

**Croatian Institute of Public Health**  
Zagreb, 11 May 2020

## **Recommendation for camps and marinas during the COVID-19 pandemic**

As part of the reactivation of certain activities, on the basis of the Decision on the Adjustment of measures, it is recommended to act pursuant to the following recommendations regarding the organization of camp and marina activities.

### **1. General rules and conditions for camp and marina premises**

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**Physical distancing** It is necessary to comply with the physical distancing rules of 1.5 meters in the entire camp/marina area (at the reception, tables in hospitality facilities, on the beaches, e.g. deckchairs, parasols, in the queues in front of bars, shops, kiosks, ice cream coolers, and similar). All areas containing seats, deck chairs and umbrellas should be arranged so that they are 1.5 meters away from each other. It is necessary to adhere to the rule on the maximum number of persons allowed indoors (facilities, official vehicle of the camp/marina, children in mini-clubs, sports and recreational facilities, and similar) pursuant to the defined criteria.

**Disinfectant.** It is necessary to place disinfectant dispensers (alcohol-based with a concentration of no less than 70% or other agent with declared virucidal properties and which is safe on skin) at the entrance to the camp/marina indoor areas (reception, sports and recreational facilities, shops, kiosks, payment desks).

**Visible notices and informing the guests.** It is necessary to place information regarding hygienic procedures, which contain guidelines on proper behavior and protective measure which should be followed, or which apply in that area, at a visible place at the entrance, as well as in the area where visitors are staying. The same information can be given to the visitors during check-in. Furthermore, the information regarding the telephone numbers of medical centers, healthcare institutions, as well as who to contact if there is suspicion of COVID-19, should be published.

**Maximum number of persons at the premises.** The rule regarding the maximum number of persons allowed in certain areas has to be adhered to pursuant with defined criteria of keeping a physical distance of 1.5 meters.

**Face mask.** The wearing of surgical masks or face masks, which cover the mouth and nose, is recommended while staying in the indoor areas of the hotel.

**Protective equipment.** It is necessary to ensure a sufficient quantity of face masks and gloves for the employees.

**Paper towels and disposable materials.** It is necessary to ensure a sufficient quantity of paper towels

(napkins) and other disposable materials, as well as cleaning and disinfectant equipment and agents.

**Waste disposal.** It is recommended that waste bins with suitable lids are placed in all indoor areas on the camp premises.

**Cleaning.** Regarding mobile homes, apartments and elsewhere where applicable, it is recommended that cleaning should be done only when guests depart (distancing measures should be used when replacing towels and bed linens, e.g. deliver clean linens and towels and take the dirty ones at the entrance into the premises).

**Instructions for adhering to general and hygienic measures.** Instructions for cleaning and disinfecting are available at the following links:

- Cleaning and disinfecting premises with no COVID-19 patients: <https://bit.ly/3dyWpDs>
- Cleaning and disinfecting premises where a person suspected of having COVID-19 stayed: <https://bit.ly/2LdCNbH>
- HOW TO ADJUST EVERYDAY LIFE IN CROATIA - Additional instructions for individuals - what you can do for yourself and your fellow man: <https://bit.ly/3dsuFAf>

## 2. Reception

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**Physical distancing at the reception.** It is necessary to ensure sufficient physical distance between reception staff and the guest, as well as between the staff themselves. The check-in/check-out process should last no longer than 15 minutes (which is the definition of a close contact) or, if this is not possible, a barrier should be installed at reception (made from Plexiglass or similar material that ensures the required sanitary distance). The maximum number of persons in the reception area is regulated and restricted pursuant to the physical distancing measures between people of at least 1.5 meters. Sufficient space should be provided at the reception area in order to comply with physical distancing measures.

**Informing the guests and employees.** The reception staff should be adequately informed regarding the COVID-19 disease so they can execute their assigned tasks without any issue and prevent the potential spread of the disease within the institution. It should be possible to inform guests who are inquiring about camp / marina rules regarding the implementation of preventive measures or other services that guests may require (e.g. medical and pharmacy services available in the area or in the facility itself, telephone numbers of on-call medical institutions, emergency medical services, etc.).

**Application of technology.** If the camp or marina already has the technological capabilities, the online applications and reservations should be encouraged (an option is to find the technical capabilities to directly register the guest to eVisitor), contactless payment, advance payment, self-scanning of documents and similar. (where applicable and possible).

**Check-out.** Guests should be advised to announce their check-out from the marina and camp in



# HZJZ

CROATIAN INSTITUTE  
OF PUBLIC HEALTH

Rockefellerova 7 HR-  
10000 Zagreb

T: +385 1 4863 222

F: +385 1 4863 366

[www.hzjz.hr](http://www.hzjz.hr)

advance so that the invoice can be prepared in time and thus unnecessary waiting at the reception desk is avoided.

**Ventilation.** All areas should be regularly ventilated.

**Reception hygiene.** The reception surface area should be disinfected in regular intervals (e.g. every hour), and the check-in and check-out area (contact surfaces) should be disinfected after each guest.

**Currency exchange and ATMs.** Prefer, where possible, for the money to be exchanged and withdrawn at the ATMs which are located externally/outside of the reception area. A hand disinfectant should be placed next to the ATM.

**Sanitary facility hygiene.** It is necessary to clean, disinfect and ventilate public sanitary facilities every two hours (and more frequently if necessary), and to increase the number of employees responsible for the daily cleaning of each sanitary facility. Restrict the simultaneous use of a sanitary facility in accordance to its size and prescribed sanitary conditions.

**Children content.** Ensure operation in the same manner as prescribed for kindergartens and playgrounds in the cities. Recommendations are available at the CIPH's website.

**Equipment availability.** If necessary, provide guests with available thermometers and protective masks and gloves (upon request).

**Staff.** Work is conducted with a reduced number of staff (as needed, depending on occupancy). The staff which has been divided into shifts shouldn't meet during shift change. The staff rest areas need to be regularly ventilated and its surfaces cleaned with disinfectant.

The telephone number of the responsible person in the hotel, who is in charge of contacting health institutions in case there is a suspicion of COVID-19, is available in the accommodation unit or at the reception.

If possible, check-in and basic actions should be made possible directly from the vehicle.

**Sanitary facilities.** It is necessary to set up a notice containing guidelines on rules of conduct and protection measures (physical distancing, hand sanitizer dispensers, etc.). If applicable, a laundry token dispensing machine should be installed. Intensified and more frequent cleaning, disinfection and ventilation of areas is necessary.

The use of family bathrooms should be encouraged where possible (an enclosed space with all of the amenities of a home bathroom under lock and key which is used by only one family).

A sufficient number of communal sanitary facilities should be opened, depending on the camp or marina occupancy.

### 3. Hospitality facilities within camps or marinas

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**Organization of work.** A notice regarding physical distancing and minimal distance of 1.5 meters should be placed. The tables located in the facilities should be kept empty until guests arrive, and the cutlery is placed when the guests take their places. It is recommended for the menus to be appropriately placed at the entrance or other visible place in plasticized form, i.e. it is recommended for the classic menus to be removed. We suggest that you familiarize visitors verbally or in some other acceptable way regarding the food and beverage on offer.

**Restriction of the total number of visitors.** The restriction of the total number of visitors can be accomplished by making available only those tables which are 1,5 m apart from each other. The entry of guests is regulated by allowing the next visitors or group to enter only after the previous group of visitors have vacated the premises. The physical distance between individual groups of visitors has to be at least 1.5 meters. Tables should be arranged in such a manner that the physical distance of 1.5 m is maintained between tables, i.e. different groups of guests. Organized groups of guests may sit at the tables, and the distance between individual groups of guests in the facility has to be at least 1.5 m. For example, members of one family are sitting 1.5 m away from another group of guests, even if they are long tables which are intended to seat more than one person.

**Serving food and beverages.** It is recommended, wherever possible, for the guests to be served at the table. In the event of a *buffet* service, where technically feasible, it is recommended that the serving of food and beverage is conducted in such a manner that guests are not able to take food on their own if it is not portioned out. During their stay at a facility, and especially during *buffet* service, it is recommended that guests keep a physical distance of 1.5 meters, aside from members of the same family in which case this measure is not necessary.

Hospitality facility visitors can also order food or beverages which they will take with them and consume on the terrace or outdoors. When ordering, a physical distance of at least 1.5 m must be kept between customers waiting in line. It is possible to order food or beverages at the bar counter without lingering, but staying at the bar counter is not allowed. Furthermore, it is possible to serve standing guests if they are observing physical distancing.

**Serving outdoors.** One employee is appointed to serve a pre-determined number of tables in order to minimize the mixing of employees and guests. The employee has to disinfect his hands between charging for the service and serving individual visitors.

**Drive-in orders.** The possibility of introducing “*drive-in*” and picking up food directly from the car is envisaged.

**Food delivery.** The possibility of introducing the delivery of food to accommodation units (option: without serving food on the facility’s tables) is envisaged. The possibility of introducing the delivery of foodstuffs (pastries, etc.) directly to accommodation units is also envisaged.

The disinfectant dispensers have to be placed at the entrance to all areas where food and beverages are served, or each guest has to be offered a hand sanitizer wipe.

After each guest or group of guests leave, the menu (plasticized) and drink menu have to be disinfected, or disposable menus and drink menus should be used.

The tableware (salt, pepper, sugar and vinegar/oil containers) also has to be changed and disinfected after each guest. The tablecloth has to be regularly changed after each guest, or paper table cloths should be used.

**Protecting the health of visitors and staff.** These measures primarily apply to sales and service staff. Everyone should always have a disinfectant available so they can periodically disinfect their hands. If possible, it is recommended that a distance of at least 1.5 m is ensured between the server or cashier and the customer when issuing goods and collecting payment, i.e. if possible, a protective barrier should be installed at the place of service and at the cash register, which will physically separate the cashier from the customer. Contactless payment should be encouraged whenever possible.

**Hygienic standards.** Caterers should observe the highest hygienic standards and wash their hands with warm water and soap as often as possible and use hand disinfectant, always prior to serving new guests. In accordance with the current epidemiological situation, it is currently recommended that the air conditioning units are not used and for the premises to be naturally ventilated.

**After each group of guests leaves.** After each group of guests leave the table, chair and other surfaces which the guests touched have to be wiped down with a disinfectant agent, i.e. the table cloths must be removed even if they are not visibly soiled.

**Snacks.** The serving of snacks in bowls that are placed on tables is forbidden. Containers with salt/pepper/oil/vinegar/other spices are not left on the table, instead new, previously washed or disinfected containers are brought out for each new group of guests.

**Cleaning and disinfecting the premises.** At the entrance to the facility, visitors should be provided with a dispenser with hand sanitizer and a clearly displayed notice instructing them of the obligation to disinfect their hands when entering. Also, a notice of the obligation to maintain a distance of at least 1.5 m between visitors, as well as between visitors and staff, should be clearly displayed at the entrance. Door handles and handrails, handrail surfaces and refrigerator door edges, as well as other surfaces which are frequently touched by customers, should be regularly wiped down with alcohol-based disinfectant or other agent with declared virucidal effects according to the manufacturer's instructions.

Indoor areas in which guests are staying have to be regularly ventilated.

**Regular maintenance of hygiene.** Instructions for cleaning and disinfecting are available at the following links:

- Cleaning and disinfecting premises with no COVID-19 patients: <https://bit.ly/3cnJJig>
- Cleaning and disinfecting premises where a person suspected of having COVID-19 stayed: <https://bit.ly/2ztrABm>

#### 4. Pools, beaches, sport-recreational and other service activities

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**Pools and beaches.** Deckchairs have to be kept separate so that the physical distance of 1.5 meters is ensured (a lifeguard or a person which can supervise the prescribed measures has to be present at the pool), and the deckchairs have to be disinfected several times per day, and always after an individual guest is no longer using the deckchair and before another guest starts using it. The chlorination value of the water should be raised to a level that ensures virus-free water (maximum allowed amount of chlorine). The disinfectants should be placed in visible places at the entrance to the pool zone.

**Cosmetic services.** Instructions are available at the link: <https://bit.ly/35M8C4I>

**Masseuse services.** Instructions are available at the link: <https://bit.ly/2YQ824B>

**Wellness and saunas.** The number of persons, especially in indoor facilities (e.g. wellness) and areas, has to be restricted in accordance with the available space. It is recommended that steam saunas should not be used. However, dry saunas, for example the Finnish sauna, can still be used. It is necessary to ventilate, clean and disinfect all surfaces in the hallways and sanitary facilities more frequently.

#### 5. Commercial content

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Activity should be ensured in the same manner as other shops in the cities.

#### 6. Entertainment, music and sports content (events)

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Activity should be ensured pursuant to the valid recommendations regarding gatherings and maximum number of participants.

#### 7. General protection measures

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**Daily measurement of employee body temperature.** Members of staff should take their body temperature in the morning before coming to work. If the body temperature reading is higher than 37.2 °C, if the person feels sick or has any signs of the diseases (refers to all symptoms and signs of the disease, not just respiratory diseases), he should contact his superior and not come to work. All sick employees should stay at home and call their family physician, and avoid going to a healthcare institution, unless advised otherwise by a physician.

The shaking of hands and conversing in close proximity should be avoided, and a physical distance of 1.5 meters should be kept. Touching the face, mouth, nose and eyes should be avoided. When coughing or sneezing, cover your mouth and nose with your elbow or paper handkerchief, which needs to be thrown into the garbage bin immediately and you should wash your hands. Hands should be regularly washed with soap and water, or an alcohol-based disinfectant should be used.

Close contact with persons who are exhibiting symptoms of elevated body temperature, coughing and/or difficulty breathing should be avoided. Good air ventilation should be maintained in all indoor areas.