



REPUBLIC OF BULGARIA

MINISTRY OF TOURISM

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**GUIDELINES FOR FUNCTIONING OF ACCOMMODATION  
ESTABLISHMENTS AND FOOD AND ENTERTAINMENT  
ESTABLISHMENTS IN THE CONDITIONS OF DANGER OF  
COVID-19 INFECTION IN  
BULGARIA**

**Version 9**

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## **INTRODUCTION**

The measures proposed in this document have the character of Guidelines for the functioning of accommodation establishments (AE) and the food and entertainment establishments (FEE) adjacent to them or independent, in the conditions of COVID-19, in accordance with the guidelines and recommendations of the World Health Organization (WHO), the European Center for Disease Prevention and Control (ECDC) and Commission Communication COVID-19: EU Guidelines for the gradual resumption of tourism services and sanitary protocols at hotels and restaurants from 13.05.2020. Given that tourist sites are different in their territorial location, purpose and functions, design, operation and management, adaptations should be made individually, but so as to comply with the Guidelines.

The guidelines may be updated according to the development and spread of COVID-19 in the country.

The guidelines shall be published on the official website of the Ministry of Tourism and the Ministry of Health.

### **Key objectives of the applied procedures:**

1. Implementation of the anti-epidemic measures in connection with COVID-19 in order to ensure maximum protection of the health of citizens.
2. Increasing the safety and protecting the health of the employees serving the guests of AE and FEE;
3. Minimizing the risk of infecting guests and other outsiders, including suppliers;
4. Limiting the number of contacts on the territory of the tourist sites for a certain period of time, as part of the protection against the risk of infection;
5. Complex and coordinated actions in accordance with the stage of development of the epidemic situation.

### **The guidelines are in four directions:**

1. Ensuring the safety of employees/staff;
2. Ensuring safety and security for the guests at the establishments;
3. Preventive procedures in case of suspected Coronavirus infection by an employee to another employee;
4. Procedures to be followed in case of suspected Coronavirus infection by a guest/guests.

## **I. GOVERNING/MANAGING TEAM**

The anti-epidemic measures under Order No. RD-01-51 / 26.01.2021 of the Minister of Health effective from February 1<sup>st</sup>, 2021 to April 30<sup>th</sup>, 2021 **are obligatory for application** by all employers / appointing bodies and natural and legal persons who are owners and manage public facilities within the meaning of the Law. for health, commercial sites or other sites. The temporary anti-epidemic measures under Order No. RD-01-677 / 25.11.2020 in force from 23:00 PM on November 27<sup>th</sup>, 2020 to December 21<sup>st</sup>, 2020, amended and supplemented by Order № RD-01-718 / 18.12.2020, Order № RD-01-20 / 15.01.2021 and Order № RD-01-52 / 26.01.2021 as the term of the temporary anti-epidemic measures has been extended until April 30<sup>th</sup>, 2021.

Employers / hiring authorities and natural and legal persons who own and manage public facilities - accommodation establishments (AE) and food and entertainment establishments (FEE), adjacent to them or independently **are responsible for organizing the implementation and enforcement** of the anti-epidemic measures introduced by this order.

Before opening of the tourist site and during its operation the following is necessary:

- **Organize the implementation** of anti-epidemic measures in the work premises
- **Action plan - preparation** of own plan for functioning of the site, in accordance with the recommendations and instructions of the national and regional public health authorities for limiting the coronavirus infection. The plan is subject to **updating** according to the epidemic situation in the country and contains a clear distribution of available human and economic resources in order to prevent and comply with anti-epidemic measures, including a team of staff to respond to crisis situations. The action plan **includes** specific procedures, in accordance with the current guidelines and the instructions of the Minister of Health and the Director of the Regional Health Inspectorate, for actions and management of cases of infection and their possible contacts.

**The implementation** of the action plan and the effectiveness of the measures taken must be frequently assessed to verify compliance, identify and correct gaps and adapt the plan to practical experience.

- **Hygiene inspection - regular ventilation and disinfection.** Carrying out an initial basic inspection and subsequently conducting a regular audit of hygiene at the establishment in order to establish compliance with the imposed requirements. For

this purpose, it is recommended to keep a "Register of hygienic and disinfection activities performed and measures taken and corrective actions", in which information on the conducted activities is recorded in detail (such as date and time, disinfectant used, by whom, where, etc.). The analysis of the information in this register can be used to improve the actions performed.

- **In the accommodation places it is recommended to provide a sufficient amount of face masks – disposable or for multiple use**, to be stored on site and to be used as needed by staff and guests. It is also recommended to provide a sufficient number of thermometers to be used if necessary.

- **Communication**

- **Information policy for guests and staff:**

- ✓ Each of the employees must be aware of their responsibilities according to the establishment operation plan.
- ✓ Information posters with key messages to guests and staff, brochures and official leaflets on basic hygiene practices and COVID-19 in different languages should be available at the establishment, as with disinfectant dispensers - instructions for proper hand disinfection.
- ✓ Instructions must be provided for the staff in the sanitary and hygienic rooms for proper hand washing, removal and placement of disposable gloves, removal and wearing of a mask, and for disinfectant dispensers - instructions for proper hand disinfection.
  - The algorithm of the disinfection measures in the accommodation establishments (AE) and the establishments for food and entertainment (EFE), adjacent to them or independent is carried out according to the indicated in Annex No. 1, to item 1, letter “a” of Order No. RD- 01-51 / 26.01.2021 of the Minister of Health.
  - The instruction of the personnel for proper hand hygiene is carried out, as indicated in Annex No. 2, from Order No. RD-01-51 / 26.01.2021 of the Minister of Health. Liquid soap, water and disinfectant must be provided.
  - The instructions for proper wearing of a face mask are in accordance with Annex No. 3, from Order No. RD-01-51 / 26.01.2021 of the Minister of Health..
- ✓ An updated list of staff contacts, important emergency telephone numbers, etc. must be available at the establishment.
- ✓ The management of the establishment must have carried out initial instruction of the employees on the observance of the sanitary and hygienic measures, as well as to hold regular information meetings about the undertaken main anti-epidemic measures in the country.
- ✓ A specially trained staff member must be appointed to monitor establishment hygiene and compliance with physical distance rules.
- ✓ Persons with manifestations of acute respiratory symptoms (fever, cough, difficulty breathing, loss of smell, disturbance and loss of taste, etc.) are not allowed to work premises.

## **II. ENSURING THE SAFETY OF EMPLOYEES / STAFF**

1. **Creating working conditions**, assuming compliance with the requirement for physical distance ( at least 1.5 m) and mandatory wearing of a protective face mask between employees and occupational safety in accordance with the applicable law and apply the following anti-epidemic measures to staff:

- organize their activity in a way that ensures the observance of a distance of at least 1.5 m between the persons to whom the respective services are provided in the premises and the adjacent outdoor areas;
- provide hand sanitizer at the entrance of the site;
- create an organization to control the entrance of the site in terms of the number of entrants and the wearing of protective face masks;
- place information boards in a visible place or otherwise inform the users of services about the obligation to observe physical distance, hand hygiene and to wear protective masks on the face when visiting the respective site.

2. Reducing the number of employees who use communal areas at the same time, such as a rest room, changing rooms, etc. These rooms should be used on a schedule, with the recommended number of people using them taking into account the possibility of providing a physical distance of at least 1.5 m. The establishment should be equipped with personal protective equipment, including masks or safety helmets, gloves and hand sanitizers, as well as waterproof long-sleeved aprons for use when needed.

3. Recommendations for employees (according to Appendix № 1).

4. Providing ventilation for the premises. It is highly recommended to provide natural ventilation of the premises. Where this is not possible, it is recommended to provide an individual mechanical means of ventilation (fan or individual air conditioner with suitable filters only for the respective room). Where this is not possible, mechanical general ventilation is used. It is recommended that general air conditioning and ventilation systems be set up to allow outside air to flow into the premises, at relatively frequent periods, and to remove polluted air from the rooms. The additional systems used should work in such a way as to prevent the mixing of air flows from one room to another. In general, according to the technical recommendations of leading experts in the field, to achieve comfortable conditions and provide sufficient fresh air as a suitable solution is a balanced ventilation system, which simultaneously operates the injection and suction systems. Through the suction system the polluted air is removed from the premises and discharged into the atmosphere, and through the injection system the premises are supplied with air, which usually, given the epidemic situation, is subjected to pre-treatment such as filtration and others.

When using air conditioners and / or mechanical general ventilation, the filters are regularly cleaned and disinfected.

Regular ventilation of rooms with direct access to fresh air should be carried out, it is recommended to increase the number of ventilation per hour

5. All employers and hiring authorities shall provide personal protective equipment to staff, depending on the specifics of the work and the risk assessment at the workplace

(face mask, helmet, gloves, etc.), who perform their duties both indoors, and outdoors when it is impossible to observe a physical distance of 1.5 m.

6. Limiting meetings and conferences indoors to the required minimum: meetings should be held in rooms with open windows, maintaining the distance between people recommended by the health authorities (minimum 1.5 m), as we recommend not to allow more than 1 employee or worker per 3 sq.m. If possible, we advise communication to be carried out in a remote form - by phone and email or other channel for remote communication.

7. Limiting the use of communal areas by employees, including:

- introduction of different break hours - Employers to establish a schedule for the use of regulated holidays, where applicable, as well as to apply other preventive measures and methods of work, depending on the specifics of the respective work activity, which will ensure a better level of protection of workers.
- limiting insignificant contacts at work
- reducing the number of employees who use communal areas at the same time (for example by allocating meals breaks).
- The use of a protective face mask is mandatory for immediate customer service requiring a distance of less than 1.5 meters. Exceptionally, it is allowed to serve customers without a protective face mask, when mechanical partitions made of glass or other transparent material are provided, allowing wet cleaning or disinfection.

8. Special care for employees from groups exposed to greater risk of an epidemic - if possible, not to engage people over 60 and chronically ill in direct contact with guests.

9. Non-admission to the working premises of persons with manifestations of acute respiratory diseases (fever, cough, difficulty breathing, loss of sense of smell, violation or loss of taste, etc.);

10. Obligation of the suppliers of AE and FEE to use personal protective equipment in accordance with issued orders and measures, in accordance with the current legislation.

11. Adoption of a procedure to be followed in case of suspicion of an infectious situation and effective instructions to the employees, in accordance with the guidelines and orders of the Ministry of Health and the Regional Health Inspectorate.

### **III. PROVIDING SAFETY AND SECURITY FOR THE GUESTS AT THE ESTABLISHMENTS**

- All persons, when they are in closed public places<sup>1</sup> where citizens are served or have

<sup>1</sup> "Public" means places that are accessible to citizens and / or intended for public use.



access, are obliged to have a protective disposable face mask or for multiple use, which is used according to the recommendations in Annex No. 3 of Order RD-01 -51 / 26.01.2021.

- All persons, when in open public places where there is a crowd of people and the inability to observe a physical distance of 1.5 m., are required to have a protective disposable face mask or for multiple use, which is used according to the recommendations in Annex No. 3. of Order RD-01-51 / 26.01.2021.
- The anti-epidemic measure for observance of a physical distance of at least 1.5 m between persons who are not from one family / household is applied to all persons who are in open public places.

**AN EXCEPTION IS ALLOWED:**

- for the clients in FEE, when the visits there are allowed;
- if there are outdoor and indoor athletes in the AE during the physical activity;
- if there are participants in congress-conference events, briefings, press conferences and seminars during the speech (lecture, presentation, etc.) in the halls of the AE, observing a physical distance of 1.5 m from the other participants;
- if there are TV shows in the AE- for the participants (presenters and guests, observing a physical distance of 1.5 m from the other participants;
- children up to 6 years of age.

**1. RECEPTION AREA AND RECEPTION AT THE ACCOMMODATION ESTABLISHMENT**

**RECEPTION AREA**

- Arrival of guests - regulation and control of the flow of guests at the establishment and compliance with the requirement for physical distance of 1.5 m.
- Placing in a visible place in front of the entrance of the establishment and at the reception information (information boards or otherwise) about the maximum number of guests who can stay in a given part of the establishment at the same time, as well as to maintain a physical distance of at least 1.5 m, as we recommend not to allow more than 1 guest per 3 sq.m., depending on the area of the lobby area and reception, except for members of one family.
- Placing dispensers with liquid hand disinfectants accessible to guests and employees in the premises of the establishment, in particular at the entrances, in the reception area, at the entrance of elevators, at the entrance to the open areas of the food and entertainment establishments and in the lobby to bathrooms, outdoor pool area, etc.

## **RECEPTION**

### **1. Information and communication**

- Receptionists should be sufficiently informed about COVID-19 so that they can perform their duties safely and professionally in order to prevent its possible spread at the establishment.
- Informing all guests and potential customers about the procedures and policies of the site for security and safety, preventive measures applied in connection with the COVID-19 virus at the given establishment.
- Reception staff must be aware of the occupancy policy of the rooms at the establishment when it comes to accompanying persons in case of suspicion of COVID-19. It is necessary to observe the rules for protection of personal data of guests.
- Preparation and placement in a certain place (easy access) of the necessary telephone numbers of the regional health authorities, the medical institution with which the accommodation establishment has a service contract, emergency centers, pharmacies, etc. The reception must have them at any time.

### **2. Necessary equipment of the reception with a protection set**

2.1. The reception must be equipped with a protection set which should include the following items:

- Disinfectant and/or wipes for cleaning surfaces;
- Hand sanitizer;
- Face masks/eye protection (individually or in combination, fprotective ace helmet, safety glasses). Sufficient additional face masks for the whole establishment (guests and staff).
- Gloves (disposable).
- Protective apron (disposable)
- Protective gown with long sleeves (recommended).
- Waste bin with lid.

2.2. In order to protect the employees at the reception, it is recommended the management of the establishment to ensure maximum protection of employees, and in addition to providing personal protective equipment and disinfectants, if possible to provide physical protection of the reception and guest area by placing transparent plastic teller panels , for example, or the like at least 1 m high.

### **3. Measures for physical distancing, hand hygiene and respiratory hygiene**

Although guests are probably familiar with these measures, they need to be reminded with information at the reception in an appropriate way.

- Physical distancing - keeping a distance of at least 1.5 m or not allowing more than 1 guest

per 3 sq.m., except for members of one family.

- Registration at the reception of more than 2 guests at a time is not allowed, unless they are members of one family. The use of dividers is allowed and useful to control those waiting in the lobby.
- Limiting the stay of the guest at the reception to a minimum.
- Hand hygiene - regular and thorough cleaning of hands by rubbing with hand sanitizer with virus-killing or partial virus-killing action or washing with soap and water. Avoid touching eyes, nose and mouth before washing. Hand disinfection is also required after exchanging items (money, personal documents, credit cards) with guests. Observance of respiratory hygiene.
- Encourage the use of an electronic card instead of paying in cash.

## **2. LOBBY AREA**

- Seating area - separate seating areas must be located in such a way as to provide a physical distance of at least 1.5 m, not allowing more than 1 person per 3 sq. m.
- Physical distance of at least 1.5 m - the guest to keep a distance and wear a protective mask in the common areas of the hotel while waiting in line to register or leave.
- Guest elevators - we recommend in view of the capacity of the elevators to limit its use to a minimum number of visitors, wearing a protective mask, at the discretion of the hotelier.
- Regulating the crowding of many people in the lobby, especially during peak hours of arrival and departure of guests, temporary signage and organization of the process to avoid crowding. It is obligatory to create an organization for control of the number of clients in the respective site, not allowing more than 1 person per 3 sq. M.

## **3. GUEST ROOMS/ CHAMBERMAID PREMISES / HOUSEHOLD**

### **• Cleaning and disinfection**

The application of enhanced and special measures for cleaning and disinfection in the communal areas (toilets, halls, corridors, elevators, etc.) and the provision of appropriate disinfectants (biocides) and detergents as a general preventive measure during the epidemic with COVID -19. Particular attention should be paid to the disinfection of frequently touched contact surfaces - door handles, elevator buttons, handrails, light switches, doorknobs, chairs and armrests and flat surfaces, including counter tops in work rooms and dining rooms etc. Doors and windows, if possible, should be left open longer during the day.

Observance of the required distance between the staff and the guests at least 1.5 m, not allowing more than 1 person per 3 sq.m.

- Ongoing disinfection, at least once an hour, of shared toilets, elevators, reception (after each guest), door handles, handrails, handknobs, telephones, computer keyboards and other frequently touched surfaces.

- Precise dosing of professional detergents.

- After each guest it is recommended to routinely clean the room and disinfect all contact surfaces (including chair backs), equipment (eg remote controls) and bathroom and thoroughly ventilate the room or after cleaning the room - ozonation/blurring/decontamination with the help of other specialized technologies, such as bactericidal lamps, etc.

- Chambermaids and other cleaning staff must be equipped and use a disposable mask, gloves and, if necessary, a disposable long-sleeved apron.

Bed linen and towels must be washed to comply with the special additional recommendations for washing at a minimum temperature of 60°C with the addition of detergent and disinfectant. In cases where the laundry service is not provided directly by the hotelier, the service shall be certified by a contract with specialized persons registered in accordance with national law.

The collection, temporary storage, transfer of the used bed linen and towels and respectively its receipt and storage of the clean one is carried out in strict compliance with the regulatory requirements and recommendations of the health authorities.

- If possible, systematic ventilation of all rooms at the establishment or ozonation (or decontamination using other available technology, such as bactericidal lamps, etc.) of the communal areas, within certain time intervals.

- It is recommended to provide a personal set of sanitary materials in the rooms / as a compliment for the guests /, including 1 pair of disposable gloves and 1 pc. protective disposable mask or for multiple use per person.

- **Surveillance for sick guests** - staff should inform the management or reception if likely of persons with acute respiratory illness.
- **Availability of materials and consumables, incl. of personal protective materials** - gloves, disposable masks or for multiple use, if necessary, disposable long-sleeved apron, etc. At anytime.

#### **4. FOOD AND ENTERTAINMENT ESTABLISHMENTS/FOOD AND BEVERAGE AREAS**

According to the amended item 11 by Order No. RD-01-52 / 26.01.2021, which amends and supplements Order No. RD-01-677 / 25.11.2020 (amended and supplemented by Order No. RD-01-718 /18.12.2020 and Order No. RD-01-20 / 15.01.2021) of the Minister of Health as of

01.02.2021 to February 28<sup>th</sup>, 2021, the visits to all catering and entertainment establishments within the meaning of Art. 124 of the Tourism Act, independent or adjacent to the accommodation places are suspended. Only deliveries or meals for home and office are allowed.

**EXCEPTION from the ban is allowed for restaurants located on the territory of the accommodation establishments, which can work only for guests of the respective accommodation establishment, when using 50% of their capacity and with limited working hours between 6.00 and 22.00.**

According to the amended item 11a by Order No. RD-01-52 / 26.01.2021, of the Minister of Health, from 01.03.2021 **visits to restaurants and entertainment establishments** within the meaning of Article 124 of the Tourism Act are allowed, excluding disco clubs, bar-clubs, piano-bars, variety-bars and night-bars, **using not more than 50% of their capacity, a distance of 1,5 m between the backs of chairs on two adjacent tables and wearing protective face masks by staff.**

**It is not allowed to organize and hold gatherings and celebrations in AE of a private nature (weddings, baptisms, funerals, etc.) with the presence of more than 15 people.** In these cases, all anti-epidemic measures are observed. It is mandatory the seating areas to be located so as to provide a physical distance of at least 1.5 m, not allowing more than 1 person per 3 square meters.

**In the FEE, independent or adjacent to the AE, personal protective equipment (disposable or reusable masks) is mandatory for staff.**

When directly servicing customers in FEE, requiring a distance of less than 1.5 meters, the use of a protective face mask is mandatory. Exceptionally, customer service without a face mask is allowed when mechanical partitions of glass or other transparent material are provided, allowing wet cleaning or disinfection.

It is necessary to comply with the Guidelines prepared by the Bulgarian Food Safety Agency to business operators managing sites registered or approved under the Food Act to implement anti-epidemic measures in connection with COVID-19 and to ensure maximum protection of citizens' health, in connection with item P of Order No. rd-01-677 / 25.11.2020 of the Minister of Health, based on Order No. RD 09-934 / 26.11.2020 of the Minister of Agriculture, Food and Forestry published on the following internet pages:

[https://www.mh.government.bg/media/filer\\_public/2020/05/05/1588669697002documentiziskvaniia\\_km\\_biznes\\_operatorite.pdf](https://www.mh.government.bg/media/filer_public/2020/05/05/1588669697002documentiziskvaniia_km_biznes_operatorite.pdf)

<http://www.babh.government.bg/userfiles/files/covid-19/Ukazania%2001.12.2020.xls.pdf>

#### **4.1. Information and communication**

- The emphasis should be on protecting the health of tourists. In this regard, room service can be provided at the guest's request. It is possible, when eating is in the restaurant at

AE, using 50% of their capacity - to use contactless technology, partial "a la carte" pre-order systems, sliding front doors for restaurants and some automation for physical distance.

- Additional safeguard measures for guests – through information boards or other methods should be used to encourage hand washing before eating, the use of disinfectant gels or wipes provided at the entrance to the FEE for use when entering and leaving the FEE.
- Strict observance of hygiene measures by the staff.
- Change of operation of the food and entertainment establishments.
- The FEE must provide one-way and pedestrian flow with distances of 1.5 to facilitate the physical distance.

#### **4.2. Hygienic conditions and cleanliness**

- Improving the hygienic conditions in the FEE and the application of cleaning and disinfection measures in all working areas of the restaurant (buffets; open areas of restaurants; kitchens, etc.) as a general preventive measure during the whole pandemic caused by COVID-19, especially on the items that are often touched, such as tables, chairs, porcelain, cutlery, spices, etc..

#### **4.3. Vending machines for drinks**

- Machines for coffee, water, beverages, etc., especially parts in contact with the hands of guests, must be disinfected and cleaned by staff at least every 30 minutes.

The following options are recommended:

- Switching to a la carte options for food and beverages.
- Buffets, partially converted into an a la carte version of the cooking station on display, Gourmet Plate concept, served on the table.
- One-way movement of guests system.
- Pre-order system for all meal periods.
- Minimizing the use of vending machines for drinks or without self-service.

#### **4.4. Tables and seating areas in the FEE, organization of meals**

- When the food is arranged on a buffet behind a transparent partition and is provided by an employee equipped with a disposable or reusable mask and gloves;
- Adaptation and organization of the space of the establishments and the regime of service in them in view of the new requirements for space and order, in accordance with the individual layout and capacity of each FEE, according to the rules of the WHO and the

Minister of Health.

- The tables must be located in such a way as to ensure a physical distance of at least 1.5 m, not allowing more than 1 person per 3 sq. m

## 5. SERVICES AND EQUIPMENT PROVIDED AT THE ESTABLISHMENT

- Disinfection of on-site equipment made available to guests (e.g. bicycle, etc.) - after each use.
- Due to the threat of the COVID-19 virus, the establishment has the right to suspend or limit services that would increase the risk for guests and staff (e.g. luggage delivery to rooms, etc.).
- Disposable paper towels for drying hands are provided in the common bathrooms. As a last resort, in case of proven impossibility to provide disposable paper towels, hand dryers are used in the common bathrooms.

## 6. CONFERENCE ROOMS AND EVENTS

The holding of congress-conference events, seminars, competitions, trainings, team building, exhibitions and other public events in present form in the accommodation places is suspended.

## 7. ENTERTAINMENT AND SPORTS AREAS

### **Washing / Disinfection**

The operation and use of swimming pools is allowed.

Swimming pool staff should have a disposable and reusable face mask. The staff also observes the observance of the safety rules and the physical distance between the visitors.

Providing a stationary disinfection dispenser in the area around the pool.

Each guest should disinfect their hands when joining the activities.

The use of water parks and water attractions (of all age groups) is allowed in compliance with all anti-epidemic measures of the Minister of Health, the requirement for physical distance in carrying out their activities and regulatory requirements for the use and treatment of water in swimming pools.

In the accommodation places where there are gyms and halls for group activities, according to the amended item 10 by Order No. RD-01-52 / 26.01.2021, which amends and supplements Order No. RD-01-677 / 25.11.2020 (amended and supplemented by Order No. RD-01-718 / 18.12.2020 and Order No. RD-01-20 / 15.01.2021) the Minister of Health is **allowed to visit the gyms and the halls for group activities to them, using not more than 50% of their capacity and maintaining a distance of at least 2 meters between visitors.**

Visits to fitness centers and group exercise halls are suspended.

Visits to children's centers, children's clubs and others providing organized group services

for children in the places of accommodation, where there are specially designated ones, are suspended.

If there are halls in the AE in which group classes of dance, creative and musical art are held, they are allowed, using 30% of the total capacity of the premises in which they are held and observing a physical distance of at least 1.5 m. And mandatory wearing of protective face masks, according to Order No. RD-01-52 / 26.01.2021 of the Minister of Health of February 1<sup>st</sup>, 2021

## **8. BALNEOLOGICAL/SPA/WELLNESS CENTER**

The use of the offered services in balneological (medical SPA), SPA, wellness centers adjacent to the accommodation establishments or independent ones is allowed, in strict compliance with the normative requirements, instructions and recommendations of the Ministry of Health and RHI, incl. and swimming pools, including those with mineral water, again in strict compliance with the regulatory requirements for the use and treatment of water in swimming pools according to the health requirements depending on the type of water (mineral or drinking) the balneological assessment issued by the Minister of Health for the respective water intake facility, from which the mineral water is extracted.

All natural and legal persons who own or manage a Balneo, SPA or Wellness Center adjacent to the accommodation places or independent, which provide services to citizens, and whose activity is not suspended by Order No. RD-01-677 / 25.11.2020 amended by Order No. RD-01-718 / 18.12.2020, Order No. RD-01-20 / 15.01.2021 and Order No. RD-01-52 / 26.01.2021 and in accordance with Order No. RD- 01-51 / 26.01.2021 of the Minister of Health until April 30, 2021, shall create an organization to control the number of customers in the site, not allowing more than 1 person per 3 square meters.

All natural and legal persons who own or manage a Balneological, SPA or Wellness Center shall meet the Minimum Recommended Requirements for the independent and adjacent to the accommodation balneotherapy (medical SPA), SPA, wellness and thalassotherapy centers, Appendix No. 3

## **9. OTHER AREAS AND PREMISES IN THE ACCOMMODATION ESTABLISHMENT.**

In the accommodation places, where there are specially designated halls and stages (stage events, concerts, etc.), all cultural and entertainment events are suspended in the form of a presenc

EXCEPTION: from February 1<sup>st</sup>, 2021, visits to the cinemas (cinema halls, if there are specially



designated in AE) are allowed, using 30% of their total capacity (seats), observance of a physical distance of at least 1.5 m and wearing protective face masks. Visits to museums and galleries are allowed (if a museum or gallery visits the hall of an AE) using 30% of the total capacity of the hall, observance of a physical distance of at least 1.5 m and obligatory placement of protective face masks. Visits to the theaters are allowed (if there is a theater hall in the AE and a visit of a theater troupe is planned), as well as to museums and galleries (if the AE has a museum or picture exposition) with up to 30% of their total capacity, observance of a physical distance of at least 1.5 m and mandatory placement of protective face masks.

According to item 12 of Order RD-01-677 / 25.11.2020 of the Minister of Health, the visits to gambling halls and casinos are suspended.

## **10. ACTIVITIES, RELATED TO TECHNICAL SUPPORT AND SERVICE**

- **Equipment and dishwashing facilities**

Ensure proper operation of dishwashing equipment, in particular operating temperatures, as well as the correct dose of detergents and disinfectants according to the manufacturer's instructions.

- **Air-conditioning installation**

The proper functioning of the ventilation equipment and air exchange in the premises should be checked and ensured. At the establishments where the air-conditioning system operates, to ensure its regular prevention, as well as the regular cleaning and disinfection of the filters.

- **Dispensers**

Regular inspections must be carried out to ensure the proper functioning of dispensers for detergents and disinfectants, dispensers for disposable paper towels and other similar devices. Defective devices must be repaired or replaced quickly.

Hand sanitizer dosing devices should be installed in various areas of the hotel, including public toilets used by guests and staff, and other areas (e.g. lounges, restaurants and bars). It is recommended to install contactless dispensers.

- **Cleaning and disinfection** - it is recommended to clean and disinfect all engineering rooms and points of contact of the equipment before returning the building to normal operation.

- **Guest rooms**

If there has been no accommodation in the guest room for 30 days or more, it is necessary to carry out prevention and check for its full use.

#### **IV. PREVENTIVE PROCEDURES AT THE ESTABLISHMENT: IN CASE OF SUSPECTED CORONAVIRUS INFECTION OF EMPLOYEES/STAFF**

- Obligation to acquaint the establishment staff with regard to the introduced protocol related to COVID-19 (transmission of the most important instructions and obligations in this regard).
- Employees and staff of the establishment should be instructed that in case of symptoms such as fever, cough, difficulty breathing, sore throat, runny nose, fatigue, muscle aches, etc. they should not come to work, they should stay at home and contact their personal doctor by phone, and in the absence of one to contact the Regional Health Inspectorate and in case of deterioration of their health to call 112 and inform that they may be infected with coronavirus.
- It is recommended to follow the information of the Regional Health Inspectorate and the Minister of Health, available on the official website, as well as the applicable legislation.
- In case of symptoms suggestive of coronavirus infection of an employee who performs his/her duties at work, he/she should be immediately removed from work, isolated and, depending on their condition, sent back home by individual transport or call the Emergency Medical Center team. The employee should wait for the transport in a certain room, where it is possible to temporarily isolate himself/herself from other people.
- It is recommended to determine the area in which the employee has resided and to carry out cleaning and disinfection in it.
- Strictly follow the prescriptions and recommendations of the state health control bodies.

#### **V. PROCEDURES IN CASE OF SUSPECTED CORONAVIRUS INFECTION OF A GUEST AT THE ESTABLISHMENT**

- In case of clear signs of illness such as constant cough, discomfort, difficulty breathing, fever, sore throat, runny nose, fatigue, muscle aches, etc. the guest shall be isolated and notified to the management, the doctor at the site or the medical institution with which the site has a service contract, the Regional Health Inspectorate or the Center for emergency medical care. The following actions shall be taken:
- Provide the guest with a protective disposable mask or reusable, separate him/her from other tourists and provide the opportunity to be examined by a doctor in a pre-designated

room. Offer him/her a hand sanitizer to perform hand hygiene.

- Appoint one person, but not different employees, to take care of the guest who is concerned until the arrival of the health workers.
- The designated person should apply standard precautions, including hand hygiene and the use of personal protective equipment (disposable or reusable face mask);
- Strictly follow the instructions and recommendations of the doctor at the establishment or of the health workers of the medical institution with which the establishment has a service contract, the Regional Health Inspectorate or the Emergency Medical Center. Family hotels and guest houses have no obligation to have a service contract with a medical institution. They strictly follow the instructions of the Center for Emergency Medical Care regarding the patient and the recommendations of the RHI health inspectors regarding contact and anti-epidemic measures.
- After isolation/transportation of the guest, cleaning and disinfection shall be carried out of the places where he has resided.

***Important: In case of suspicion of coronavirus infection of a guest at the establishment, he/she shall be isolated in a pre-prepared room. The site is not quarantined, the specific provisions of Order No. RD-01-610 / 22.10.2020, of the Minister of Health and the recommendations of the relevant regional health inspection are observed, which may introduce additional measures, restrictions and prohibitions depending on the epidemic situation at the site subsequently.***

***The specific steps that the hotelier must follow in such a case will be specified on the spot by the medical authorities, according to the individual case.***

## **V. SUPPLIERS OF GOODS AND SERVICES AT THE ESTABLISHMENT**

- Special precautions must be observed during the delivery of goods in the AE/FEE. Drivers transporting and delivering goods and services must wear PPE (mask and gloves) while making the delivery. Before entering a specific area of the establishment, the temperature of the outsiders should be measured.

## **VI. DISINFECTION ACTIVITIES AT TOURIST ESTABLISHMENTS – ACCOMMODATION ESTABLISHMENTS, FOOD AND ENTERTAINMENT ESTABLISHMENTS AND OTHERS, IN WHICH TOURIST SERVICES ARE PROVIDED IN THE CONDITIONS OF THE EPIDEMIC SPREAD OF COVID-19**

Disinfection measures should be carried out in accordance with the guidelines of the health authorities, published on the websites of the Ministry of Health and the National Center for Infectious and Parasitic Diseases: [https://www.mil.government.bg/ncipi/afilcr/public/2020/03/25/ncipi\\_recomm\\_disinfection\\_covid19\\_dobaviane\\_graidani.pdf](https://www.mil.government.bg/ncipi/afilcr/public/2020/03/25/ncipi_recomm_disinfection_covid19_dobaviane_graidani.pdf)

[https://www.ncipd.org/index.php?option=com\\_k2&view=Item&id=563:covid-19-desinfection-08032020&lang=bg](https://www.ncipd.org/index.php?option=com_k2&view=Item&id=563:covid-19-desinfection-08032020&lang=bg)

[https://www.mh.government.bg/media/filer\\_public/2020/02/13/vremenni\\_nasoki\\_za\\_pochistv\\_ane\\_na\\_okolna\\_sreda\\_v\\_obekti\\_tR5iTi0.pdf](https://www.mh.government.bg/media/filer_public/2020/02/13/vremenni_nasoki_za_pochistv_ane_na_okolna_sreda_v_obekti_tR5iTi0.pdf)

[https://www.mh.government.bg/media/filer\\_public/2020/03/25/preporki\\_za\\_potrebite\\_lite\\_pri\\_pokupka\\_na\\_produkta\\_za\\_lichna\\_khigiena\\_v\\_tch\\_i\\_dezinfektsiia.pdf](https://www.mh.government.bg/media/filer_public/2020/03/25/preporki_za_potrebite_lite_pri_pokupka_na_produkta_za_lichna_khigiena_v_tch_i_dezinfektsiia.pdf)

The BFSA Instructions to business operators managing sites registered or approved under the Food Act on the implementation of anti-epidemic measures in connection with COVID-19 and in order to ensure maximum protection of citizens' health are also observed.

### **Appendix No. 1**

#### **RECOMMENDATIONS TO EMPLOYEES:**

- Immediately upon arrival at work and before starting work, be sure to wash your hands with liquid soap and hot water.
- Wear nose and mouth protection, preferably a protection helmet and protective gloves (depending on the specifics of the job) when performing your duties.
- Keep a safe distance from the interlocutor and colleagues (minimum 1.5 meters is recommended).
- Wash your hands regularly and thoroughly with liquid soap and hot water according to the instructions and disinfect your hands with a disinfectant with virocidal or partial virocidal action. Disinfection is recommended when it is not possible to wash your hands and in the absence of visible contamination of the hands.
- Try not to touch the face, especially the lips, nose and eyes.
- Keep workplaces clean and hygienic, especially after work. Be sure to disinfect contact surfaces such as telephone handset, keyboard and mouse, light switches or desks.

- Regularly (several times a day) clean communal areas that guests come into contact with, such as front door handles, railings, countertops, chair backs, elevators, and more.

## **Appendix No. 2**

### **RECOMMENDATIONS FOR CLEANING AND DISINFECTION OF PREMISES OR SPECIFIC AREAS AT THE ESTABLISHMENT IN CASE OF EXPOSURE TO COVID-19**

In case of exposure to COVID-19, the following must be applied to premises or specific areas:

- Clean any surfaces regularly, e.g. toilets, sinks and bathtubs and disinfect them with biocidal product with virocidal or partial virocidal action according to the manufacturer's instructions for use.
- Whenever possible, use only disposable cleaning materials. Dispose of cleaning materials made of towels and absorbent materials, e.g. mops and wipes. In case of urgent re-use, especially in other rooms, disinfect with sodium hypochlorite solution with disinfectant (biocide) according to the manufacturer's instructions.
- Textiles, linen and clothing should be placed in specially marked laundry bags and handled carefully to prevent dust from rising and subsequent potential contamination of surrounding surfaces or people. Instructions for laundry must be given: washing with hot water (thermo-disinfection) and detergent at a water temperature of 90°C for at least 20 minutes; washing with lukewarm water, at a temperature of 40-60°C degrees with suitable detergents with disinfectant action (biocides), e.g. those containing sodium hypochlorite in an appropriate concentration (chemo-thermo-disinfection).
- All items used should be carefully treated appropriately to reduce the risk of potential transmission. Disposable items (hand towels, gloves, masks, etc.) should be placed in a container with a lid and disposed of in accordance with the site's action plan and the national waste management regulations.
- The establishment should have sufficient hand and surface disinfectants.
- All rooms and communal areas should be ventilated daily.





|   |                 |  |     | SURFACE<br>S | PERSONA<br>L USE |  |     |     |     |                   |                       |
|---|-----------------|--|-----|--------------|------------------|--|-----|-----|-----|-------------------|-----------------------|
| Reception   |                 | subject to the requirements for 2 meters distance between guests |     |              | YES, at entrance |  | YES | YES | YES | It is recommended | BACTERICIDAL UV LAMPS |
| <i>Welcoming the guest by a receptionist</i>            | YES             |  | YES | YES          |                  |  | NO  | NO  | YES | YES               |                       |
| <i>Reception staff</i>                                  |                 | subject to the requirements for a distance of 1.5 meters         |     |              | YES              |  | YES | YES | YES | YES               |                       |
| <i>Guest area in the reception, chairs or armchairs</i> | Up to 4 persons | reduction of the number according to the                         |     |              | YES              |  | YES |     |     |                   |                       |



|   |     |  |  |   |                  |  |     |  |     |     |                                     |
|---|-----|--|--|---|------------------|--|-----|--|-----|-----|-------------------------------------|
|   |     | requirements for 1.5 meters distance between the guests  |  |   |                  |  |     |  |     |     |                                     |
| reception - board for working with guests | YES | subject to the requirements for a distance of 1.5 meters   |  | YES, periodically every hour, or after guests | YES              |  |     |  | YES | YES | partition safety glass / plexiglass |
| common areas - floors, walls, doors       |     |  |  | YES   |                  |  | YES |  | YES | YES |                                     |
| Indoor swimming pool                      |     | in compliance with the requirements for a distance of 1.5 meters between the guests and instructions given by the health authorities |  |   | YES, at entrance |  |     |  |     |     |                                     |

|              |     |  |  |     |  |     |  |  |  |  |  |
|--------------|-----|--|--|-----|--|-----|--|--|--|--|--|
| Pool / pools | YES | in compliance with the requirements for a distance of 1.5 meters between the guests and instructions given by the health authorities |  | YES |  | YES |  |  |  |  |  |
|--------------|-----|--|--|-----|--|-----|--|--|--|--|--|

Note: The treatment of water in swimming pools is carried out in compliance with regulatory requirements and depending on the type of water. Provided that the water is only mineral, according to the balneological assessment issued by the Minister of Health, the balneological assessment may be used only in its natural state for the needs indicated in the balneological assessment.

In these cases, the water in the pools is changed daily, before that the floor and walls of the pool are cleaned, washed and disinfected.

In cases where mixed water (mineral and drinking) is used in the pool, the water treatment is carried out in the manner and order specified in Instruction No. 34, and for the respective pool it cannot be indicated that the water in it is mineral.

In the cases under item 1-for the mineral pools, provided that the Organization should be made so that there is an employee who observes the fulfillment of the requirements.

In addition, automatic hand sanitizer dispensers should be installed at several locations on the site.

|         |     |              |  |  |  |     |  |  |  |  |  |
|---------|-----|--------------|--|--|--|-----|--|--|--|--|--|
| Jacuzzi | YES | members of 1 |  |  |  | YES |  |  |  |  |  |
|---------|-----|--------------|--|--|--|-----|--|--|--|--|--|

|  |     |   |  |                                       |  |     |  |  |  |  |  |
|--|-----|---|--|---------------------------------------|--|-----|--|--|--|--|--|
|  |     | family  |  |                                       |  |     |  |  |  |  |  |
| sunbeds  | YES | subject to the requirements for a distance of 1.5 meters                |  | YES, periodically up to 4 times a day |  |     |  |  |  |  |  |
| масички  |     |   |  | YES, periodically up to 4 times a day |  |     |  |  |  |  |  |
| common areas - floors, walls, doors                        |     |   |  | YES                                   |  |     |  |  |  |  |  |
| Hydrotherapy section                                       |     | subject to the requirements for a distance of 1.5 meters between guests |  |                                       |  |     |  |  |  |  |  |
| therapeutic pool with a minimum volume of 10 cubic meters; | YES |   |  | YES                                   |  | YES |  |  |  |  |  |

|  |     |   |  |                        |  |    |  |  |  |  |  |
|--|-----|---|--|------------------------|--|----|--|--|--|--|--|
| therapeutic baths - tangential and / or hydromassage, and / or aeromassage, and / or classical   | YES |   |  | YES, after each guests |  | HE |  |  |  |  |  |
| common areas - floors, walls, doors  |     |   |  | YES                    |  |    |  |  |  |  |  |
| Thermotherapy section Dry heat   |     | 3 sq.m. per person, but more than 10 people or family members, subject to the requirements for 1.5 meters distance between guests |  |                        |  |    |  |  |  |  |  |
| <p>Note: It should be ensured an employee that supervises the use of the saunas only with individual towels and does not allow people to enter them only in bathing suits. Speaking, singing and other similar activities in saunas should be restricted and consumers should be informed.</p> |     |   |  |                        |  |    |  |  |  |  |  |
| Finnish sauna  | YES | YES   |  | YES                    |  |    |  |  |  |  |  |
| herbal sauna   | YES | YES   |  | YES                    |  |    |  |  |  |  |  |
| quartz sauna   | YES | YES   |  | YES                    |  |    |  |  |  |  |  |



|                              |     |   |  |                          |  |     |  |  |  |  |  |
|------------------------------|-----|---|--|--------------------------|--|-----|--|--|--|--|--|
| doors                        |     |   |  |                          |  |     |  |  |  |  |  |
| Room for contrast procedures |     | subject to the requirements for a distance of 1.5 meters between guests |  |                          |  |     |  |  |  |  |  |
| shock pool                   | YES | members of 1 family   |  | YES                      |  | YES |  |  |  |  |  |
| contrast shower              | YES |   |  | YES, periodically        |  |     |  |  |  |  |  |
| ice fountain                 | NO  |   |  | YES, periodically        |  |     |  |  |  |  |  |
| Kneipp trail                 | YES |   |  | YES                      |  | YES |  |  |  |  |  |
| shower Vichy                 | YES |   |  | YES, after each customer |  |     |  |  |  |  |  |
| sharko shower                | YES |   |  | YES, periodically        |  |     |  |  |  |  |  |
| frigidarium                  | YES |   |  | YES, periodically        |  |     |  |  |  |  |  |
| ice room                     | YES | members of 1 family   |  | YES, periodically        |  |     |  |  |  |  |  |

|  |     |                             |  |                                       |                  |  |  |  |  |  |                       |
|--|-----|-----------------------------|--|---------------------------------------|------------------|--|--|--|--|--|-----------------------|
| adventure shower   | YES |                             |  | YES, periodically                     |                  |  |  |  |  |  |                       |
| contrast procedures - other from the category                        | YES |                             |  | YES, periodically                     |                  |  |  |  |  |  |                       |
| common areas - floors, walls, doors                                  |     |                             |  | YES                                   |                  |  |  |  |  |  |                       |
| Relaxation area  |     | distance between 1.5 meters |  |                                       | YES, at entrance |  |  |  |  |  | BACTERICIDAL UV LAMPS |
| heated armchairs   | YES |                             |  | YES                                   |                  |  |  |  |  |  |                       |
| sunbeds and / or couches   | YES | distance between 1.5 meters |  | YES                                   |                  |  |  |  |  |  |                       |
| tables   |     |                             |  | YES                                   |                  |  |  |  |  |  |                       |
| common areas - floors, walls, doors                                  |     |                             |  | YES                                   |                  |  |  |  |  |  |                       |
| Bathrooms  |     | distance between 1.5 meters |  |                                       | YES, at entrance |  |  |  |  |  |                       |
| changing rooms with individual wardrobes / lockers, changing benches | YES | distance between 1.5 meters |  | YES, periodically up to 4 times daily |                  |  |  |  |  |  |                       |
| bathrooms with showers   | YES |                             |  | YES, periodically on every            |                  |  |  |  |  |  |                       |

|                                     |     |  |  |                                   |                  |  |  |  |     |     |  |
|-------------------------------------|-----|--|--|-----------------------------------|------------------|--|--|--|-----|-----|--|
|                                     |     |  |  | hour                              |                  |  |  |  |     |     |  |
| common areas - floors, walls, doors | YES |  |  | YES, periodically during the day. |                  |  |  |  |     |     |  |
| toilets                             |     |  |  |                                   | YES, at entrance |  |  |  |     |     |  |
| sink with hot and cold water        |     |  |  | YES, periodically on every hour   |                  |  |  |  |     |     |  |
| toilet                              |     |  |  | YES, periodically on every hour   |                  |  |  |  |     |     |  |
| urinal                              |     |  |  | YES, periodically on every hour   |                  |  |  |  |     |     |  |
| common areas - floors, walls, doors |     |  |  | YES                               |                  |  |  |  |     |     |  |
| Premises for procedures             |     |  |  |                                   | YES              |  |  |  |     |     |  |
| treatment / massage rooms           | YES |  |  | YES, after each customer          |                  |  |  |  | YES | YES | it is recommended to use disposable towels, sheets, etc. |



|                                     |     |   |  |                                       |                  |  |  |  |     |     |  |
|-------------------------------------|-----|---|--|---------------------------------------|------------------|--|--|--|-----|-----|--|
| cosmetic studio                     | YES |   |  | YES, after each customer              |                  |  |  |  | YES | YES | it is recommended to use disposable towels, sheets, etc. |
| common areas - floors, walls, doors |     |   |  | YES                                   |                  |  |  |  |     |     |  |
| Fitness section                     |     | distance between appliances of 1.5 meters |  |                                       | YES, at entrance |  |  |  |     |     | BACTERICIDAL UV LAMPS                                    |
| cardio area                         | YES | distance between appliances of 1.5 meters |  | YES, periodically up to 4 times daily |                  |  |  |  | YES | YES |  |
| area for muscle groups              | YES | distance between appliances of 1.5 meters |  | YES, periodically up to 4 times daily |                  |  |  |  | YES | YES |  |
| gym, yoga, others                   | YES | distance between appliances of 1.5 meters |  | YES, periodically                     |                  |  |  |  |     |     |  |
| common areas - floors, walls, doors |     |   |  | YES                                   |                  |  |  |  |     |     |  |

|   |     |   |  |                   |                 |     |  |  |     |     |                 |
|---|-----|---|--|-------------------|-----------------|-----|--|--|-----|-----|-----------------|
| Storage room for storage of products              |     |   |  |                   |                 |     |  |  |     |     |                 |
| racks   |     |   |  | YES               |                 |     |  |  |     |     |                 |
| common areas - floors, walls, doors               |     |   |  | YES               |                 |     |  |  |     |     |                 |
| Outdoor pool                                      |     | distance between appliances of 1.5 meters |  |                   | YES, на BXO YES | YES |  |  | YES | YES |                 |
| pool / pools                                      | YES |   |  | YES               |                 |     |  |  |     |     | see note above. |
| Jacuzzi   | YES |   |  | YES               |                 |     |  |  |     |     |                 |
| sunbeds   | YES | distance between appliances of 1.5 meters |  | YES, periodically |                 |     |  |  |     |     |                 |
| tables  |     |   |  | YES, periodically |                 |     |  |  |     |     |                 |
| common areas - floors, walls, doors               |     |   |  | YES               |                 |     |  |  |     |     |                 |
| Implementation of group procedures and activities | YES | distance between appliances of 1.5 meters |  |                   |                 |     |  |  | YES | YES |                 |

