwells should be wiped and disinfected
- toilets, including toilet bowl and all accessible surfaces in the toilet are cleaned with detergent and then disinfected
- No spray products should be used for applying a disinfectant as splashes may occur which may further spread the virus.
- Bed linen, pillows, quilts and other fabrics should be removed in a special plastic bag and taken to a machine washing (60 - 90 °C).
- After cleaning, the used cloth should be washed at 90 °C.
- Gloves and mask are removed last, placed in a plastic bag, after which hands should be washed with soap and water and apply hand sanitizer
- Waste collected during cleaning should be disposed of in waste bins as soon as possible
- Immediately after cleaning it is desirable to take a shower and change clothes
- Windows remain open for some time
- When using cleaning products it is important to:
  - Follow the instructions for use given by the manufacturer of the product
  - Avoid contact with eyes and skin and keep out of reach of children

- Do not mix different products for cleaning and ventilate rooms where a cleaning agent is used
- For disinfection of contaminated surfaces or materials, it is necessary to avoid the use of sprays and leave the product on the surface for some time in accordance with the manufacturer's instructions.

These recommendations are based on the European Commission's guidelines: "COVID-19 COMMUNICATION FROM THE COMMISSION: EU Guidance for the progressive resumption of tourism services and for health protocols in hospitality establishments" available at:

[https://ec.europa.eu/info/sites/info/files/communication\\_tourismservices\\_healthprotocols\\_hr.pdf](https://ec.europa.eu/info/sites/info/files/communication_tourismservices_healthprotocols_hr.pdf)



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