



Version 2

In Zagreb, 9 May 2020

Recommendations for preventing infections in hospitality facilities with and without terraces, as well as hospitality facilities within accommodation facilities, as part of the gradual easing of restrictions related to COVID-19

In order to prevent the spread of infection during stays in hospitality facilities, with and without terraces, as well as hospitality facilities located within accommodation facilities, it is necessary to ensure physical distance between visitors, as well as between visitors and employees.

Organization of work. The hospitality facilities may operate from 6 a.m. to 11 p.m. The tables located in the facilities are kept empty until guests arrive, and the cutlery is placed when the guests take their places. It is recommended that the plasticized menus are displayed at the entrance or some other visible location in a suitable manner, i.e. the recommendation is that the classic menus should be removed. It is possible to give visitors a verbal recommendation, or present the food and beverage on offer in some other acceptable manner.

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 m. 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. Visitors can also order food and beverages at the hospitality facility 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 observed between customers waiting in line. It is possible to order food or beverages at the bar counter without lingering, i.e. staying at the bar counter is not allowed. Furthermore, it is possible to serve standing guests if they are observing physical distancing, with or without tall tables, who are drinking while standing.

The employee who is serving the guest on the external premises of the facility. One employee is appointed to serve a pre-determined number of tables in order to minimize the mixing of employees and guests. The facility employee must disinfect his hands between charging for the service and serving individual visitors.

Special rules for hospitality facilities in accommodation facilities and others who are providing a *buffet* service. It is recommended that visitors maintain a physical distance of 1.5 m during their stay in these facilities, and especially during the *buffet* service, unless if they are members of the same family, in which case it is not necessary for members of the same family to maintain a 1.5 m physical distance during their



stay in a hospitality facility. It is recommended that the *buffet* service is carried out so that there is a barrier between the guests and the food, and that one employee should serve guests with the food of their choice. Other physical distancing measures, related to family or other visitor groups who use the services of the facilities as a group, shall be applied in the same manner as in all other hospitality facilities.

Protecting the health of visitors and staff. Refers to sales and service staff. Everyone should always have a disinfectant available to 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, to install a protective barrier at the place of service and at the cash register, which will physically separate the cashier from the customer. Contactless payments should be encouraged.

The 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. Pursuant to the epidemiological situation, it is currently recommended that the air conditioning units should not be used and that the premises should be naturally ventilated.

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.

It is forbidden to serve snacks in bowls which are placed on tables, 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 of the obligation to disinfect hands when entering. Also, a notice of the obligation to maintain a distance of at least 1.5 m between visitors and 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 for which it has been observed that they are frequently touched by customers, should be continuously 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.

Instructions for cleaning and disinfecting premises are available at the following links:

No COVID-19 patients: <https://www.hzjz.hr/wp-content/uploads/2020/03/Ciscenje-i-dezinfekcija-prostorije-bez-obiljelih-od-COVID-19-2.4.2020..pdf>

Persons who are suspected to have or who have COVID-19:

<https://www.hzjz.hr/wp-content/uploads/2020/03/Ciscenje-i-dezinfekcija-prostora-u-kojima-je-boravila-osoba-pod-sumnjom-COVID-19-2.4.2020..pdf>

Other general measures for preventing the spread of COVID-19 are available at: <https://www.hzjz.hr/wp-content/uploads/2020/03/Dodatne-upute-za-pojedince-kolektive-i-poslodavce.pdf>

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 until he calls his family physician.

Face mask. It is recommended to wear face masks indoors. In addition to medical masks, cloth face masks that can be washed at a minimum of 60 ° C and reused can also be used. Instructions for the proper use of masks are available at the following link: <https://www.hzjz.hr/wp-content/uploads/2020/03/Maske-za-lice-1.pdf>.

It is desirable that employees also wear disposable protective gloves.