

**GUIDELINES FOR APPLICATION OF ANTI-EPIDEMIC MEASURES IN THE  
TOURIST SITES DURING THE SUMMER SEASON 2021**

**MOTTO: “BULGARIA – YOUR SAFE SUMMER 2021!”**

**OPENING OF SUMMER TOURIST SEASON: MAY 1<sup>ST</sup>, 2021.**

The measures for the summer tourist season 2021 are in compliance with the anti-epidemic measures (including the temporary anti-epidemic measures) by the Orders of the Minister of Health and are obligatory for application by all persons operating in the tourist sites, which are public sites within the meaning of the Health Act, commercial sites or other sites.

During the summer tourist season 2021, the 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, of the Ministry of Tourism, which comply with the guidelines and recommendations of the World Health Organization (WHO), the European Center for Infection Prevention and Control and Commission Communication COVID-19.

The measures are observed in all types of tourism: sea, mountain, cultural, health (balneo, SPA, wellness, medical), rural, wine, eco, congress, children and youth, adventure, sports, hunting, golf and other tourism.

**Key goals:**

1. Implementation of anti-epidemic measures in connection with COVID-19 in order to ensure maximum protection of the health of tourists in the summer season 2021.
2. Procedures to be followed in case of suspected guest / guests coronavirus infection.
3. Complex and coordinated actions in accordance with the stage of development of the epidemic situation.

**Measures in accommodation places and food and entertainment establishments adjacent to them or independant.**

✓ All persons, when in closed public places where citizens are served or have access, are obliged to have a disposable protective mask or reusable face masks, which is used in accordance with the recommendations in Annex No. 3 of the 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 of the Ministry of Tourism and are in compliance with the Order of the Minister of Health. The Guidelines are published on the institutional website of the Ministry of Tourism: <https://www.tourism.government.bg/kategorii/covid-19>

✓ Upon arrival of the guests, the flow of guests in the site is regulated and controlled, not mixing the incoming and outgoing flow and not allowing the accumulation of tourists in one area and compliance with the requirement for physical distance of 1.5 m.

✓ In a visible place, in front of the entrance of the site and at the reception, there are information boards (or otherwise) for the maximum number of guests who can stay in a part of the site at the same time, hand hygiene, as well as for physical distance at least 1.5 m.

✓ We recommend not to allow more than 1 guest per 3 sq.m., depending on the size of the reception area and reception, except for members of one family.

### **Procedures in case of suspected coronavirus infection in a guest at the accommodation place.**

✓ If a guest is suspected of having a coronavirus infection, the guest is isolated in a pre-prepared room. The site is not quarantined, the specific orders 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 in the site subsequently.

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

#### The following actions shall be taken:

✓ Provide the guest with a protective disposable mask or reusable one, 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;

✓ Assign one person, not different staff, to care for the guest (if necessary) who is ill until the arrival of the medical staff;

✓ The designated person should apply standard precautions, including hand hygiene and the use of personal protective equipment (disposable or reusable face mask and gloves);

✓ Strictly follow the instructions and recommendations of the doctor at the site or the health workers of the medical institution with which the site has a service contract, RHI or the Center for Emergency Medical Care.

✓ 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 health inspectors of RHI regarding the contacts and anti-epidemic measures.

✓ After isolation / transportation of the guest, cleaning and disinfection of the places where he/she stayed shall be performed.

## **Measures in case of transfer of tourists and in case of organized tourist packages with bus transport.**

- ✓ The order, in case of transfer of tourists and organized tourist packages by bus transport, is determined by the respective carrier in compliance with the anti-epidemic measures;
- ✓ The transfer of tourists, if possible, is carried out with open windows to ventilate the air;
- ✓ Stickers are placed in the vehicle to comply with anti-epidemic measures.

IMPORTANT: In the mountain resorts, where the gondola lifts, the chair lifts, etc. work, the guidelines of the Ministry of Tourism for application of the anti-epidemic measures in the winter resorts during the winter season 2020/2021 are observed.

## **Measures for the use of guarded sea beaches.**

### **1.1.Free areas**

- ✓ Observance of a physical distance of at least 1.5 m between the individual beachgoers;
- ✓ Placing in a visible place information boards for the obligation to observe physical distance and to perform hygiene:
  - Every 20 sq.m. the placement of 2 persons or up to the number of members of 1 family is allowed.
  - One (1) umbrella is allowed to use up to 2 people or up to the number of members of 1 family.

### Sanitary and hygienic maintenance

- ✓ To place information boards with all precautionary measures and prohibitions in appropriate places in Bulgarian and at least in one foreign language.

### **1.2. Paid areas**

- ✓ Observance of a physical distance of at least 1.5 m between the individual beachgoers;
- ✓ Placing in a visible place information boards for the obligation to observe physical distance and to perform hygiene:
  - Every 20 sq.m. it is allowed to place 1 umbrella, i.e. at least 4 m.;
  - One (1) umbrella is allowed to use up to 2 people or up to the number of members of 1 family;
- ✓ To provide an opportunity for card payment through a POS terminal device or online payment;
- ✓ Beach accessories provided against payment should allow wet cleaning and disinfection;
- ✓ Servicers should be provided with hand sanitizer when serving customers directly;

### Accessories and equipment for water sports, sports and games

- ✓ Creating an organization for physical distance;
- ✓ To provide an opportunity for card payment through a POS terminal device or online payment;

- ✓ Surfaces and equipment that come into contact with the skin and mucous membranes should be cleaned and disinfected after each use;
- ✓ Servicers should be provided with hand sanitizer when serving customers directly.

#### Toilets, showers and changing rooms

- ✓ The toilets must have detergent and hand sanitizer;
- ✓ Avoid crowding and keep a distance of 1.5 meters;
- ✓ Carrying out disinfection with increased multiplicity of floors and surfaces in the bathrooms, showers and changing rooms.

#### **Recommendations to tourists in accommodation places**

- ✓ Keep a distance of at least 1.5 m from anyone who is not a member of your family;
- ✓ Strictly follow the instructions on the information boards at the site;
- ✓ Follow the instructions of the staff;
- ✓ Note that your temperature may be measured when entering the site;
- ✓ Wear a protective face mask properly in all designated areas;
- ✓ Be sure to wear a mask anywhere indoors (lobbies, hallways, stairs, elevators, lobby, etc.). An exception is made only during the consumption of food and beverages;
- ✓ If you do not have a face mask, contact the staff to get one for free;
- ✓ Whenever possible, pay by card, online or other contactless way;
- ✓ Wash your hands often with soap and water and especially after contact or touch with surfaces or objects that may have been touched by another;
- ✓ Use hand sanitizer;
- ✓ Use only personal disposable protective equipment.

#### **Recommendations for tourist in restaurants**

- ✓ Before visiting the dining area, be sure to wash your hands with soap and warm water or use a disinfectant;
- ✓ When serving a “buffet table”, be sure to wear a disposable protective face mask and gloves, which will be provided to you by the restaurant;
- ✓ Wear a face mask until and after getting up from the table;
- ✓ If you do not have a suitable mask or have lost yours, contact staff to get one for free;
- ✓ Keep a distance of at least 1.5 m from anyone who is not a member of your family;
- ✓ Strictly follow the instructions on the information boards at the site;
- ✓ Follow staff orders;
- ✓ Whenever possible, pay by card, online or other contactless way;
- ✓ Use only personal disposable protective equipment.

#### **Recommendations for tourists in balneo, SPA wellness and thalassotherapy centers, swimming pools and beaches.**

- ✓ Strictly follow the instructions on the information boards at the site;

- ✓ Follow the instructions of the staff.
- ✓ Whenever possible, pay by card, online or other contactless way.

**Indoor sites**

- ✓ Keep a distance of at least 2 m;
- ✓ Disinfect your hands before using the appliances;

**Outdoor sites**

- ✓ Keep a distance of at least 1.5 m from anyone who is not a member of your family;
- ✓ If you use an area for free placement of beach accessories, observe the minimum distance set by the health authorities between you and the beachgoers around you. It is allowed to place 1 umbrella every 20 sq.m. , i.e. at least 4 m.;
- ✓ In the paid beach areas 1 umbrella is allowed to be used by 2 people or up to the number of members of one family;