

**GOVERNMENT GAZETTE
OF THE HELLENIC REPUBLIC**

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DECISIONS

No 1881/29.5.2020

Special health protocols on the operation of tourism companies in the context of measures against COVID-19.

**THE MINISTERS FOR
FINANCE - HEALTH - TOURISM**

Having regard to:

1. The provisions of:

- a. Article 60 of Law 4688/2020 "Special forms of tourism and provisions for tourism development" (Government Gazette, Series I, No 101).
- b. Law 3861/2010 "Strengthening transparency by the mandatory posting of laws and acts of governmental, administrative and self-governing bodies on the Internet" (Government Gazette, Series I, No 112).
- c. Presidential Decree 142/2017 "Organization of the Ministry of Finance (Government Gazette, Series I, No 181).
- d. Presidential Decree 121/2017 "Organization of the Ministry of Health (Government Gazette, Series I, No 148).
- e. Presidential Decree 127/2017 "Organization of the Ministry of Tourism (Government Gazette, Series I, No 257).
- f. Presidential Decree 83/2019 "Appointment of the Deputy Prime Minister, Ministers, Deputy Ministers and Assistant Ministers" (Government Gazette, Series I, No 121).
- g. Legislative Decree 356/1974 "On the Public Revenue Collection Code" (Government Gazette, Series I, No 90).
- h. Joint Ministerial Decision No 340/18.7.2019 of the Prime Minister and the Minister of Finance "Assignment of responsibilities to the Deputy Minister of Finance, Theodoros Skylakakis" (Government Gazette, Series II, No 3051).

2. The approval of the special health protocols for tourism companies by the National Commission for the Protection of Public Health against COVID-19, at its 60th Meeting, on 28 May 2020.

3. The fact that the provisions hereof do not cause any expense to the state budget, according to Recommendation No 8025/29-5-2020 of the Head of the General Directorate for Financial and Administrative Services of the Ministry of Tourism, we decide as follows:

Article 1

Scope - definitions

1. To establish special health protocols for the operation of the tourism companies under Article 1(1) of Law 4276/2014 (Government Gazette, Series I, No 155), which are supplementary to, and prevail on a case-by-case basis, over the applicable operating conditions of these companies.
2. The following definitions shall apply to this decision:
 - a) Personal Protective Equipment (hereinafter PPE): mask (typical surgical or cloth/fabric), disposable gloves. Especially for the staff of the reception service, a face mask/shield can be used.
 - b) Basic measures to prevent coronavirus - COVID-19 transmission: hand hygiene, use of antiseptics, avoidance of handshakes, keeping physical distance, avoid contact of hands with the face and generally observe personal and respiratory hygiene measures.
 - c) Suspected COVID-19 case management: the procedure described in Annex III hereto, which is an integral part hereof.
 - d) COVID-19 incident book: (uncertified) book, which records the incidents related to the prevention or treatment of a possible case
 - e) Personnel of the tourist accommodation: all employees, including interns.
3. The protocols are implemented until 31.12.2020, in the context of taking measures to fight against COVID-19 and are included in the relevant Annexes to this decision, which are an integral part of it.

Article 2

Special health protocols

1. For the hotels of Article 1(1)(a)(aa) of Law 4276/2014, Annex I, which is an integral part hereof, shall apply.

2. For the other categories of accommodation (except for organized tourist camps), Annex I, which is an integral part hereof, shall apply, depending on the services provided by the accommodation.
3. For the organized tourist camps (campsites) of Article 1(2) of Law 4276/2014, Annex I, which is an integral part hereof, shall apply.
4. Tourism and charter agencies operate in accordance with the current legal framework, indicatively, regarding the keeping of distances indoors, the use of PPE, the encouragement of electronic transactions and electronic/telephone information with partners, suppliers, customers.
5. The tourist offices and Tourist Road Transport Enterprises that operate closed and/or open type tourist buses, in accordance with the current legal framework regarding, indicatively, the maximum number of passengers allowed and the use of PPE and which moreover:
 - Are informed about the COVID-19 epidemic and provide guidance to their staff on the identification of signs and symptoms.
 - The staff is informed according to the instructions of the National Public Health Organization (EODY) for the meticulous observance of the hygiene measures, the hand washing techniques, the correct use of PPE, the cases of using antiseptics, the avoidance of contact with patients who have respiratory symptoms, the appropriate waste management.
 - The staff is informed about the procedures followed for the handling of a suspected case - when a bus passenger shows signs and symptoms indicative of COVID-19 infection, to provide assistance and to ensure proper selection and use of PPE, according to the instructions of EODY.
 - Develop a written plan for the handling of a suspected COVID-19 case, according to the instructions of EODY.
 - Ensure the adequacy of antiseptics, disinfectants, protection equipment and cleaning products.
 - Ensure that there are antiseptics available at the entrance of the tourist buses.
 - It is recommended to install a special transparent divider between the driver and passengers (plexiglass or other similar material of sufficient thickness and durability) and the driver's door remains closed.
 - In the case of special open-air tourist buses, they ensure that at stops passengers will only be allowed to embark after all those getting off have done so.
 - It is recommended that drivers use gloves when refueling, as well as in other cases where there is a need to touch the surface of equipment used by many people and if there is no hand-washing facilities or antiseptic station nearby.
 - It is recommended that tourist buses always be naturally ventilated. In the case of vehicles with fixed windows where air conditioning is used, air recirculation must be switched off.
 - Meticulous and complete disinfection after each transfer or after the end of the shift. It is recommended, after each route, to clean all surfaces and frequent contact points within the vehicles (eg handrails) with antiseptic.
6. Car rental offices operate in accordance with the current legal framework, indicatively regarding the maximum number of passengers allowed, the use of PPE and the observance of distances and they are also required to clean and disinfect vehicles between uses by different customers.
7. Companies renting motorcycles, three-wheeled and four-wheeled vehicles over 50 cc are required to clean and disinfect vehicles between uses by different customers.

2A. Especially for the Youth Hostels of Article 1(2)(a)(cc) of Law 4276/2014 (Government Gazette, Series I, No 155), the following measures shall also apply:

- a. It is forbidden to operate the living room - dining area for other activities and the shared kitchen (par. 2 and 4 of article 3 of Ministerial Decision No 26036/2014, Government Gazette, Series II, No 3510).
- b. The laundry-dryer and ironing area for customer use, the luggage storage compartment with access to the reception area, the cleaning area with cleaning and water supply items for cleaning with a corresponding sink should be cleaned and the space should be ventilated as well as operating according to a schedule and in a way that does not create congestion (keeping distances of at least 1.5 m per person).
- c. As for the bedrooms - dormitories, their capacity is limited to 50% and a distance of 1.5m must be kept between the beds.
- d. At the entrance of guests in the Youth Hostel, their temperature must be taken with a thermometer and a health questionnaire be filled in." (JMD 8958, Government Gazette, Series II No 2370/16.06.2020)

Article 3

Training of tourist accommodation in complying with the health protocols

1. Attendance of an educational program for the health protocols applicable to tourist accommodation is obligatory and is connected with the safe and legal operation of every business.
2. The certified education process is the responsibility of the Ministry of Tourism, which may entrust the Hellenic Chamber of Hotels and its partner bodies with its execution.

Article 4

"Health First" Certification Sign

1. A Certification Sign with the title "Health First" is established and will be mandatory for the tourist accommodation companies that will operate during the year 2020
2. The Sign is posted in a prominent place in the common reception area of the accommodation and proves that the company adheres to the health protocols, as shown on a case-by-case basis in Annexes I and II.
3. The preparation of the health protocol for the main hotel accommodations and the granting of the Sign is carried out electronically through a special online application of the Hellenic Chamber of Hotels. The competent services of the Ministry of Health/EODY can obtain the obligatory contact information of the person responsible for the implementation of the case handling plan and the collaborating physician of similar specialty or experience, where possible, or secondary health care provider of each accommodation via a web service.
4. For the non-primary hotel accommodations, the Sign is granted by the Ministry of Tourism at the request of the company, through its official website (<http://www.mintour.gov.gr/>).
5. The Sign is provided in Annex IV, which is an integral part hereof.
6. The Regional Tourism Service, in whose territorial jurisdiction the accommodation operates, is automatically informed about the issuance of the Sign.
7. This Article shall enter into force on 20 June 2020.

Article 5

Authorities empowered to impose sanctions

1. The authorities empowered to impose the administrative fine, as well as the administrative measure of the suspension of operation for violations of the provisions hereof, are the locally competent Regional Tourism Services of the Ministry of Tourism. Where the administrative measure of the suspension of operation is provided for herein, it shall mean the cessation of operation of the tourist accommodation with its sealing pursuant to Decision No 7471/15.4.2019 of the Minister for Tourism "Procedure for sealing tourist enterprises, as well as stores of health interest and swimming pools located within tourist accommodations" (Government Gazette, Series II, No 1479).
2. The authorities empowered to impose the penalties for breaches of provisions provided for in other regulations (and referred to herein as "in accordance with applicable legislative framework") are the authorities specifically defined by the relevant provisions and the procedures laid down in the current legislation shall be followed.

Article 6

Inspection procedures - certification of breaches

1. The competent authorities referred to in Article 5 shall carry out regular inspections, emergency inspections and inspections upon complaint and shall notify the relevant Regional Tourism Service in writing of the results of the inspections. During the inspections, they must carry and display their official identity card or other document proving their capacity.
2. These inspections are carried out in the context of the audit mission of the competent authorities, in accordance with the provisions hereof and their respective operating bodies and depending on their responsibilities.

Article 7

Imposition of fines

1. The administrative fine is imposed by a reasoned act of the relevant Regional Tourism Service for any violation of the measures provided for herein. Fines are considered public revenue (Legislative Decree 356/1974) and are included in the Analytical Revenue Account 1560989001 "Other fines and penalties".
2. Individuals or legal entities that violate the terms of the special health protocols, as shown in the Annexes to this Decision, shall be subject to a reasoned act of the Head of the relevant Regional Tourism Service of the Ministry of Tourism, an administrative fine of five hundred (500) to five thousand (5,000) euros and suspension of operation of the tourist business for a period of fifteen (15) to ninety (90) days.
3. The sanction shall be imposed on the basis of the scale included in the Table as follows:

Breach of the provisions of the special health protocol No 1	Fine of 500 euros
Breach of the provisions of the special health protocol No 2	Fine from 501 to 1,000 euros
Breach of the provisions of the special health protocol No 3	Fine from 1,001 to 2,000 euros
Breach of the provisions of the special health protocol No 4	Fine from 2,001 to 3,000 euros
Breach of the provisions of the special health protocol No 5	Fine from 3,001 to 4,000 euros
Breach of the provisions of the special health	Fine from 4,001 to 5,000 euros.

protocol No 6	In case of recurrence, the operation of the tourist accommodation shall be suspended for fifteen (15) days.
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4. Breach of the provisions of Article 2(5), (6) and (7) on the cleaning and disinfection of vehicles shall be deemed to be a breach No 5.

5. An appeal may be lodged against the decisions imposing administrative sanctions before the Appeals Committee of Article 4 (6) of Law 3270/2004 (Government Gazette, Series I, No 187), as amended and in force.

Article 8

Public information authority

The Ministry of Tourism is designated as the authority responsible for informing the public regarding the implementation of this Decision, through the four-digit telephone number 1572 and other electronic means (www.mintour.gov.gr).

The Hellenic Chamber of Hotels is responsible for informing its members about the implementation of this Decision.

Article 9

Effect

This decision shall be effective from its publication in the Government Gazette until 31.12.2020.

ANNEX I

Special health protocol on the operation of tourist accommodations, except for organized tourist camps

ANNEX I: TOURIST ACCOMMODATIONS (EXCEPT CAMPSITES)

S/N	Protocol ref.	Scope	Mandatory application (M) Optional application (O)	Scaling up of sanctions
A	Action Plan: It is the written presentation of the precautionary measures for the entire accommodation and its individual departments and includes A.1 to A.4	Management/Administration		
A.1	Appointment of coordinator: the management of the accommodation shall appoint a coordinator to oversee the implementation of the action plan. The duties of the coordinator can be undertaken by the business owner, the existing General Manager/Quality Manager, etc. or by a new position in the organization chart. The coordinator can also be appointed among the members of the Management Team.		M	6
A.2	Appointment of a manager per department. The management of the accommodation or the coordinator shall appoint the persons responsible for the observance of the protocols for each individual department of the accommodation (e.g. F&B, Housekeeping).	Accommodations with more than 50 rooms	M	5
A.3	They shall collaborate with a primary or secondary healthcare provider or physician of similar specialty or experience where possible (detailed data), who acts based on EODY guidelines for COVID-19 testing and in particular is trained in taking a nasopharyngeal sample from a suspected case for molecular testing (JMD 8958/Government Gazette, Series I No 2370/16.06.2020). Deadlines for appointing a collaborating physician or secondary healthcare provider: • For hotels in continuous operation: 20/06/2020 • For other accommodations: 05/07/2020	Accommodations with more than 50 rooms	M	6
A.4	Certification of the tourist accommodation in terms of taking measures to prevent and address the COVID-19 pandemic by accredited certification bodies.		O	
B	Staff training in complying with health protocols (per service / accommodation department). The training includes: - Sources and modes of transmission of the virus - Information procedures for those in charge of the accommodation and the customers themselves - Methods and approach of communication with visitors - Behavior and actions in case of illness by staff	Management / Administration for all staff		

	<ul style="list-style-type: none"> - Methods and practices for cleaning and disinfecting identified sites based on the risk and likelihood of transmission of the disease - Observance of the basic measures to prevent the transmission of COVID-19 			
B.1	<p>Training plan:</p> <ul style="list-style-type: none"> • For accommodations with more than 50 rooms, training of at least one person (coordinator) per service-department of the accommodation, who shall then train the rest of the staff. • For accommodations with less than 50 rooms, training of at least one person (coordinator) per accommodation, who shall then train the rest of the staff. In each case, the plan shall name the individuals, the duration and the method of training (e.g. distance learning, training by an accredited partner) 		M	4
B.2	<p>Deadline for completion of coordinators' training:</p> <ul style="list-style-type: none"> • For hotels in continuous operation: 20/06/2020 • For other accommodations: 05/07/2020 		M	4
B.3	Statutory declarations by staff that they received training on the individual protocols in accordance with their duties and that a relevant file is kept.		M	1
B.4	General issues on the organisation of the accommodation			
B.4.1	The tourist accommodation shall provide each member of the staff with adequate PPE and shall ensure the continuous adequacy of stocks.		M	5
B.4.2	Members of the staff who show symptoms of the disease shall stay at home and return to work if the laboratory test is negative. Also, if they come in contact with a case, they must stay at home. In the above cases, the employee shall notify the person responsible for the implementation of the suspicious case management plan of the accommodation.		M	4
B.4.3	Staff members staying at the accommodation shall be provided with double rooms. If a member of the staff belongs to a vulnerable group, he/she will be provided with a single room.		O	
B.4.4	In the context of individual responsibility, staff members shall take their temperature with a thermometer every morning. Careful testing of staff may follow depending on the epidemiological picture of the local community/area.		O	
C	Suspected case management plan (written plan). EODY's plan for dealing with a suspicious case (Annex III) shall be faithfully followed.	Management/Administration		
C.1	Appointment of a person responsible for the implementation of the accommodation case management plan. It is necessary to appoint a person in charge to ensure the implementation of the case		M	6

	<p>management plan by the accommodation. The duties of the person in charge of the implementation of the case management plan shall be undertaken, depending on the size of the accommodation, by the business owner, the existing General Manager/Quality Manager, etc. or by a new position in the organization chart. The coordinator can also be appointed among the members of the Management Team.</p> <p>The coordinator for overseeing the action plan and the person in charge of implementing the suspicious case management plan may be the same.</p>			
D	Notification of contact details	Management/Administration		
D.1	Notification of contact details of the person responsible for the implementation of the case management plan during the certification process under article 4 of this decision		M	5
D.2	Notification of contact details of the collaborating physician or the primary or secondary healthcare provider during the certification process under article 4 of this decision (JMD 8958/Government Gazette, Series B No 2370/16.06.2020).	Accommodations with more than 50 rooms	M	5
E	<p>Keeping an accommodation record and a COVID-19 event book (physical or electronic record). For the purposes of public health protection actions, the accommodation management/administration must keep a record of the staff members and all persons residing in the accommodation - name, nationality, date of arrival and departure, contact details (address, telephone, e-mail), so that it is possible to communicate with close contacts in the event of a COVID-19 case, which may be subsequently identified. Similarly, in cases where an examiner enters into an agreement with the hotel accommodation for oral examinations, he must keep a complete list of the participants in the examination according to the above and to dispose this list to the hotel management for the implementation of the protocol for the detection of the contacts of COVID-19 cases in case this needs to be activated.</p> <p>Attention must be paid to the General Data Protection Regulation (GDPR) and all visitors must be informed that a record is kept for public health protection reasons. (JMD 9418/Government Gazette, Series B No 2498/23.06.2020).</p>	Management/Administration	M	4
F	Information and communication	Management/Administration		
F.1	The accommodation shall notify the measures and requirements of the action plan to all internal and external bodies/partners (employees, tenants, contractors, suppliers, visitors and the general public) and interested parties.		M	1

F.2	It is recommended to update the website of the tourist accommodation with a special section on COVID-19, in which the accommodation shall post the measures and its new policy on taking increased hygiene measures, changes in operating hours of common areas, modification of check-in/check-out hours.		O	
F.3	Notification of the available means within the accommodation (e.g. on shared TVs, room TVs, signs before entering the individual public areas and printed information at the reception desk).		M	3
G	Reception/concierge protocol.	Reception/concierge		
G.1	Staff shall observe the basic measures to prevent the transmission of COVID-19		M	4
G.2	The accommodation shall avoid staffing the reception with persons in vulnerable groups.		O	
G.3	When requested, the accommodation shall: a) inform visitors about the accommodation policy and the measures it has taken to deal with any incidents, b) provide useful information about health providers, pharmacies, etc. in the area and/or within the accommodation and c) provide PPE.		O	
G.4	It shall post a banner with basic health instructions translated into English, French, German. In addition, it shall provide these instructions by means of an application on mobile phones.		O	
G.5	Special equipment (medical kit) for suspected cases, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.		M	3
G.6	Staff must be able to recognize customer symptoms and report them immediately to the action plan coordinator or the person in charge of implementing the suspicious case management plan.		O	
G.7	The reception must be equipped with a plexiglass (polycarbonate) protective barrier.		O	
G.8	There must be antiseptics (fixed or non-fixed devices) at the reception desk to be used by customers		M	4
G.9	The reception desks must be regularly disinfected		M	1
G.10	The reception desk must be appropriately configured, there must be marking on the floor to delimit a distance of two meters where the customer will stand / appropriate distance marking in the waiting area, proper arrangement of furniture and proper queue management in order to reduce waiting times		M	5
G.11	Overcrowding during check-in/check-out should be avoided		M	3
G.12	Use of electronic alternatives for check-in/check-out (e.g. mobile concierge, use of tablets that can be disinfected after each use).		O	
G.13	Check-in outdoors.		O	
G.14	Electronic payment of accommodation		O	

	charges, electronic dispatch of bills, invoices and receipts.			
G.15	Disinfection of key cards and keys - their placement in a special container for disinfection.		M	5
G.16	Extension of check-out and check-in between stays (check out until 11.00 am and check in from 3.00 pm). This change in the time interval between each check-in and check-out between different customers is required to ensure that the room is cleaned, thoroughly disinfected and adequate natural ventilation of the space is followed.		M	5
G.17	Entry of non-residents in the rooms is not allowed. The entry ban is excluded for those undergoing oral examinations for the acquisition of any kind of language proficiency certificates or the examination of foreign languages ((JMD 9418/Government Gazette, Series B No 2498/23.06.2020).		M	4
H	House, room and shares spaces service (housekeeping) protocol	Floor services		
H.1	Maintaining a cleaning and disinfection program, according to Circular No no. Δ1γ/Γ.Π/οικ 19954/20.03.2020 of the Ministry of Health "Measures of cleaning and disinfection in areas and surfaces during the evolution of the pandemic of SARS-CoV-2" (Internet Posting No: 6KΨ6465ΦΥΟ-1ΝΔ), as in force.		M	5
H.2	Application of special cleaning instructions in the event of a case according to EODY's relevant instructions.		M	5
H.3	Reinforcement of sanitary services in all public areas and especially in "high risk" objects (e.g. handles, elevator buttons)		M	4
H.4	Room cleaning and ventilation during the hours between stays.		M	4
H.5	Checking of the operation of dishwashers and washing machines (in terms of temperature used and dosage of detergents)		M	3
H.6	Staff equipment (gloves, masks, robe, closed shoes). During work hours, the cleaning staff must observe the basic measures to prevent the transmission of COVID-19, not smoke and not consume any food or drink.		M	5
H.7	In particular, cleaning staff are advised to use a simple surgical mask (in case of non-availability of a surgical mask, the use of a cloth mask is recommended), gloves and a disposable waterproof robe.		O	
H.8	Infrequent room cleaning during the stay (avoiding contact of cleaning workers with an eventual case and further spread), only at the request of the customer.		M	4
H.9	Bed linen and towels must not be changed every day, evening preparation shall only be made at the request of the customer.		M	4
H.10	Choosing a policy between regular cleaning and waiting 24 hours before the room is available to a customer or meticulous cleaning - disinfection (e.g. with a steam		M	5

	cleaner) on the "high risk" surfaces of the room and bathroom.			
H.11	Removal of decorative objects (pillows, bed linen)		O	
H.12	Removal of shared objects of multiple use such as menus, magazines, etc.		O	
H.13	Putting a disposable cover on the TV and air conditioner controls.		O	
H.14	Fabric surfaces (e.g. furniture upholstery) must be cleaned with a steam cleaner (at a temperature >70°).		M	3
H.15	Implementation of an information system with a marking on when and how the room was cleaned.		O	
H.16	Installation of individual antiseptic fluids or an antiseptic device in all rooms.		O	
H.17	Opening of doors and windows for natural ventilation of the space daily.		O	
H.18	Observing the hygiene rules by the staff during the collection of used linen using the appropriate PPE (special disposable apron over the uniform, gloves and mask)		M	5
H.19	Placing used fabrics, linen and towels in special, closed, marked bags or sacks in order to be transported to the laundry areas.		M	4
H.20	Separating (marking of) used and clean linen areas.		M	4
H.21	Disinfecting the strollers to transport closed bags of linen after every use.		M	4
H.22	Washing fabrics, linen and towels in hot cycles (70oC or more) with the usual detergents.		M	3
H.23	Checking the required measures and ensuring delivery in the appropriate way in case the linen cleaning service is provided by a third party.		M	2
H.24	Ensuring that all linen is in good and clean condition during storage and transport to the areas where it will be used (rooms, restaurants, etc.)		M	2
I	Catering services - preparation areas These services include a la carte restaurants, buffet restaurants / breakfast rooms, open and closed bars	Catering services and preparation area		
I.1	Complying with the HACCP	Kitchens - preparation areas	M	5
I.2	Staff must receive all goods using PPE		M	5
I.3	Keeping distances between kitchen workers according to the requirements of health authorities, as applicable.		M	4
I.4	Non-employees are not allowed to enter the kitchen area. In case this cannot be avoided, visitors should be provided with PPE available at the entrance of the kitchen.		M	4
I.5	The restaurant, bar, etc. must be operating according to the current legal framework.	Catering services	M	5
I.6	Disinfection of hands at the entrance and exit of each space (fixed or non-fixed devices).		M	4
I.7	Staff must observe the basic measures to prevent the transmission of COVID-19		M	5
I.8	Washing hand towels, tablecloths and all cutlery even those that have not been used,		M	4

	or using packaged cutlery and disposable tablecloths, packaged food in individual portions, where possible. It is recommended to avoid using restaurant linen and to prefer using disposable tablecloths, napkins. In all cases, they must be changed for the next customer.			
I.9	Extending the opening hours of restaurants to ensure the rotating attendance of visitors.		O	
I.10	Operation of served meals.		O	
I.11	Especially for buffet restaurants, the following are required: <ul style="list-style-type: none"> • Providing disinfectant for hands at the entrance of the buffet and checking by staff that it is used by customers • Keeping the required distances when serving customers at the buffet • Mandatory installation of a sneeze guard • The buffet will be served only by the catering staff, who must wear the appropriate PPE and will comply with the basic measures to prevent the transmission of COVID-19. The purpose of the measures is to prevent the customer from contacting the food and utensils in the buffet. • It is recommended to place the products in individual containers in the buffet, where it is not possible to be served by the staff. • Shared utensils/dispenser items, automatic serving machines (coffee, juice, etc.) will be used only by the catering staff, who must wear the appropriate PPE and will comply with the basic measures to prevent the transmission of COVID-19 		M	5
I.12	When consuming drinks in bars, only packaged individual accompaniments must be provided.		M	1
I.13	Customers must be encouraged to use the room service at no extra charge.		O	
I.14	The room service staff must observe the basic measures of avoiding the transmission of COVID-19 and use PPE. Specifically for room service: <ul style="list-style-type: none"> • All food hygiene rules shall be applicable to hotel transfers. • All hygiene requirements shall apply to collecting utensils that have already been used by customers. 		M	3
J	Children's leisure facilities			
J.1	Children's leisure areas operate in accordance with the current legal framework. (JMD 9418/Government Gazette, Series B' No 2498/23.06.2020).	Children's leisure facilities	M	4
K	Operation of personal care services and other shared facilities according to the current legal framework. These include services such as individual massage treatments, hair and nail care, hairdressing and shared facilities, gym, sauna, hot tub, hydromassage.	Individual care services and other shared facilities		
K.1	Installation of antiseptic solutions for dry hand sanitization in all common areas in fixed or		M	4

	non-fixed devices (e.g. reception, shared WC)			
K.2	Installation of a plexiglass barrier at the reception, where possible.		O	
K.3	Use of PPE, where possible.		O	
K.4	Instructions (information/markings) to visitors to avoid the use of common facilities in case they feel sick		O	
L	Operation of swimming pools within tourist accommodations	Swimming pools and recreational water facilities		
L.1	The operation of indoor swimming pools is prohibited		M	5
L.2	Adherence to the rules of cleaning water leisure facilities: regular cleaning and disinfection, pursuant to Circular No no. Δ1γ/Γ.Π/οικ 19954/20.03.2020 of the Ministry of Health "Measures of cleaning and disinfection in areas and surfaces during the evolution of the pandemic of SARS-CoV-2" (Internet Posting No: 6KΨ6465ΦΥΟ-1ΝΔ), as in force.		M	5
L.3	Proper operation and maintenance of chlorination systems in accordance with current legislation (see Ministerial Decision No Γ1/443/1973, as amended by Ministerial Decisions No Γ4/1150/76 and ΔΥΓ2/80825/05 and the circular for the "Prevention of Legionnaires' disease". According to the instructions of the WHO (Guidelines for safe recreational water environments Volume 2 - Swimming pools and similar environments), it is recommended that the residual chlorine value of the water in pools should be 1-3 mg/L for swimming pools and up to 5 mg/L for hot tubs. Check manually (or use of a halogen analyzer with paper recorder) chlorine levels during operation every 4 hours for swimming pools and every one hour for hot tubs and keep a record file, unless there is an automatic halogen analyzer with alert system when parameter values are out exceeded.		M	5
L.4	PH setting: pH values of water in leisure water facilities should be maintained within the limits provided by current legislation (see Ministerial Decision No Γ1/443/1973, as amended by Ministerial Decisions No Γ4/1150/76 and ΔΥΓ2/80825/05). Regular measurement and keeping of pH records every eight hours during the operation of the swimming pools and at least every two hours during the operation of water-massage and hydrotherapy pools, as long as there is no automatic recording system.		M	5
L.5	The maximum total number of persons entering the pool at any given time will not be greater than one per 5 m ² of water surface.		M	5
L.6	Shower facilities in leisure water facilities shall be separated by an opaque divider so that swimmers can take a shower before entering the swimming pool. It is strongly recommended to advise customers with relevant labels to use the shower facilities		O	

	before and after the use of the swimming pool. It is recommended that the accommodation provide the essentials (eg soap, shower gel, etc.), as well as liquid antiseptic when customers enter the shower facilities.			
L.7	The layout of the seats (sunbeds, chairs, poufs, sun loungers, etc.) should be such that the distance between the extremities of the seats of two people in two different umbrellas or two people staying in a different room should be at least 2 meters in each direction.		M	3
L.8	It is recommended to use materials or to cover items with materials that can be effectively disinfected in seats, tables, personal storage boxes, staff notification buttons and price lists.		O	
L.9	Before a new customer arrives, the seats, tables, personal storage boxes, price lists and any other items that they may use must be disinfected.		M	4
L.10	Towels to cover the entire surface should be offered and each sunbed/seat should be disinfected after every use. All fabric surfaces of sunbeds should be removed.		O	
L.11	Decorative fountains: They should use drinking water and disinfected with the use of halogen or other chemical disinfectant and all of their parts should be kept in good condition. If they have not been operating for more than a month, the steps described in the Circular of the Ministry of Health No Δ1/ΓΠοικ.32965/27.05.2020 "Prevention of the Legionnaires' disease during the COVID-19 pandemic", Internet Posting No Ω0ΓΔ465ΦΥΟ-Μ6Η, as in force (JMD 8958/GG, Series II, No 2370/16.06.2020), must be followed.		M	5
M	Performance of duties in accordance with the current legal framework	Customer transfer service	M	4
M.1	Drivers should provide antiseptic to customers		O	
M.2	Drivers must avoid handshakes		M	1
M.3	Drivers must ensure the natural ventilation of the vehicle		M	1
M.4	Club cars: Drivers must use PPE and club cars must be cleaned after every use. There are no restrictions on the number of passengers for these open vehicles.		M	4
N	Drinking water-Water/sewerage network			
N.1	Accommodations must comply with Circular No Δ1(δ)/ΓΠ16481/14.03.2020 of the Ministry of Health "Protection of Public Health by SARS-COV-2 in the water supply and sewerage systems", as in force.	Drinking water-Water/sewerage network	M	4
N.2	If the tourist accommodations have not been operating for more than a month, the steps described in the Circular of the Ministry of Health No Δ1/ΓΠοικ.32965/27.05.2020 "Prevention of the Legionnaires' disease during the COVID-19 pandemic", Internet Posting No Ω0ΓΔ465ΦΥΟ-Μ6Η, as in force	Drinking water-Water/sewerage network	M	4

	(JMD 8958/GG, Series II, No 2370/16.06.2020), must be followed.			
N.3	Use of standard and well-ventilated pipes, such as wells with odour traps and return valves on taps and sprayers	Sewerage network	O	
N.4	Odour traps (siphons) should work properly and continuously. In other words, they should always have water inside. In case the space has not been used for a long time, water should be added either by adding it directly to the odour traps or by opening/operating the connected devices. This should be done at regular intervals depending on how quickly the water evaporates from the odour traps (eg every 3 weeks).	Sewerage network	M	1
O	The provisions of Circular No Δ1(δ)/ΓΠ οικ.26635/23.04.2020 of the Ministry of Health "Taking measures to ensure public health from viral and other infections during the use of air conditioning units" (Internet Posting No: 6ΒΟ5465ΦΥΟ-ΨΓΣ) as applicable, with emphasis on non-recirculation of air and good natural ventilation in rooms and other areas (shutdown of the air conditioning system when the doors are open).	Air conditioning and ventilation of spaces	M	4
P	These services must be operating according to the current legal framework	Venues within accommodations (conference rooms, reception areas, etc.)	M	4
Q	These shops must be operating according to the current legal framework	Shops within accommodations	M	4
R	Shared spaces must be operating according to the current legal framework	Share spaces (open/closed) lobbies, living rooms, outdoor living rooms (excluding those around swimming pools, see L)	M	4
R.1	Lifts: Customers should be advised to avoid using the lifts. Disinfectants should be installed at the entrances and recommendation should be made for them to be used at the entrance and exit.		O	
R.2	Frequent cleaning of the lifts with emphasis on frequently touched surfaces (handles, buttons, etc.)		M	4
R.3	Markings reminding customers to keep distances - applying measures such as floor tapes, cones or other means to keep distances.		M	4
R.4	In all common areas, antiseptic solutions (fixed or non-fixed devices) for dry hand antiseptic must be installed		M	3
R.5	Furniture must be rearranged to avoid overcrowding in shared spaces (4 people/10 sq.m.)		M	2
R.6	Valet parking: Customers must be advised to use self-service parking instead of valet service. If the valet parking service remains, then valets should use PPE.		M	5
R.7	The suspension of the operation of business centres should be considered, alternatively it		O	

	is recommended to provide access to wifi and print services or other business services through a connection from a personal device of the customer.			
R.8	Toilets: There should be signs advising users to avoid overcrowding and to evacuate the basins of shared toilets with the lid closed to prevent airborne transmission from the toilet.		O	
S	The seats provided by the accommodation on the seafront for its customers must be arranged according to the current legal framework.		M	4

M: Item that must be mandatorily applied by the accommodation

O: Item that is recommended by the Ministries of Tourism and Health and is optionally applied by the accommodation

ANNEX II**Special health protocol for the operation of organized tourist camps (campsites).****ANNEX II:**

S/N	Protocol ref.	Scope	Mandatory application (M) Optional application (O)	Scaling up of sanctions
A	Plan for the management of a suspected COVID-19 case (written plan). EODY's plan for dealing with a suspicious case (Annex III) shall be faithfully followed.	Management/Administration	M	5
A.1.	Appointment of the person in charge of implementing the COVID-19 suspicious case management plan of the campsite. The person in charge of implementing the COVID-19 suspicious case management plan is mentioned in the plan.		M	6
B	The cases and measures taken are recorded in the COVID-19 incident book	Management/Administration	M	4
C	Adequate and proper use of PPE: There should be sufficient PPE and be provided to the staff of the campsite according to their duties.		M	5
D	Informing customers about the obligation to implement COVID-19 protection measures. Customers shall be informed about the health protocol and the preventive measures for COVID-19 infection that are applied in the campsites, but also about the measures that are in force in Greece before their arrival, if possible.			
D.1	The health protocol shall be notified to the permanent customers, to the travel organizers and travel agents, associations, etc., as well as to those customers who have made or will make a reservation by email.		M	1
D.2	Instructions shall be posted on the official camping website or on social media		O	
D.3	Health protocols and the relevant instructions will also be posted in prominent places of the accommodation (entrance, reception area, places of health interest, etc.) or will be provided with a print information document		M	3
D.4	Notification of the website of the Greek government containing information about the COVID-19 infection and the measures concerning foreigners who visit Greece in English.		O	
D.5	It is recommended to update the website of the accommodation with a special COVID-19 section in which it will post the health protocols, the instructions, the measures and the policy of the accommodation, also including a link to		O	

	the official websites of the Greek government.			
E	Appointment of the campsite coordinator who will be responsible for the prevention of COVID-19 cases and the observance of the special protocol and the instructions of EODY.		M	6
F	Adoption by the staff of the basic measures to avoid COVID-19 spread and the use of PPE.		M	5
G.1	Keeping a social distance of 1.5 meters in all indoor and outdoor areas between people who do not live in the same camp or do not belong to the same family/company.	Social distance	M	1
G.2	In the indoor covered shared areas of the campsite, a social distance should be maintained by adopting special marking and controlled entry measures, so that there is a minimum distance of 1.5 meters between the people, who must also use a cloth mask.		M	1
H	Reporting breaches: any breach of the instructions and regulations should be reported to the coordinator.		M	1
I.1	Staff training The training of staff according to their duties will involve the following: - the plan for handling a suspected COVID-19 case, - the use of PPE, - the observance of the basic measures to prevent COVID-19 spread, - other special campsite regulations for the prevention of COVID-19 infection - the obligation to report any relevant symptoms of COVID-19 infection to their supervisor, both for themselves and for their clients, if they notice any such symptoms.		M	4
I.2	Deadline for completion of training of the coordinator, who will then train the rest of the staff: 20/06/2020		M	4
I.3	Staff members having symptoms of a respiratory infection should be immediately removed from their workplace.		M	4
J	All transactions in person should be avoided. It is recommended to prefer electronic transactions and telephone communication, in terms of orders, purchases of services and goods, equipment, etc.		O	
K	It is not allowed for non-residents to enter the camp units (JMD 9418/ Government Gazette Series B'2498/23.06.2020)		M	4
L	The campsite's beach shall be arranged (seatings, etc.) in accordance with the current legal framework		M	4
M	The accommodation's management shall keep in the campsite a record of all	Management/Administration	M	4

	persons residing or having resided in it - name, nationality, date of arrival and departure, contact details (address, telephone, email) at each tent or bungalow, both customer-owned or business-owned.			
N	Tent locations The distance between each type of units (caravans, motorhomes, tents, etc.) should be at least 5 meters from the entrance door of the camp and 3 meters from each other side. Alternatively, the number of customers, including permanent customers, should be reduced by 20% from the approved capacity in individuals, provided that the aforementioned distances of 5 meters and 3 meters are kept. The social distance of 1.5 meters between people who do not live in the same camping unit or do not belong to the same family/group must also be kept in all areas.	Tent locations	M	4
O	The instructions of Circular No no. Δ1γ/Γ.Π/οικ 19954/20.03.2020 of the Ministry of Health “Measures of cleaning and disinfection in areas and surfaces during the evolution of the pandemic of SARS-CoV-2” (Internet Posting No: 6ΚΨ6465ΦΥΟ-1ΝΔ), as in force, must be followed.	Cleaning and disinfection	M	4
P	In the event that these tents are rented or provided, they should be cleaned and disinfected between their uses by different customers, according to the manufacturers’ instructions. In case where aerosols are created from cleaning (e.g. cleaning with water under pressure), cleaning should be carried out at a place away from the customers and the necessary PPE should be used. Other equipment that is leased or provided (such as mattresses, pumps, tables, etc.) should be cleaned and disinfected between their uses by different customers.	Rented camping facilities	M	4
Q.1	Sanitary facilities (toilets, showers, hand washing facilities, locker rooms, sinks for washing dishes) must be kept clean and in good condition in accordance with the Sanitary Provisions and adequately ventilated during use.	Sanitary facilities	M	4
Q.2	Sanitary facilities must be cleaned and disinfected. A specific written cleaning and control schedule should be followed at such a frequency as to ensure that the facilities are kept in proper sanitary condition throughout the day.		M	4
Q.3	Waste bins must be placed at various accessible points both in the covered and outdoor shared spaces.		M	2
Q.4	Washbasins must be constantly		M	2

	supplied with soap, hand towels and foot-operated waste bins.			
R	The provisions of Annex I on swimming pools and hot tubs shall apply	Swimming pools-recreational water facilities	M	4
S	They must be operating according to the current legal framework	Restaurants, shops and other facilities	M	5

ANNEX III

Suspected COVID-19 case handling

If a visitor presents symptoms compatible with COVID-19 infection, the following steps shall be taken:

1. The tourist accommodation's physician shall be called to evaluate the case.
2. If the patient is in urgent need of hospitalization, presenting a severe clinical picture, he/she shall be referred to the relevant health unit, as a suspected COVID-19 case. If it is not possible for a COVID-19 case to be addressed by the health units of the area, there must be a provision for transporting the patient (National Emergency Aid Centre, floating ambulance, air transport) to the nearest health unit where he/she can be addressed.
3. If the patient has a mild clinical picture, a sample for laboratory confirmation of COVID-19 shall be obtained by the physician.
4. If the physician assesses the patient as a possible COVID-19 case, the hotel health officer shall IMMEDIATELY communicate with EODY at 210 5212054 or the special four-digit number 1135 (24 hours a day), to obtain instructions on how to address the suspected case.
5. Patients with a mild clinical picture shall remain in their room until the results of the laboratory test are announced.
6. Meanwhile, entry of staff into the patient's room, unless there is significant reason, shall be avoided. If necessary, a staff member of the accommodation shall be advised to address exclusively the possible case.
7. The hotel's physician and staff entering the room of a possible or subsequently confirmed case must use high-protection personal protective equipment (PPE) (masks, glasses, waterproof disposable robes). The same applies to staff cleaning the COVID-19 patient's room.
8. If confirmed as a case of COVID-19, the patient shall be transferred to the special quarantine hotel and later to a health facility that will accommodate patients with COVID-19 if they need treatment. If not confirmed as a COVID-19 case, he/she shall be treated at the hotel according to the instructions of the treating physician.
9. Patients shall be transported using PPE (simple surgical mask) and private means of transport.
10. If there is a person wishing to accompany the patient to take care of him/her (e.g. spouse), he/she should be given a simple surgical mask and advised to wash his/her hands every time he/she comes in contact with the patient's secretions (e.g. saliva) and definitely before such person touches his/her face or eats and/or drinks.
11. The contact details of a patient's relative should always be recorded, so that he/she can be contacted if consent is required for interventions where the patient cannot communicate.
12. Used protective equipment (simple disposable surgical mask, gloves) should be discarded in a bin and should never be reused.
13. Hands should be washed thoroughly with soap and water after disposing protective equipment. It is emphasized that the use of gloves does not replace hand washing, which is a very important means of prevention.

ANNEX IV
Health First Certification Sign.



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The Ministers

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