

KEY PRINCIPLES OF PREVENTING THE TRANSMISSION OF INFECTION WITH THE NEW CORONAVIRUS

We take part in tourist and catering activities only if we are healthy and without signs or symptoms of acute respiratory infection (such as cold, nausea, muscle aches, fever, cough).

We wash our hands regularly and thoroughly with soap and water.

If water and soap are not available, disinfect your hands with a dedicated hand sanitizer (disinfectant containing 60-80% alcohol).

Do not touch your face (eyes, nose and mouth) with dirty/unwashed hands.

Respect the recommended distance between persons of at least 1.5 or 2 metres.

Observe proper cough hygiene (before coughing/sneezing, cover your mouth and nose with a paper towel or cough/sneeze into the upper part of the sleeve). Dispose of the paper towel after each use and then wash your hands with soap and water.

In times of increased respiratory infections and the COVID-19 epidemic, we should avoid indoor gatherings of a large number of people.

Indoor rooms should be thoroughly ventilated several times a day.

For a better understanding and constant updating of both staff and guests, we recommend that brief instructions for preventive protective behavior are placed in several visible places and always near entrances to the facilities/parks. Dedicated pictograms or materials may be produced for this purpose...

Sanitary facilities

Sanitary facilities are a very important location regarding the possible transmission of the pathogen, so special attention should be paid to their use and to cleaning and disinfection.

Guests should use the sanitary facilities individually or according to the size and layout of the rooms so that it is possible to ensure sufficient interpersonal distance. When moving from the table to the sanitary facilities, they should keep the required distance between one another. Running water, soap and disposable paper towels must be provided to the guest. The hand dryer must be switched off. Guests should touch various objects and surfaces as little as possible, only as much as necessary. Garbage bins for personal waste have lids, preferably with a foot-lift lid system.

In sanitary facilities, the use of a face mask or other form of protection of the oral and nasal area (scarf or similar form of protection) covering the nose and mouth is mandatory during the epidemic.

Service providers should ensure regular and efficient ventilation of sanitary facilities. In case of mechanical ventilation, the air should be exchanged only with fresh outside air, without air recirculation (Instructions for ventilation of premises outside medical institutions during the spread of COVID-19 infection: <https://www.nijz.si/sl/navodila-za-prezracevanjeprostorov-izven-zdravstvenih-ustanov-v-casu-sirjenja-okuzbe-covid-19>).

Service providers should ensure that sanitary facilities are cleaned and disinfected at least every hour or following a schedule that is adjusted to the frequency of visits. It is advised that cleaning and disinfecting sanitary facilities during an epidemic of the new coronavirus (SARS-CoV-2) is in line with already established sanitary cleaning procedures and hygienic instructions for the use and cleaning of public sanitary facilities during the covid-19 epidemic.

Establishments with accommodation units (hotels, apartments, rooms, flats, tourist farms with accommodation, mountain huts,...)

General recommendations for service providers

Only healthy staff should be working, without symptoms or signs of acute respiratory infection (fever, cough, runny nose, sneezing, sore throat, shortness of breath, chest pain,...).

Service providers should follow the recommendations and implement measures that make sense for the type and scope of activities they are responsible for.

Staff should be kept informed about safeguards that are in place.

Staff should ensure sufficient interpersonal distance at all times.

In accordance with the instructions of occupational health and safety specialists, they should use the prescribed protective equipment <https://www.anticovid.zmdps.si/>. Protective (work) clothing should be made of a material that can be washed at at least 60 °C, if this is not possible, a disinfectant should be added during washing (e.g. a bleaching agent based on sodium hypochlorite or other textile agent with similar effect).

For constant updating regarding measures of both staff and guests, we recommend that brief instructions for preventive protective behavior are placed in several visible places and always near entrances to the facilities/parks.

The service provider should ensure that disinfectant dispensers are installed.

Service providers should prevent access to children's playgrounds.

Contact between staff and guests should be kept to a minimum with e.g. introduction of reservations and contactless payments.

General recommendations for guests

They should strictly follow the staff instructions regarding house rules during the COVID-19 epidemic.

They should limit gatherings in large numbers and consistently observe the principles of sufficient interpersonal distance.

Indoors, observing the required interpersonal distance during the epidemic and the use of a face mask or other form of protection of the oral and nasal area (scarf or similar form of protection) covering the nose and mouth are also mandatory.

They should consistently take care of hand hygiene, by washing with soap and water or disinfecting after touching any dirty surfaces or objects.

Reception

Guests should enter the reception individually or in numbers, which, depending on the size and layout of the space, make it impossible for them to meet one another and allow sufficient distance to be provided, floor signs or poles with restrictive passages should be introduced for those waiting.

We advise that guests have access to disinfectants (wipes, etc.) and face masks if they do not have them with them.

Hands must be disinfected before and after touching documents or objects that are handled by several persons. Separate writing utensils (if needed) should be available for guests, which need to be disinfected after each use.

Service providers should offer promotional materials to guests at their request, without giving them the option to browse through them themselves, e.g. maps, brochures, advertisements, magazines.

After each guest, the surfaces that guest touched should be disinfected (e.g. reception desk, POS terminal, cash desk).

Closed reception areas should be regularly and frequently ventilated,
<https://www.nijz.si/sl/navodilaza-prezracevanje-prostorov-izven-zdravstvenih-ustanov-v-casu-sirjenja-okuzbe-covid-19>.

We recommend the introduction of contactless operations with prior reservations.

In case the staff detects a guest with signs of respiratory infection, they must inform the reception or the management.

Accommodation units (room)

With adjustments and special offers, the service provider provides single or double rooms; in accommodation units with several beds, only guests from the same household who are able to prove this upon check-in are allowed.

Textile decorative elements on upholstered furniture and beds are removed (pillows, ribbons, bedspreads ...).

Before handing over the accommodation unit, it must be cleaned and disinfected in accordance with the instructions <https://www.nijz.si/sl/navodila-za-ciscenje-in-razkuzevanje-prostorov-izvenzdravstvenih-ustanov-v-katerih-se-je-zadrzeval>. The accommodation unit must be well ventilated after cleaning and disinfection.

When cleaning several accommodation units, attention should be paid to the possibility of transmission of the virus by contaminated clothing or protective equipment of staff from one accommodation unit to another. We recommend that you adjust the cleaning procedures in such a way that such a transmission is prevented (e.g. with the use of protective clothing/disposable aprons, by changing protective clothing each time, etc.).

In case of a multi-day stay of the guest in the accommodation unit, it is possible for the staff to perform daily cleaning only if the guest explicitly requests it.

Special emphasis must be given by staff to cleaning and disinfecting objects that are touched by a large number of hands (e.g. stair railing, switches, handles, handrails, hooks, elevator keys).

The premises should be regularly ventilated, <https://www.nijz.si/sl/navodila-za-prezracevanjeprostorov-izven-zdravstvenih-ustanov-v-casu-sirjenja-okuzbe-covid-19>.