

Recommendations for campsites and marinas' operations during the COVID-19 epidemic

As part of relaunching certain activities, and based on the decision to adjust the current measures to allow the operating of campsites and marinas, it is recommended that all campsite/marina operators act in line with the following instructions:

1. General rules and conditions for campsites and marinas

Physical distancing. Everyone must comply with the 1.5-meter social distancing rule across the campsite/marina (at the reception desk, tables in hospitality establishments, beaches – e.g. loungers, beach umbrellas, in lines at bars, shops, kiosks, ice cream freezers etc.). Any establishments with seats or loungers and beach umbrellas should rearrange them to allow customers to keep the 1.5-meter distance. Furthermore, everyone needs to comply with the rule on the maximum number of persons allowed in indoor spaces (various facilities, campsite/marina's official vehicle, children in mini clubs, sports and recreational facilities etc.), in line with the predefined criteria.

Sanitizer. Hand sanitizer dispensers (containing alcohol-based sanitizers with at least 70 percent alcohol or some other skin disinfectant with a proven virucidal activity) must be set up at the entrance to every indoor space at the campsite/marina (reception desk, sports and recreational facilities, shops, kiosks, payment booths) and in every employee-only space.

Visible notices and guest-relevant information. In every indoor space intended for guests and at their entrances, there need to be notices on the essential hygiene actions as well as guidelines on the appropriate behavior and protection measures that the guests must follow or that are applicable to those spaces. The same information can be provided to the guests upon their check-in. The staff must also provide phone numbers for the relevant medical centers, health institutions and anyone else that one should contact should they suspect COVID-19 infection.

Maximum number of people in a room. Everyone must comply with the rule on the maximum number of people allowed in certain indoor spaces, in line with the 1.5-meter social distancing rule.

Face masks. Wearing surgical masks or mouth-nose protection in hotels' indoor spaces is encouraged.

Protection gear. There needs to be ample face masks and surgical gloves available to the employees.

Paper towels and disposable materials. There needs to be ample paper towels (napkins) and other disposable materials and products for cleaning, washing and disinfection.

Waste disposal. Waste bins with appropriate lids must be set up in every indoor space on the campsite.

Cleaning. As for mobile homes, apartments, and other places where applicable, it is recommended that they are cleaned only after the guests' check-out (it is encouraged to comply with the social distancing

rule when changing their towels and bedding, e.g. exchanging used towels and bedding for clean ones at the entrance to the said facilities).

Instructions on observing both general and hygiene measures. Instructions on cleaning and disinfection are available on the following links:

- Cleaning and disinfection of spaces with no COVID-19 patients: <https://bit.ly/3dyWpDs>
- Cleaning and disinfection of spaces where persons suspected of being infected with COVID-19 stayed: <https://bit.ly/2LdCNbH>
- HOW TO ADAPT ONE'S EVERYDAY LIFE IN CROATIA – Additional instructions for individuals – what can you do for yourselves and your loved ones: <https://bit.ly/3dsuFAf>

2. Reception desk

Physical distance at the reception desk. There needs to be enough space between the reception staff and guests, as well as between employees themselves. Check-in/check-out time needs to be shortened to no more than 15 minutes (the definition of close contact) or, if that is not possible, the reception desk needs to have separators (made of plexiglass or similar material that ensures the required sanitary distance). The maximum number of people near the reception desk is regulated and limited by physical distance measures set to at least 1.5 meters. There needs to be enough space at the reception desk to be able to observe physical distancing.

Informing guests and employees. The reception staff needs to be well informed on the COVID-19 disease to be able to perform their tasks unhindered and prevent any spread of the disease on the premises. They should be able to inform guests who might have inquiries about the rules of the campsite/marina regarding preventative measures or any other services they might require (e.g. medical or pharmacy services available in the area or on the premises, phone numbers for on-call medical facilities, ambulance etc.).

Use of technology. If the camp or marina already has the technical capacities, they should encourage registrations and bookings from home, via the internet (the option is to look into the technical prerequisites for direct registrations via eVisitor), contactless payments, payment by advance invoice, self-scanning of documents etc. (where applicable and possible).

Check-out. Guests should be advised to announce their check-out of the marina or campsite in advance, so that invoices could be prepared on time and they could avoid unnecessarily lingering at the reception desk.

Ventilation. All spaces should be aired regularly.

Reception hygiene. The reception desk surface should be regularly disinfected (e.g. every hour), and reception and check-out areas (surfaces that are regularly touched) should be disinfected after every guest as a rule.

Exchange office and ATMs. Where possible, money exchange and withdrawal should be directed at ATMs located outside the reception area. Hand sanitizers must be placed next to every ATM.

Toilet hygiene. Public toilets should be cleaned, disinfected, and aired every two hours or more frequently; more staff should be assigned to daily cleaning of every toilet area. At the same time, toilet use should be restricted by size and prescribed sanitary conditions.

Children's facilities. These facilities must operate in a way that is prescribed for kindergartens and urban playgrounds. Guidelines are available on the HZJZ website.

Equipment availability. In case of need, guests should be provided with readily available thermometers and face masks and gloves (on request).

Personnel. The number of staff is reduced (as needed, depending on needs). The staff should work in shifts and should not come into contact at shift change. The staff lounge room should be aired regularly, and surfaces there cleaned with disinfectants. Accommodation units or the reception area should have the phone number of the hotel staff representative that will take over any communication with health authorities in case of suspected COVID-19 infections. If possible, it should be possible to perform check-in and basic operations directly from one's vehicle.

Toilets. Toilets should display guidelines on rules of conduct and protection measures (physical distancing, hand sanitizer dispensers etc.). If possible, there should be token dispensers for laundry machine tokens. Areas must be cleaned more thoroughly and more often, as well as disinfected and aired. Guests should be encouraged to use family bathrooms more, where possible (a closed area with all the facilities of a house bathroom, kept under key and used by only one family). There need to be more common toilets, depending on campsite/marina occupancy.

3. Hospitality establishments in campsites/ marinas

Work organization. Notices should be put up promoting physical distancing of at least 1.5 meters. In the establishments, tables should remain empty until guests arrive, and cutlery served once they are seated. It is advised to display the menus at the entrance or in other visible positions, and they should be laminated. Traditional menu forms should be removed. Guests should be informed of the food and drink offered either verbally or in another acceptable way.

Restriction on the number of guests. The restriction on the number of guests can be met by placing all tables 1.5 meters apart. Guest entry should be regulated so that a guest or group of guests can enter only once a previous group has left the establishment. Physical distance between groups of guests should be at least 1.5 meters. Tables should be spaced to maintain physical distances between them, so that no group is less than 1.5 meters apart. Organized groups may be seated together, but separate groups must be at least 1.5 meters apart. For instance, one family may sit at least 1.5 meters away from another group of guests, even if they are sitting at large tables normally intended for more people.

Serving food and drinks. Wherever possible, guests should be served at the table. If the service is a buffet, if possible the food and drinks should be served so that guests cannot take any food by themselves that is not served as separate dishes. During their stay, and especially in case of a buffet, guests should maintain a 1.5-meter distance, except for family members, who are not required to maintain the said distance. Guests of the establishment can also request a meal or drink they can take out and enjoy on the terrace or in another outdoor area. While ordering takeout, they must maintain a 1.5-meter physical distance from other guests waiting in line. Guests can order and take their food and drink at the bar, but they are not allowed to linger. Standing guests observing the required distance may be served to enjoy their food and drinks from their hands.

Serving guests in outdoor spaces. There needs to be a designated server, serving a predefined number of tables, to prevent mixing of employees and guests as much as possible. The said server must disinfect their hands in between taking orders and serving guests.

Drive-in orders. The possibility of introducing drive-in orders and getting one's food directly from one's vehicle is currently being considered.

Food delivery. There is a possibility of introducing food deliveries to various accommodation units (option: no serving of tables at an establishment). The possibility of introducing foodstuffs deliveries (baked goods etc.) directly to accommodation units is also being considered at the moment. Hand sanitizer dispensers must be set up at the entrance to any space where food and beverages are being served; the other option is to offer all guests hand sanitizer wipes. Every time a guest or guests leave, the (laminated) food and drink menus must be disinfected, or the establishment can use disposable food and drink menus. Moreover, after each guest leaves, the tableware and other table utensils must be changed and disinfected (salt and pepper shakers, sugar utensils, oil and vinegar dispensers). Finally, tablecloths also need to be changed after each guest's departure; the other option is to use paper tablecloths.

Protecting the health of both guests and staff. These measures primarily refer to sales and service staff. All of them should have hand sanitizers close at hand at all times so they can periodically disinfect their hands. If possible, ensure a 1.5-meter distance between servers or cashiers and customers when providing the purchased goods or charging for them; if possible, separators should be put up between servers or cashiers and customers to ensure the required sanitary distance. Contactless payments via cards should be encouraged whenever possible.

Hygiene standards. Hospitality establishments should maintain the highest hygiene standards, and their staff should wash their hands using warm water and soap as frequently as possible, as well as use hand sanitizers, particularly before serving each new guest. Considering the current epidemiological situation, using AC is not advised – instead, all spaces should be aired regularly.

Upon each group of guests' departure. Every time a group of guests leaves the establishment, the staff should disinfect their table, chairs, and any other surface they might have touched, as well as change the tablecloths whether they are visibly dirty or not.

Snacks. Serving snacks in bowls is not allowed. Moreover, after each guest's departure, the tableware and other table utensils (salt and pepper shakers, sugar utensils, oil and vinegar dispensers etc.) must be removed; the staff should bring out new tableware and utensils, washed and disinfected, for every new group of guests.

Cleaning and disinfecting spaces. Hand sanitizer dispensers must be set up at the entrance to the establishment, together with clearly visible information about disinfecting one's hands before entering the establishment. There should also be a notice on the mandatory 1.5-meter distance between guests and staff. Door handles/knobs, door edges and edges of fridges and freezers, as well as any other surface customers are likely to touch, should be frequently cleaned using an alcohol-based disinfectant or any other disinfectant with a proven virucidal activity, in line with the manufacturers' instructions. All indoor spaces should be aired regularly.

Regular maintenance of environmental hygiene. Instructions on cleaning and disinfection are available on the following links:

- Cleaning and disinfection of spaces with no COVID-19 patients: <https://bit.ly/3cnJJig>
- Cleaning and disinfection of spaces where persons suspected of being infected with COVID-19 stayed: <https://bit.ly/2ztrABm>

4. Pools, beaches, sports and recreational facilities, and other service activities

Pools and beaches. Loungers should be separated by a distance of 1.5 meters (there should be a lifeguard or some other person by the pool at all times to supervise the implementation of the said measures), and disinfected several times a day (especially after a guest has left and is no longer using a lounge and before another guests uses it). The water chlorination treatment level should be increased to ensure virus-free water (maximum allowable concentration of chlorine). Hand sanitizers should be placed in visible places at the entrance to the pool area.

Beauty care services. Instructions are available at: <https://bit.ly/35M8C4I>

Massages. Instructions are available at: <https://bit.ly/2YQ824B>

Wellness and spa. The number of persons allowed in such facilities at the same time, especially in indoor spaces, should be limited in line with the available space. It is advised to close all wet saunas; however, dry saunas (e.g. Finnish saunas) are allowed to stay open. All spaces should be aired regularly, and all surfaces and toilets cleaned and disinfected more frequently.

5. Shopping

Shops should operate in the same manner as any other shops in cities and towns.

6. Animation, music, and sports (events)

These venues should operate in line with the latest recommendations on gatherings and maximum number of participants.

7. General protection measures

Taking employees' body temperature daily. The staff should take their body temperature each morning before coming to work. If a person's body temperature is higher than 37.2°C, if someone does not feel well, or is showing any of the symptoms of being ill (any symptom of any disease, not just respiratory diseases), they should report to their superior and not come to work. Any sick employee should stay at home, contact their primary care practitioner, and avoid going to a health care institution unless otherwise advised by their physician. Employees should avoid handshakes and physical contact, and keep a 1.5-meter distance. They should keep their hands off their face, and avoid touching their mouth, nose, or eyes. They should cough or sneeze into a tissue or hold the crook of their arm in front of their mouth and nose; they should then throw the tissue into the waste bin and wash their hands using warm water and soap. They should regularly wash their hands using warm water and soap, and use alcohol-based hand sanitizers. They should also avoid any physical contact with persons showing symptoms of the disease, including high body temperature, coughing, and/or breathing difficulties. All spaces should be aired regularly.