

**“Joint Ministerial Decision 6632/ 16.04.2021 decision of the Ministers of Finance, Health and Tourism (Gov. Gazette B 1632)**

**SPECIAL HEALTH PROTOCOLS FOR TOURISM BUSINESSES**

**Article 2**

**Special health protocols**

1. For hotels of subper.aa' of per.a' of par. 2 of article 1, L. 4276/2014, Annex I applies, which is an integral part of this.

2. For the other categories of accommodation (except for organized tourist camps) Annex I applies, which is an integral part of this, depending on the services provided by the accommodation.

2A. Additionally, the following measures are valid, especially for the Youth Hostels of sub- per. cc of per. a' of par. 2 of article 1, L.4276/2014 (Gov. Gazette A '155):

a. The operation of the living room/dining area for other activities and of the communal kitchen area is prohibited (par. 2 and 4 of article 3 of ministerial decision no. 26036/2014 - B' 3510).

b. The laundry-dryer and ironing area for the use by customers, the area of luggage storage with access to the reception area, the cleaning area which will include cleaning items and water supply for cleaning with a corresponding sink need to be cleaned and followed by ventilation of the space as well as everything will have to work on a schedule and in a way that does not create congestion (keeping distances of at least 1.5 m. per person).

c. As for dormitory style bedrooms, they may be filled up to 50% of normal capacity and a 1.5 m minimum spacing between beds is mandatory.

d. Before entering Youth Hostel premises, a temperature measurement is performed and a health declaration questionnaire must be completed.

3. For organized tourist camps (camping) referred in subper.bb 'of per.a' of par.2 of article 1 L.4276/2014, Annex II, which forms an integral part hereof, shall apply.

4. The tourist and shipping agencies as well as brokers operate in accordance to the current legal framework, indicatively, regarding the implementation of social distancing, use of PPE, the encouragement of electronic transactions and online/telephone information with partners, suppliers, customers.

5. Travel agencies and tourist businesses of road transportation (Tourist Road Transport Enterprises -TEOM) operating closed and/or open top tourist buses, operate in accordance with the applicable legal framework, indicatively, regarding the maximum allowed number of passengers and the use of PPE.

In addition:

- They are informed about the COVID-19 pandemic and provide guidance to their staff in identifying the signs and symptoms.

- The staff is informed according to the instructions of the Ministry of Health/ National Public Health Organization (EODY) for the meticulous observance of all the necessary hygiene

measures, (hand washing), the correct use of PPE, the use of antiseptics, the avoidance of contact with patients with respiratory symptoms, the proper waste management.

- The staff is trained in abiding the protocols to ensure the implementation of the proper case handling of a suspect coronavirus case, i.e. when a passenger on a bus shows signs and symptoms indicative of COVID-19 infection, for the provision of assistance and for the appropriate selection and use of PPE, according to the instructions of EODY.

- They develop an action plan for the handling of a suspected COVID-19 case, in accordance to the instructions of the National Public Health Organization (EODY).

- They ensure the adequacy of amounts of antiseptics, disinfectants, protective agents and cleaning products.

- Antiseptics are available at the entrance of the tourist buses.

- It is recommended to install a special transparent partition between the driver and the passengers (plexiglass or other homogeneous material of sufficient thickness and durability) and the driver's door remains closed.

- Regarding open type tourist buses, the disembarkation is strictly preceded and then the embarkation follows.

- The use of gloves by the driver during refueling is recommended, as well as in other procedures that require surfaces touched by many people and in cases that there is no nearby hand washing facility or antiseptic station.

- Continuous natural ventilation of tourist buses is recommended. In the case of vehicles with non-opening windows where air conditioning is used, air recirculation must be deactivated, [see relevant circular under elements D1 (d) /G.P. οικ.49524 / 03.08.2020 (ΑΔΑ ΨΥ5Ε465ΦΥΟ-ΦΤΟ)].

- Thorough and complete disinfection after each transfer or after the end of the shift. It is recommended, after the end of each itinerary, the cleaning with antiseptic of the surfaces and the surfaces of frequent contact inside the vehicles (e.g. handrails).

6. Car rental offices operate in accordance with the current legal framework, regarding the maximum number of passengers allowed, the use of PPE and keeping distances and, in addition, it is required cleaning and disinfection of vehicles between successive uses by different customers.

7. For rental companies of motorcycles, three-wheeled and four-wheeled vehicles over 50 cm, cleaning and disinfection of vehicles is required between uses by different customers.

8. The Hydrotherapy Centers, the Thermal Tourism Centers & the Spas operate as follows:

A. Regarding hotel premises (rooms, restaurants, common areas, etc.) that may have hydrotherapy centers, thermal tourism centers & spas, the provisions herein apply to hotels.

B. Regarding the Hydrotherapy Centers, the Thermal Tourism Centers & the Spas, the following measures apply:

aa. Reduction of the number of incoming visitors to 50% of the planned capacity of the center.

bb. Mandatory increased presence of medical staff throughout the duration of operation.

cc. Upon arrival, temperature measurement is performed and a health questionnaire is completed. Molecular testing is recommended (within the last 72 hours).

dd. The use of the hydrotherapy & spa facilities is by appointment only.

C. Regarding the tanks of thermal & spa treatments the following measures shall apply:

aa. Quality of thermal resources - Depending on the kind of recognized thermal resource (the particular quality characteristics), the appropriate disinfection method is applied (chlorination, ozonation, etc.).

If the application of disinfection is not possible or applicable due to the special quality characteristics of the thermal resource, the frequency of water renewal must be increased by at least 100%.

- Increased frequency of microbiological testing by at least 100%.

- Increased frequency of water renewal by at least 100%.

bb. Measures depending on the type of tank

i) Individual bathtubs/hot tubs - located in separate indoor areas. After each use they are cleaned, disinfected and replenished with clean thermal resource for the next customer. One additional waiting hour for ventilation between successive uses is required.

ii) Individual bathtubs/hot tubs located in pairs in separate indoor areas. After each use they are cleaned, disinfected and replenished with clean thermal resource for the next customer. One additional waiting hour for ventilation between successive uses is required.

iii) Family baths, from 5m<sup>2</sup> to 20m<sup>2</sup>. Their use requires documentation that they are members of the same family who live together. After each use they are cleaned, disinfected and replenished with clean thermal resource for the next customer. One additional waiting hour for ventilation between successive uses is required.

iv) Group tanks (internal and external), from 21m<sup>2</sup> to 75m<sup>2</sup> (at a rate of renewal of the natural resource every 1-4 hours). Depending on the case, after the closing shift, they are cleaned, disinfected and replenished with clean thermal resource for the next day. The maximum number of bathers that can be in a tank at any time shall be determined in accordance with the provisions of Chapter B.4.1. of the circular of the Ministry of Health (ΑΔΑ ΨΞΒ465ΦΥΟΧΥΙ) under the data Δ1δ / Γ.Π.οικ.32179 / 22.5.2020, namely for the external tanks 1 bather for every 5 sq.m. water surface and for the internal tanks 1 bather for every 10 sq.m. water surface.

v) Group tanks (internal and external) of 76m<sup>2</sup> or more (at a rate of renewal of the resource every 2-8 hours). Depending on the case, after the closing shift, they are cleaned, disinfected and replenished with clean thermal resource for the next day. The maximum number of bathers that can be in a tank at any one time shall be determined in accordance with the provisions of Chapter B.4.1. of the circular of the Ministry of Health (ΑΔΑ ΨΞΒ465ΦΥΟΧΥΙ) under the data Δ1δ / Γ.Π.οικ.32179 / 22.5.2020, namely for the external tanks 1 bather for every 5 sq.m. water surface and for the internal tanks 1 bather for every 10 sq.m. water surface.

vi) SPA, SAUNA operate individually or with members of the same family. After each use they are cleaned, disinfected and replenished with clean thermal resource for the next customer. One additional waiting hour for ventilation between successive uses is required.

vii) Inhalation, Rhinotherapy: It is recommended to be avoided. In special cases, which will be documented in a medical report, the operation is strictly allowed only for 50% of the capacity

of treatment sites. After each use they are cleaned, disinfected and replenished with clean thermal resource for the next customer. One additional waiting hour for ventilation between successive uses is required.

For all the above cases and for any surface disinfection process, one minute (1') contact with antimicrobial agents is required, such as: sodium hypochlorite solution at a concentration of 0.1% (resulting from a 1:50 dilution of household bleach which is a hypochlorite sodium solution 5%), ethanol 70% and hydrogen peroxide 0.5%.

The disinfectant must be applied to all surfaces, which should remain wet for the required contact time. Sodium hypochlorite solution should be prepared (addition of bleach products to water) shortly before application. Appropriate gloves should be applied during cleaning and disinfection and at the end of the cleaning or disinfection hands should be washed thoroughly with soap and water (as defined in items D1c / G.P.oik.19954 /20.3.2020 circular of the Ministry of Health).

D. For all areas of the installation, the following measures must be kept:

a. The circular of the Ministry of Health for the disinfection procedures under elements Δ1/ Γ.Π. οικ.28953 / 7.5.2020 (ΑΔΑ ΨΗΚ465ΦΥΟ-3ΒΑ).

b. The circular of the Ministry of Health “Prevention of legionnaires' disease in the context of the COVID-19 pandemic” under elements Δ1 / Γ.Π.οικ.32965 / 27.5.2020 (ΑΔΑ ΨΗΚ465ΦΥΟ-3ΒΑ).

c. Mandatory meticulous shower before entering the tank.

d. It is recommended:

1) The bathers should avoid immersing their head in water,

2) Vulnerable groups should use individual bathtubs,

3) The managers of the facilities should inform the bathers before entering the tank that the water does not undergo any treatment and therefore they must strictly follow the rules, protecting themselves and their co-bathers.

E. For the purposes of public health protection, the management/ administration of the accommodation keeps a record of staff members and all persons staying on the property - name, nationality, date of arrival and departure, contact details (address, telephone, e-mail ) – to enable contact tracing of any close contacts of COVID-19 cases, which may be subsequently identified.

Particular care should be taken to comply with the General Data Protection Regulation (GDPR) and to inform all visitors that a record is kept for reasons of public health protection.

### **Article 3**

#### **Training in the observance of the health protocols of the tourist accommodation**

1. The attendance of an educational program for the health protocols of the tourist accommodation is mandatory and is linked to the safe and legal operation of every business.

2. The process of certified training is responsibility of the Ministry of Tourism, which may entrust its implementation to the Hellenic Chamber of Hotels (XEE) and collaborating bodies.

## **Article 3A**

### **Quarantine rooms**

1. Tourist accommodation may optionally have quarantine rooms which are used exclusively as a place of isolation for confirmed COVID-19 cases whose clinical condition does not require hospital treatment.
2. Rooms that can be used as a place to isolate confirmed COVID-19 cases, whose clinical condition does not require hospitalization, should have the following characteristics, if possible:
  - a. To be a defined space exclusively within a delimited area for the purpose of isolating confirmed cases.
  - b. To be spatially completely distinct and preferably remote in relation to the rest of the hotel structure, with which it should not share communal residential areas.
  - c. There should be a 24-hour telephone line, facilitating communication in case of an emergency.
  - d. To enable medical follow-up of the cases, as needed, and to ensure immediate access to medical services in cases where the clinical condition of patients requires reassessment or intervention.
  - e. The quarantine rooms must be adequately ventilated, with private toilet. If natural ventilation is not feasible, artificial ventilation should provide 100% fresh air without recycling.
  - f. To have the appropriate infrastructure as well as the necessary supplies for the implementation of the personal hygiene measures and the cleanliness and disinfection of the surfaces in the rooms.
  - g. To have a predefined procedure for changing and cleaning bed linen and other clothing separately from those of the rest of the accommodation, as well as procedures for safe collection of infectious waste which must be subject to appropriate processing in accordance with the provisions of the decision of the Ministers of Finance, Environment, Energy and Climate Change and Health and Social Solidarity (no. 146163/2012, B '1537).
  - h. To ensure the cleanliness of common areas by trained personnel, who has appropriate personal protective equipment.
  - i. Meal services are provided in the rooms by staff, which will leave the meal outside the door of the room.
  - j. If staff is required to enter the room, staff is advised to bring appropriate personal protective equipment and keep a distance of 1.5 meters from the patient.
  - ja. Daily recording (written or electronic) of all persons entering the quarantine area should be done daily (e.g. staff, health professionals).
  - jb. The staff involved in serving the needs of the quarantine facility should be kept to minimum. They must also be trained in the prevention of transmission of the virus and in the use of personal protective equipment and must not belong to a high-risk group for serious illness or complications from COVID-19 infection.
  - jc. It is recommended to monitor the health of specific staff members and be vigilant for possible symptoms.

#### **Article 4 - Certification Seal “Health First”**

1. A Certification Seal entitled “Health First” is introduced, which is mandatory for tourist accommodation businesses.
2. The Seal is prominently displayed in the common reception area of the accommodation and demonstrates that the company complies with the protocols of sanitary content, as reflected on a case-by-case basis in Annexes I and II.
3. The content of health protocols for main hotel accommodations and the issuance of the Seal will be held electronically through the online application of Hellenic Chamber of Hotels. The competent services of the Ministry of Health/ National Public Health Organization (EODY) may obtain the required contact details for the person in charge of the implementation of the suspected case management plan and the collaborating doctor of similar specialty or experience, where possible, or the provider of primary or secondary health services of each accommodation through any web service.
4. For non-main hotel accommodation, the Seal is granted by the Ministry of Tourism upon request of the business, through its official website (<https://www.mintour.gov.gr/>).
5. The Seal is reflected in Appendix IV, which forms an integral part thereof.
6. For the issuance of the Seal the Regional Tourism Offices, in whose territorial jurisdiction the tourist accommodation operates, is informed by the online application <https://www.healthfirsttourism.gr/>.

#### **Article 5 Competent authorities for the imposition of sanctions**

1. Competent authorities for the imposition of administrative fine as well as the administrative measure of the suspension of operation for violations of the provisions of the present are the locally competent Regional Tourism Offices of the Ministry of Tourism. In case the administrative measure of suspension of operation is imposed, this means the cessation of operation of the tourist accommodation with its sealing in accordance with no. 7471/15.4.2019 decision of the Minister of Tourism "Procedure for sealing of tourist enterprises, as well as shops of sanitary interest and swimming pools located within tourist accommodation" (B'1479).
2. Competent authorities for the imposition of sanctions for infringements of provisions provided in other regulatory acts (and referred to herein as "in accordance with the applicable legal framework") are the authorities specifically designated by the relevant provisions and following the procedures provided for in current legislation.

#### **Article 6**

##### **Control procedures - certification of infringements**

1. The competent authorities referred to in Article 5 shall carry out regular inspections, special inspections and post-complaint inspections and shall inform the relevant Regional Tourism Office in writing of the results of the inspections. During the inspections, they must carry and show their official identity card or other documentation proving their status.

2. These inspections shall be carried out in the context of the audit activity of the competent authorities, as defined herein, in their respective operating bodies and in accordance with their responsibilities.

### **Article 7 Imposition of fines**

1. The administrative fine is imposed by a reasoned act of the relevant Regional Tourism Office for any violation of the measures provided herein. The fines are included as public revenues (l.d. 356/1974) in the Detailed Revenue Account (A.L.E.) 1560925001 "Fines for violations of the urgent measures to deal with the spread of the coronavirus COVID-19".

2. Natural or legal entity who violates the terms of the special protocols of health, as reflected in the decision herein, are imposed by a reasoned act of the Head of the relevant Regional Tourism Office of the Ministry of Tourism, with an administrative fine of five hundred (500) euros to five thousand (5,000) euros or suspension of operation of the tourism business for a period of fifteen (15) to ninety (90) days.

3. Against the decisions imposing administrative sanctions, an appeal can be lodged before the Appeals Committee of par. 6 of article 4, law 3270/2004 (A '187), as amended and in force.

### **Article 8**

#### **Public Information Authority**

The Ministry of Tourism is designated as the competent authority to inform the public regarding the implementation of the present, through the four-digit telephone number 1572 and other electronic means (e.g. its official website). The Hellenic Chamber of Hotels is responsible for informing its members about the implementation.

#### **General information about the Protocol**

##### **Action plan development and plan for the handling of a suspected case**

The aim of the action plan is to prevent the occurrence and provide effective handling of suspicious cases with aim to reduce the spread of the cases to the staff and other tenants.

The action plan presents in writing, the taking of measures for the prevention and management of suspicious cases from the tourist accommodation through protocols. In particular, with the action plan, the management of the accommodation appoints a coordinator to supervise its implementation as well as a person who is held responsible for each particular department in accommodations over 50 rooms (e.g. F&B, Housekeeping). The position of the coordinator, depending on the size of the accommodation, can be held by the owner of the business, by an existing position of General Manager/Quality Manager etc. or by a new position set out in the organization chart. It can also be set at a Management Team level.

The collaboration with a doctor (detailed data of a collaborating doctor) or health structure for accommodations over 50 beds is recorded, the doctor acts according to the instructions of EOΔY (National Organization for Public Health) for the control of COVID-19.

Imprinting of possible certification of the tourist accommodation in terms of taking measures to prevent and deal with the COVID-19 pandemic is held by accredited certification bodies.

**The tourist accommodation businesses that operated in 2020 are required to update their action plan**

**Staff training**

Regarding the training plan of the accommodation staff in the observance of the health protocols, the following applies:

For accommodations over 50 rooms, it is mandatory at least one person (coordinator) to be trained per service - department of the accommodation, who will also train the rest of the staff while for accommodations under 50, it is mandatory at least one person (coordinator) per accommodation to be trained, who then will train the rest of the staff.

In any case, the plan shall mention the names of the trainees, duration and mode of education (e.g. distance learning, accredited by an external training partner). The deadline for completing the training of the coordinator for the tourist season 2021 is: **15/06/2021 (June 15th, 2021)**.

An affidavit from all staff which states that they have received training in the individual protocols according to their duties and keeping of a relevant record.

**The plan needs to be updated for accommodation companies that will operate in the year 2021**

**The deadline for the completion of staff training for the tourist season 2021: 30.06.2021**

Carrying out of a rapid test on all staff of the accommodation, at least once a week, by a health professional or occupational physician, who acts according to the instructions of EODY for the control of COVID-19.

**Suspicious Case Management Plan (written plan)**

Especially for the management of a suspicious case, the plan of dealing with a suspicious case of EODY shall be followed. (Annex III)

To ensure the implementation of the accommodation's suspected case handling plan is followed, it is necessary to appoint a manager specifically for this. The position of the coordinator, depending on the size of the accommodation, can be done so by the owner of the business, the General Manager / Quality Manager, etc. or from a new position set out by the accommodation. The coordinator may also be classed at Management Team level.

In the occurrence that the accommodation has created an action plan (accommodation over 50 rooms), the coordinator of the action plan and the manager in charge of implementing the action plan, may be the same individual.

The accommodations are obligated to share contact details to the according services of the Ministry of Health/ΕΟΔΥ (National Organization for Public Health) of:

a) The Manager in charge of implementing the action plan for suspected cases. **In case of change of person in charge, the re-issuance of the Health First Seal is required.**

b) The Collaborating doctor or the care provider of primary or secondary health care, for accommodations over 50 rooms. **In case of change of doctor's name or change of health structure, the re-issuance of the Health First Seal is required.**

#### **Accommodation file and event book COVID-19 (physical or electronic record)**

For the purposes of public health protection, the management/administration of the accommodation must keep a record of staff members and all persons staying on the property - name, nationality, date of arrival and departure, contact details (address, telephone, e-mail ) – to enable contact tracing of any close contacts of COVID-19 cases, which may be subsequently identified.

**Similarly, in cases where an examination body enters into an agreement with a hotel accommodation for conducting oral examinations (e.g. language learning) must maintain a complete list of the participants in the examination in accordance with the above and make it available to the management/administration of the accommodation for the implementation of the contact tracing protocol in case it is necessary to be activated.**

Particular care should be taken in order to comply with the General Data Protection Regulation (GDPR) and inform all visitors that a record is kept for reasons of public health protection.

#### **Reception service protocol (reception / concierge)**

The provisions of the special health content protocols published in 2020 apply. An exception is added to the criterion of prohibiting entry to rooms to non-residents. In particular, the staff of the accommodation is excluded from the entry ban as well as the examinees in the context of participating in examinations for the acquisition of all types of certificates (e.g. language learning), based on the protocols defined for this case.

#### **Floor, room and common areas services protocols (cleaning - housekeeping)**

It is not allowed to clean a room of a confirmed or suspected case or contacts of a confirmed case. Meticulous cleaning - disinfection (e.g. with steam cleaner) of the entire room and bathroom and waiting of at least 1 hour before the room is made available to a customer, as well as adequate natural ventilation of the room with open windows and doors.

In case of a confirmed case, disinfection and waiting are required before the room is made available to a customer. When ventilating the room where a case has been detected, it should be avoided to open simultaneously the interior doors to the corridor.

#### **Catering services (dining rooms / public areas), breweries**

##### **F&B:**

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

Disinfection of hands at the entrance and exit of each space (fixed or non-fixed devices)

Adherence to the basic measures to prevent the transmission of COVID-19 by personnel

Washing of napkins, tablecloths and cutlery sets, even those that were not used, alternatively using packaged cutlery and disposable tablecloths, packaged food in individual portions, where possible.

It is recommended to avoid the use of restaurant linen and to use disposable tablecloths; in any case, napkins are changed to each new customer.

#### **Children's recreation areas**

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

#### **Operation of indoor swimming pools of tourist accommodation**

The provisions of the specific health content protocols published in 2020 apply.

### **ANNEX II SPECIAL PROTOCOL OF HEALTH CONTENT FOR THE OPERATION OF ORGANIZED TOURIST CAMPSITES**

For the accommodation businesses that already operated in 2020, an update of the action plan is required.

Conducting of a rapid test on all accommodation staff at least once a week by a health professional or collaborating doctor who acts according to the instructions of EODY for the control of COVID-19.

**The deadline for completing the training of the coordinator, who then will train the rest of the staff is: 15/06/2021 (June 15th, 2021).**

Prohibition of entry to the campsites in non-residents.