

**I FEEL
SLOVENIA**



RESPONSIBLE TRAVEL STANDARDS OF SLOVENIAN TOURISM

Guide for responsible, safe and sustainable
business operations of providers and
destinations.

**Safe
travels**

approved by

WORLD
TRAVEL &
TOURISM
COUNCIL

I FEEL
SLOVENIA



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NOW IS THE TIME TO MAINTAIN TRUST

We have created the actions for everyone to follow in a self-protective way.

The spread of the SARS-CoV-2 coronavirus has changed the context in which tourism operates. Guest expectations have changed. However, the world is still worth exploring in a way that reinforces the confidence of tourists: individual, boutique, sustainable!

We established standards during the epidemic that help us even now, when measures to prevent the spread of SARS-CoV-2 are no longer in place. By acting responsibly as tourism operators, following the mandatory measures and recommended protocols, we have come through a very challenging time for tourism. By upholding the recommendations and encouraging self-protective behaviour by individuals, we maintain the trust of our guests.

From May 2020 to May 2022, more than 1,000 providers and destinations across Slovenia have already chosen to highlight their responsible behaviour and adherence to responsible travel standards by earning the GREEN&SAFE label.

The Green&Safe label and communication platform combine established high hygiene standards and recommendations with the sustainable orientation of Slovenian tourism. These important aspects of tourist choice, linked to increasing the feeling of safety and safety, are maintained even after the mandatory measures have been abolished.

We use the content, solutions and tools in our handbook for responsible tourism providers and destinations to communicate our sustainability and health commitments. It includes:

- **communication recommendations** that build trust in Slovenia as a safe and sustainable destination;
- **recommendations for continued ensuring of high hygiene standards**, which have proven to be effective in the tourism industry.

By appropriate communication activities and by maintaining conditions that allow everyone to act in a responsible self-protective way, we help guests to choose the best holiday in Slovenia!



LET US OBSERVE CHANGES.

In the event of a change in the situation, the contents of the handbook will be amended and supplemented. Follow the current content at www.slovenia.info/standards.





WE ARE PROUD TO ANNOUNCE THAT WE ARE ACTING RESPONSIBLY AND SUSTAINABLY.

The GREEN&SAFE label comprises responsible travel standards, which include high hygiene standards and protocols, and sustainability recommendations for tourist providers.

With at least 10 recommended communication contents, we prove that Slovenia is an excellent choice for guests who care about the future of the planet and their own health and well-being while travelling. Slovenia's long-standing orientation towards boutique and sustainable tourism is a solid basis on which to reaffirm the safety aspect of our products and services.

The providers and destinations with the GREEN&SAFE label integrate this content into their marketing and communication activities at all levels and at all stages of the guest's purchasing process to communicate to our guests that we are a sustainable tourism destination that cares about their safety and the common good.



COMMUNICATING IMPORTANT COMMON CONTENT

At the time when the criteria for tourist choice have changed, with selected facts, we facilitate the guest's choice of Slovenia with the GREEN&SAFE label and unified communication content. At all levels, in all phases of communication, we present Slovenia as a safe destination, where they can rely on following expert recommendations for health protection. We present Slovenia as a country which, with its Green Scheme, is a model for sustainable tourism development. We highlight the country's natural features and diversity as well as the choice of boutique and individual experiences. These are excellent reasons to choose Slovenia at any time of the year, 365 days a year.



TEN FOUNDATIONS OF GREEN AND SAFE SLOVENIA

1.

The National Institute of Public Health adopts recommendations for health protection in Slovenia.

2.

The recommendations of national professional bodies are respected in the tourism industry.

3.

We work in a country which is ranked among the top ten in the world by safety index.

4.

We are the first country in the world to boast the Green Destination title as a whole.

5.

We are the best in Europe in managing sustainable destinations – supported by the Best of Europe 2020 award.

6.

Over 50 Slovenian tourist destinations meet the international requirements of the Green Destinations Standard.

7.

We are the only country in Europe where the Alps, the Mediterranean, the Karst and the Pannonian Plain meet. Geographic diversity is related to exceptional biodiversity.

8.

Around the country, we develop genuine, boutique and unique 5* experiences for small groups and individuals in cooperation with nature. We are an excellent choice for guests 365 days a year.

9.

The quality of our hospitality is based on a clear categorisation of accommodation. Hotels are categorised according to the Hotelstars Union European Criteria.

10.

We are a land of hospitable people and friendly local communities. In tourist destinations, we provide cooperation and integration.

1 ENSURING APPROPRIATE CONDITIONS FOR SELF-PROTECTIVE BEHAVIOUR

In addition to reasonable compliance with the hygiene standards that have been established at public and tourist sites throughout Slovenia, we ensure conditions that enable individuals to act in a way that is appropriate to them.

➤ **Maintain the availability of disinfectants, ensure ventilation and highlight the care of vulnerable groups. Encourage self-protective behaviour.**

2 TOURISM WORKERS HAVE ADEQUATE HEALTH PROTECTION KNOWLEDGE

Knowledge and information on preventing the spread of infectious diseases is a new competence for tourism workers. Even when the compulsory measures are no longer valid, we ensure that our employees are properly trained to act responsibly and to ensure overall safety.

➤ **Ensure that employees are properly trained, reinforce their responsibility to maintain their own health and the health of their guests.**

3 WE FEEL SAFE IN SLOVENIA

On the basis of 23 criteria, which assess the peacefulness and safety of countries, Slovenia has ranked among the safest countries in the world for many years. It ranked fifth on the latest Global Peace Index for 2021. Preserve common safety with responsible behaviour.

➤ **Be proud of the level of safety we have achieved. Tell guests that by choosing our products and services they also choose one of the safest countries in the world.**

4 TOGETHER WE ACT SUSTAINABLY

We are a green country providing a boutique five-star experiences for visitors. We have earned the Green Destination title with everything we develop in tourism (the Green Scheme of Slovenian Tourism, the sustainable policy of Slovenian tourism, etc.). We are the first country to receive this title as a whole.

➤ **Show your guests sustainable practices with small, everyday acts. Encourage them to act responsibly – including in regard to the environment.**

5 AS A COUNTRY, WE ARE A ROLE MODEL FOR GREEN DESTINATIONS WORLDWIDE

Our sustainable development management with the Green Scheme of Slovenian Tourism draws the attention of experts. We are the recipients of esteemed international awards such as Best of Europe 2020. We earned this title, which is part of the selection of 2020 Sustainable Top 100 Destination Awards, by introducing sustainable guidelines to tourism at the national level and through good practices at the destinations level.

➤ **Awards we receive as a country also belong to destinations and providers who act in accordance with the criteria of the Green Scheme of Slovenian Tourism. Present our models and practices to guests.**

6 IN SLOVENIA, WE CAN CHOOSE FROM CERTIFIED DESTINATIONS

In Slovenia, over 50 tourist destinations meet the criteria of the Green Destinations Standard prescribed by the GSTC (Global Sustainable Tourism Council). The sustainable development criteria address the fields of the environment, society, culture, the economy, quality, health and safety. These destinations are also home to most accommodation facilities in Slovenia. Numerous providers meet many other criteria prescribed by certification systems to obtain various labels related to quality and sustainability in tourism.

➤ **The labels obtained are proof of, and a testament to, our efforts to achieve quality. Explain to guests what they mean.**

7 WHEREVER WE ARE, WE ARE IN CONTACT WITH EXTRAORDINARY NATURE

We are the only country in Europe where the Alps, the Mediterranean, the Karst and the Pannonian Plain meet. Slovenia is home to over 22,000 animal and plant species. Forests cover about 60 per cent of Slovenia's territory. There are important primeval reserves just 60 kilometres from the capital. Almost 40 per cent of Slovenia's territory is designated as nature protection areas. There is a chance to escape to nature everywhere.

➤ **In Slovenia, contact with nature is a part of our culture and a way of staying healthy. Hiking, cycling and other trails support activities adapted to individuals in nature. Encourage guests to explore various options.**

8 BOUTIQUE EXPERIENCES ARE PROVIDED 365 DAYS A YEAR

Planned and provided boutique experiences are an attractive choice in all seasons. Guests can choose from authentic and unique experiences, various outdoor activities, and circular trips around this diverse country, which offers genuine local cuisine in each of its regions, 365 days a year. You can also enjoy a green, active, healthy and safe break in a country which is also famous for its healthy waters and health resorts.

➤ **Find and emphasise experiences among your products and services that have a boutique character and consideration for individual expectations which contribute to their feeling of safety.**

9 WE PROVIDE VERIFIED HIGH-QUALITY ACCOMMODATIONS

In Slovenia, all accommodation facilities must be classified (categorised): hotels, motels, bed and breakfasts, inns, apartments, holiday apartments and houses, rooms, camping sites and farm accommodations. The criteria for individual groups or categories are aimed at providing a high-quality stay for guests.

➤ **Clearly state the category in your accommodation offers and point out the criteria that contribute to the feeling of safety for guests.**

10 WE ARE A LAND OF HOSPITABLE PEOPLE AND CONSIDERATE GUESTS

Local and regional tourist organisations promote connections between various tourist providers, tourism and other activities, and particularly cooperation with local residents. Each destination is inseparably connected with the culture of the local environment. Hospitality to tourists is maintained by respecting local habits and preventing unwanted effects of tourism on the quality of life of local residents.

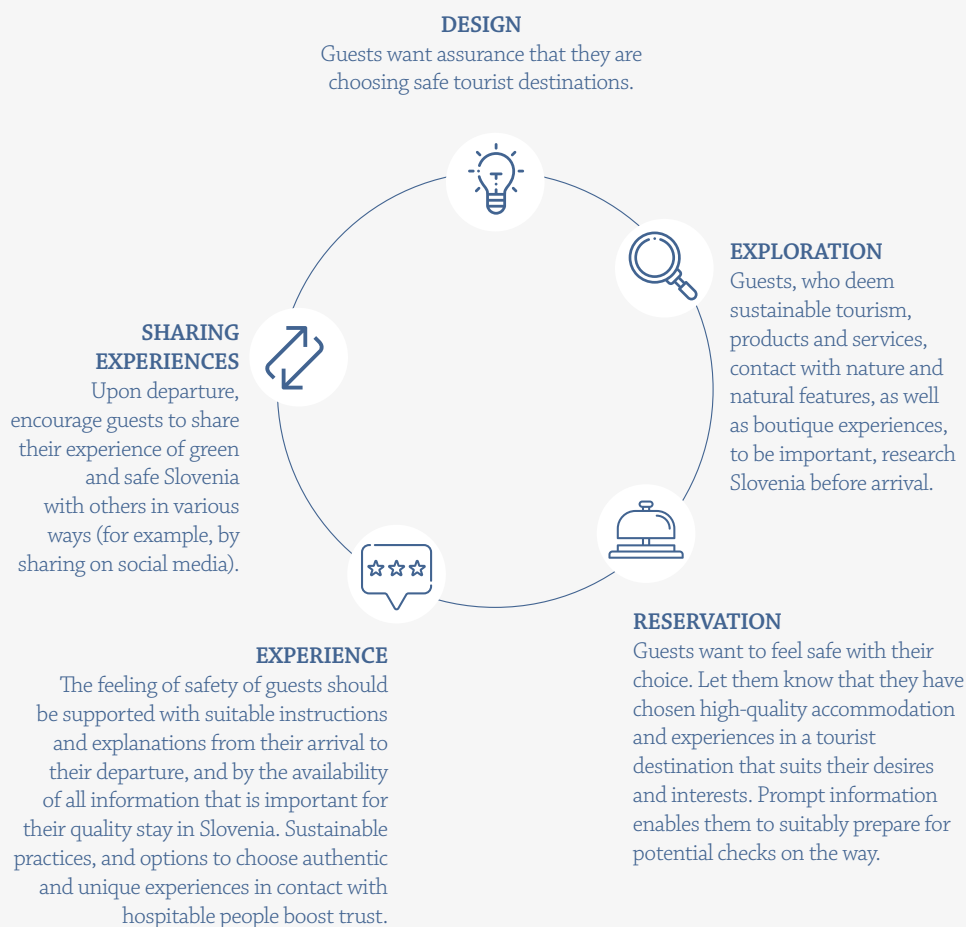
➤ **Protect local residents with our measures and the respect for safety requirements. Communicate with the local community.**



RIGHT MESSAGES AT THE RIGHT TIME AND IN THE RIGHT PLACE

We have been successfully informing the world that Slovenia is a green and sustainable country. Include the contents that show the basic GREEN & SAFE promise in your messages in view of the purchase decision-making stages or steps of tourists.

SAFETY ASPECTS AND FUNDAMENTAL CONTENT IN THE VARIOUS STEPS OF THE PURCHASING PROCESS OF TOURISTS



COMMUNICATING RELEVANT CONTENT IN PHASES



DESIGN: BASIC PROMISE OF SAFETY

The changed situation has already reinforced the need for a sense of security in the design phase, while the perception that fewer choices for safe travel are available has increased the need to choose unique destinations and experiences. Therefore, the content of the GREEN&SAFE platform, in addition to the health aspects, also highlights the unique advantages of Slovenia, as presented by the national tourism portal www.slovenia.info.

- **Tourist destinations and providers are integrating the ten substantive basis of the GREEN&SAFE platform into their offers or highlighting the uniqueness and safety of the destination in their own offers.**



EXPLORATION: MESSAGES OF A GREEN DESTINATION AND HIGH-QUALITY ACCOMMODATION

As foreign or domestic guests explore where to go in Slovenia, they seek places, products and services that suit their desires and interests. Their choice of a programme, product or a service should reassure them that their experiences will be safe. Through channels and offers, tourist destinations and providers communicate to their guests that Slovenia is a geographically and biologically diverse country of sustainable tourism with an abundance of unique and boutique experiences and high-quality accommodation. Place information on green and safe Slovenia in your campaigns, advertisements, newsletters, social media posts and other communication environments. Make sure that guests know that our products and services include care for their health and safety.

- **Check whether guests notice your care for their safety when they explore online presentations of our tourist destination, programme, experiences, products and services.**
- **Enhance the online presentation of tourist places and providers with content that explains the green and safe promise. Make use of the ten crucial content-related foundations or prepared solutions for both domestic and foreign guests published at www.slovenia.info. The content is supplemented with the GREEN & SAFE label.**
- **Provide suitable content or links to clear information on the current epidemiological situation in the country.**



RESERVATION: GUIDELINES AND EXPERIENCES

When a guest chooses a destination or provider, we ensure that they feel safe by pointing out the GREEN&SAFE label and, where appropriate, by highlighting that special government measures to limit the spread of infections have been lifted in Slovenia due to favourable conditions. When thanking guests for making a reservation, help them to access suitable information. Even as the chosen destination or provider, remind the guest of the standards that are already in place.

- **Communicate with the guests who make reservations of our programme, product, service or accommodation. Provide information on the termination of all measures and on the established**

recommendations for self-protective behaviour.

- Encourage the guest to choose additional individual and boutique experiences with us – especially those which, in the immediate and wider area of the tourist destination they have chosen for their holiday, can further strengthen their confidence in a safe holiday.



EXPERIENCE: A FRIENDLY ENCOURAGEMENT TO RESPONSIBLE BEHAVIOUR

When guests stay with us, make all information and guidelines for a safe, healthy and experiential break available to them. Guests should feel welcome in an environment in which caring for their health and safety is important. Inform them of house rules and recommendations with clear and available, but not upsetting, information. Upon their arrival, communicate the basic rules in a friendly way and provide more detailed information around the accommodation (for example, a flier in their room). Inform them promptly of any potential changes related to security measures or anything that could affect the quality and safety of their stay.

- For messages on the recommended self-protective behaviour of guests, help with solutions (posters, leaflets on GREEN&SAFE principles) in Slovenian and foreign languages. More information: www.slovenia.info/standardi.
- Maintain well-balanced information. Do not only inform the guest about safety measures, but also highlight information about possibilities for experiences, activities, excursions.



SHARING EXPERIENCES: SATISFIED GUESTS ARE AMBASSADORS FOR GREEN AND SAFE SLOVENIA

Before departure, thank your guests for helping you to maintain safety with their responsible behaviour. Encourage them to help us improve by giving their feedback on the stay and experiences. Invite them to share their superb experience of a green and safe country with others in various ways.

- Think about options to reward their cooperation and about communication tools through which they can share their experience with acquaintances, friends and family.
- Encourage them to use hashtags #ifeelsLOVEnia and #mojaslovenija (for domestic guests) or #myway (for foreign guests) when posting about their experience of green and safe Slovenia on social media.



KEEP UP TO DATE WITH THE LATEST NEWS

In the event of a change in the situation, the contents of the handbook will be amended and supplemented. Follow the current content at <http://www.slovenia.info/standardi>.

SUMMARY OF RECOMMENDATIONS IMPLEMENTATIONS

The fact that the Slovenian health and hygiene standards incorporated in the GREEN&SAFE Responsible Travel Standards communication platform are compliant with standardised global hygiene protocols for safe travel is also confirmed by the Safe Travels Stamp from the World Travel and Tourism Council (WTTC). In June 2020, Slovenia was among the first recipients of this stamp in the world!

We invite tourist destinations and tourist service providers to register their use of the GREEN&SAFE communication tools and label for safe, sustainable and responsible conduct. Once you register, you will be sent by mail the Responsible Travel Standards sticker that associates the GREEN&SAFE label with the global Safe Travels WTTC Stamp. Furthermore, you will be granted access to the GREEN&SAFE communication tools, label and recommendations for use.



COMMITMENT TO RESPONSIBLE, GREEN AND SUSTAINABLE TOURISM

Register for the use of the GREEN&SAFE label and communication tools

www.slovenia.info/standardi

5 STEPS FOR EFFECTIVE IMPLEMENTATION

- 1 Put the GREEN&SAFE Responsible Travel Standards label on your web pages and other digital tools, and establish a connection to www.slovenia.info/green&safe.
- 2 Place the Responsible Travel Standards sticker, which includes the GREEN&SAFE and Safe Travels labels, in a visible spot in your accommodation facilities, tourist information centres, cultural institutions, restaurants, spa resorts, wellness centres, tourist agencies, means of passenger transportation, etc.
- 3 Equip your sites with recommendations for self-protective behaviour. Add your own logos to ready-made versions of the posters in Slovenian, English, German and Italian.
- 4 When arriving at your destination, give guests the most important information on the recommendations for self-protective behaviour that can increase their sense of safety. Add your own logos to ready-made version of the poster in Slovenian, English, German and Italian.
- 5 Use content on safety and sustainability in communication on social networks and add the hashtags #IfuelsLOVEnia and #mojaslovenija for communication in Slovene and #myway for communication in foreign languages.





HYGIENE RECOMMENDATIONS IN THE TOURISM AND HOSPITALITY SECTOR

Two years after the SARS-CoV-2 coronavirus emerged in Slovenia, mandatory government measures to prevent its transmission and spread in the tourism and hospitality industry were lifted in April 2022. However, as the SARS-CoV-2 virus is still with us, we maintain high hygiene standards in tourism and encourage responsible self-protective behaviour by both employees and guests.

The responsible people in each tourism organisation continue to closely monitor the up-to-date information available on the website of the National Administration (www.gov.si teme/koronavirus-sars-cov-2/) and the National Institute of Public Health (www.nijz.si) and ensure appropriate response to any new developments.

We provide guests and employees with recommendations for appropriate action that everyone can take to protect themselves and others.



PREVENTING TRANSMISSION OF SARS-CoV-2 CORONAVIRUS INFECTION

Observe the basic principles of self-protective behaviour



1. Fever, nasal congestion, sneezing, coughing, sore throat, shortness of breath, headaches, muscle aches, diarrhoea, nausea/vomiting, change in the perception of smell and/or taste, unusual fatigue, conjunctivitis, both mild and severe - **if you have these symptoms of infection, isolate yourself from other people!** Do not endanger others in restaurants and tourist facilities and do not visit people from vulnerable groups.



2. Take care of hand hygiene. Wash your hands regularly and thoroughly with soap and water. If soap and water are unavailable, **disinfect your hands with hand sanitiser**. Do not touch your face, especially your eyes, nose and mouth, with unwashed hands.



3. **Observe proper cough hygiene!** Before coughing/sneezing, cover your mouth and nose with a paper tissue or cough/sneeze into the upper part of your sleeve. Dispose of the paper tissue after each use and wash your hands with soap.



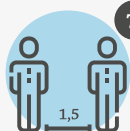
4. **Ventilate!** In tourist accommodation and catering establishments, special attention is already paid to ventilation by the staff. Encourage guests to ventilate the rooms they stay in.



5. In the tourism and hospitality industry, clean surfaces and objects that are touched by several people. As a precaution, **we can clean surfaces further to make them safer for our own use** or for the use of the people behind us.



- Masks are no longer compulsory in tourist and catering establishments. However, **the use of masks is still recommended** indoors and on public transportation. When wearing a mask, make sure it is properly fitted: over the mouth and nose!



7. If you are a member of a vulnerable group or have contact with people from vulnerable groups, maintain **the recommended personal distance** of 1.5 – 2 metres.



- If possible, **avoid crowds** and enclosed spaces with large numbers of people.



9. Avoid close contact with people with visible signs of acute respiratory infection.

The SARS-CoV-2 virus is most frequently transmitted via secretions from the respiratory system to people who are close together, or via contaminated hands. We should respect recommendations for maintaining physical distance, correct mask-wearing, hand hygiene and cough hygiene, cleaning, disinfecting and effective ventilation. The virus is released into the environment by sneezing, coughing and loud conversation, so the recommended distance between people is at least 1.5 or 2 metres. If the distance is smaller, the risk of infection is greater. When we sneeze, cough or touch surfaces or objects with dirty hands, we spread the virus to different objects and surfaces such as tables, workspaces, door handles and railings, and money. Other people may become infected by touching these contaminated surfaces, then touching their eyes, nose or mouth, without first washing their hands. This is why you should always consider your hands to be dirty, except immediately after having washed or disinfected them.

If observing all relevant recommendations, the possibility of infection will be minimised and thus you will protect yourself and others. Each person must assume their responsibility for correct implementation of self-protection measures.



GENERAL RECOMMENDATIONS FOR SERVICE PROVIDERS



- Only healthy staff, without symptoms or signs of an acute respiratory or gastrointestinal infection (high temperature, cough, nasal discharge, sneezing, sore throat, heavy breathing, chest pain, headache, muscle pain, diarrhoea, sickness/vomiting, change in sense of smell and/or taste, unusual fatigue, minor or serious conjunctivitis etc.), are permitted to work.
- The providers of these services should observe the recommendations and implement measures that are reasonable for the type and scope of their activity.
- All employees must maintain good hygienic practice according to the guidelines of the HACCP system, as well as respect all general instructions/recommendations for preventing the spread of the SARS-CoV-2 virus.
- **Staff should be regularly updated on the manner in which the protective measures are to be implemented.**
- They should maintain appropriate hand hygiene (frequent washing or disinfecting).
- When wearing a mask, employees should be familiar with the correct way to wear and remove it. The mask should extend from the nasal root to below the chin and should not be touched while worn. It should be replaced every two to three hours, or sooner if it gets wet. Guests should wash or disinfect their hands thoroughly before putting on the mask and after using it.
- Employees should avoid touching their faces, in particular the mouth, nose and eyes, before washing or disinfecting their hands. They should observe good cough and sneeze hygiene.
- Staff should use the prescribed protective equipment in keeping with the instructions of occupational medicine specialists.
- So that staff and guests are constantly informed regarding the measures, it is advised that brief instructions for preventive and protective action are displayed (in several languages if necessary) at visible spots, and always at or after the entrances and exits of facilities/camps/stops/other facilities at health resorts.
- So as to keep staff and guests continuously up to date with measures, we suggest that brief instructions for preventive and protective behaviour (in different languages if necessary) be placed in visible locations, and always near entrances to buildings/parks.
- The service provider should ensure sanitiser dispensers are placed so they can also be reached by wheelchair users.
- Contact between staff and guests should be kept to a minimum by introducing a reservation system and contactless payment, for example.

- Contact between the staff and guests should be reduced to a minimum (we advise the introduction of bookings and contactless payment or ordering of food and beverages).
- Surfaces that are touched by guests should be frequently disinfected (e.g. counters, POS terminals, etc).
- If the tourist facility has a children's play area, then the distances between different equipment should be large enough so users can maintain a distance of at least 2 metres from each other. Hands should be washed thoroughly after play area use (at least 20 seconds with soap and water). Parents must warn children not to touch their mouths, noses or eyes with their hands while playing. In the event that soap and water are not available, adults and older children who can use hand sanitiser safely, may use it. A large number of people usually gather in play areas, so constantly keeping a distance of 2 metres between persons may be difficult. As playground equipment is used by a large number of children, the SARS-CoV-2 virus can spread when children first touch the contaminated surfaces, then their eyes, nose or mouth.
- In the event that a guest or a member of staff notices that a guest shows signs of respiratory infection, they must inform the reception.

The provisions of valid ordinances must be followed in the implementation of activities related to tourism, restaurants and bars.

GENERAL RECOMMENDATIONS FOR GUESTS



- They should only use the tourism and hospitality services if they are in good health, without signs and symptoms of acute respiratory and gastrointestinal infection (cold, malaise, muscle pain, fever, cough, diarrhoea, nausea/vomiting – common symptoms or change in the perception of smell and/or taste, unusual fatigue, conjunctivitis – less common symptoms).



- They should follow closely the instructions given by staff concerning the “house rules” for preventing the spreading of SARS-CoV-2 infections. All general instructions/recommendations for preventing the spread of the SARS-CoV-2 virus should be followed.
- Large gatherings should be limited in size, and social distancing rules must be respected 1.5m (sitting) and 2m (moving).
- The use of protective masks is mandatory for movement within and presence in closed spaces, in addition to ensuring social distancing.
- Hand hygiene must be rigorously ensured, washing them with soap and water or disinfecting them after touching any dirty surfaces or objects.

Key:



Restaurants and catering establishments



Tourist agencies and tourist information centres



Accommodation establishments



Camping sites and camper stops



Outdoor tourist activities, including water and underwater activities and caves



Casinos



Business events



Health resort services



CURRENT RECOMMENDATIONS

For recommendations, news and various aspects of SARS-CoV-2 monitoring, visit the National Institute of Public Health website at www.nijz.si.



HYGIENE RECOMMENDATIONS FOR INDIVIDUAL SERVICES



RESTAURANTS AND CATERING ESTABLISHMENTS

Providing food and drink in the outdoor premises of restaurants and bars (terraces, gardens)

- Food and drink are provided in keeping with the conditions set out in the government ordinances concerning restrictions on public gatherings and restrictions on the sale of goods and services.
- Several hand sanitiser dispensers should be provided for guests, at least at the entrances and exits to the premises, and in such a way that they can be accessed from a wheelchair.
- If possible, service providers should consider a system of separate entrances and exits.
- Food and beverages should only be served at tables (sitting service). The distance between persons should be the minimum 1.5 meters (exception are members of the same household) and at least 3 meters between tables. The number of tables should be limited.
- The use of protective masks is recommended for movement in and presence in closed spaces, in addition to ensuring social distancing. We also recommend that masks be worn outdoors, if safe social distancing cannot be ensured. The valid government ordinances can determine mask-wearing more precisely. When eating, the mask should be taken off correctly and put to one side.
- Service providers should remove or adapt the use of objects in common use (e.g. salt cellars, sugar, spices, menus, toys) in such a way that they will not be touched by different clients without first being disinfected or cleaned.
- Service providers should remove or adapt forms of self-service such as salad bars, bread baskets for multiple clients, food platters, soup tureens, etc. or locations where clients, who are not otherwise in close contact, can help themselves to certain goods.
- The offer of catering services in the form of classic cold and hot self-service buffets should be minimised. If food is offered on a buffet table, it must be protected accordingly and served to the guest on a plate.
- Staff should be protected with appropriate masks at all times.
- Cutlery should be prepared for an individual guest and served in a manner that prevents unprotected contact and possible contamination, e.g. closed bag with cutlery for one person or cutlery for one person wrapped in a paper napkin. Dinnerware sets (plates, bowls) and glassware must not be subject to contamination.
- Service providers should prevent clients gathering too closely when waiting for a service, and can use signs on the floor or other solutions (e.g. prior reservation), and those waiting should maintain the

recommended physical distance of 2 metres.

- After each guest, table surfaces must be disinfected consistently, and if necessary, other surfaces frequently touched by guests should be disinfected as well. We advise against the use of tablecloths and chair pads if they cannot be sufficiently disinfected after each guest.
- A large number of people usually gather in children's play areas, so constantly keeping a distance of 2 metres between persons may be difficult. As playground equipment is used by a large number of children, the SARS-CoV-2 virus can spread when children first touch the contaminated surfaces, then their eyes, nose or mouth. If the food service establishment has a play area with a range of equipment, there should be enough space between the equipment for users to maintain a physical distance of at least 2 metres. Hands should be washed thoroughly after play area use (at least 20 seconds with soap and water). Parents must warn children not to touch their mouths, noses or eyes with their hands while playing. In the event that soap and water are not available, adults and older children who can use hand sanitiser safely, may use it.

Providing food and drink in the indoor spaces of restaurants and bars

Eating and drinking indoors, despite adherence to hygiene recommendations, poses a higher risk of transmission of SARS-CoV-2.

The risk is related to the effectiveness of ventilation and coughing/sneezing hygiene as well as increases with the length of time spent indoors, the number of guests present in relation to the volume of the establishment and the intensity/loudness of talking.

In addition to all the hygiene recommendations for serving food and drink on terraces and in gardens, we also recommend:

- constant ventilation with the greatest possible supply of fresh air from outside. The ventilation system should function in such a way that the air in the premises is not recirculated. Ventilation of the premises should take place in compliance with the Instructions for ventilating non-healthcare premises.

Sanitary facilities

- Sanitary facilities are a high-risk area regarding the potential for transmitting the infection, which is why special attention should be paid to their use and disinfection.
- Guests should use sanitary facilities individually or, relative to the size and layout of rooms, so that recommended social distancing of 2 metres is ensured.
- Guests must be provided with running water, soap and disposable paper towels. Hand dryers must be switched off.
- Guests should avoid touching items and surfaces as much as possible. Trash bins for personal waste should have lids, and foot pedals, if possible.
- Service providers should make sure that sanitary facilities are regularly and effectively ventilated. In the case of mechanical ventilation, air should be exchanged only with fresh ambient air, without re-circulation of air, as per the instructions for cleaning and disinfection of facilities excluding health institutions.
- Service providers should make sure that sanitary facilities are cleaned and disinfected every hour or relative to the frequency of visits. It is advised that when cleaning and sanitising public sanitary facilities during the novel coronavirus (SARS-CoV-2), the standard cleaning procedures for sanitary facilities and hygienic instructions for the use and cleaning of public sanitary facilities during the spread of the COVID-19 disease are appropriately applied.

The relevant recommendations for sanitary facilities also apply for sanitary facilities and common sanitary facilities at accommodation establishments, camping sites, camper stops and casinos.

Food and drink vending machines

- They are to be used according to the manufacturer's instructions and the recommendations of the NIJZ, in compliance with the Instructions concerning the use of food and drink vending machines during the spread of the SARS-CoV-2 infection.



ACCOMMODATION ESTABLISHMENTS ((HOTELS, SUITES, ROOMS, HOLIDAY APARTMENTS, TOURIST FARMS OFFERING ACCOMMODATION, MOUNTAIN HUTS, ETC.))

Reception

- Guests should approach the reception desk individually or in a number which, relative to the size and layout of the room, still makes it possible to avoid close contact and ensure recommended physical distancing, while floor markings should be clearly delineated or waiting line ropes installed for the waiting guests.
- To reduce the possibility of infection it is important that as few people as possible congregate in one space at a given time. The more people that gather together in a space at one time, the greater the risk of infection. In addition to the number of people in a space, the following factors are also important: the surface area of the space per person, the height of the ceiling, the effectiveness of ventilation, how long the persons stay in the space and so on. Regarding the surface area of space per customer, respect the provisions of valid ordinances.
- The use of protective masks is recommended for movement in and presence in closed spaces, in addition to ensuring social distancing. We also recommend that masks be worn outdoors, if safe social distancing cannot be ensured. The valid government ordinances may specify mask-wearing more precisely.
- The check-in and check-out of guests should be conducted separately if possible (another counter desk).
- It is advised that sanitation equipment (wipes, etc.) and face masks are made available to guests.
- Hands should be sanitised before and after touching documents or items which are handled by multiple people.
- Service providers should offer promotional material to guests only if requested, and should not let them pick, for example, maps, leaflets, brochures and magazines, on their own.
- The surfaces touched by each guest (e.g. counter, POS terminal, cash desk) should be sanitised.

10 MOST FREQUENTLY TOUCHED SURFACES IN A ROOM



SPECIAL ATTENTION IS TO BE PAID WHEN SANITISING.

1. SWITCHES AND LAMPS

Lights, lamps and switches.

2. DOOR KNOBS AND HANDLES

Doors, wardrobes, drawers, furniture handles.

3. BATHROOM SURFACES

Toilet bowl, toilet tank, handles, facets, sink, shower/bath.

4. AIR CONDITIONING CONTROL PANELS

5. PHONES, REMOTE CONTROLS

Phone receivers and buttons, TV remote control.

6. BED AND BED LINEN

Bed linen, blankets, pillow casings and sheets.

7. BATHROOM ACCESSORIES

Liquid soap dispensers, toilet utensils and hair dryer.

8. EQUIPMENT SURFACES

Tables, desks and nightstands.

9. ADDITIONAL EQUIPMENT IN THE ROOM

Iron and a safe.

10. FOOD AND BEVERAGES IN THE ROOM

Cutlery, glasses, mini bar/fridge, water heater and similar.

Source: Summarised from Hilton CleanStay.

- Enclosed reception spaces should be ventilated regularly as per the instructions for ventilating rooms outside health institutions.
- We recommend the introduction of contactless operations with prior reservations.
- If a guest themselves or staff notice that a guest has visible signs of a respiratory infection, they must inform the reception desk.

Dining room, breakfast room and bar

These are the different risk levels for the spread of SARS-CoV-2 infections in services where food is provided:

Lowest risk: food is picked up with minimal contact and is consumed privately.

Moderate risk: food is served in outdoor, airy premises, tables are arranged in such a way that distances between clients sitting at the tables are at least 1.5 metres in all directions; the number of large tables is limited.

High risk: food is served in outdoor, airy premises, but social distancing is not ensured; or food is served indoors and tables are arranged in such a way that distances between clients sitting at the tables are at least 1.5 metres in all directions, the number of large tables is limited, the premises are well ventilated and the smallest number of people gather there for the shortest amount of time.

Highest risk: food is served indoors without ventilation and without social distancing.

- **Hygiene recommendations for serving food and drink in the outdoor and indoor premises of bars and restaurants apply as stated on pages 20-21.**
- In addition to these, we also suggest the introduction of different approaches, with which service providers can ensure that customers come into as little contact with each other as possible (e.g. timelines, serving food in a room by prior arrangement etc.).

Accommodation units (room)

- Accommodation should be provided in keeping with the terms determined in the government ordinances concerning restrictions on public gatherings and restrictions on the sale of goods and services.
- The service provider must make adjustments to their offer and provide single and double rooms. Accommodation units with multiple beds may only accommodate guests from the same household or guests who travel together and are already in close contact.
- Decorative textile elements on upholstered furniture and beds shall be removed (pillows, ribbons, bedspreads, etc.).
- Before an accommodation unit is turned over, it must be cleaned and sanitised in line with the instructions for cleaning and disinfection of facilities excluding health institutions. An accommodation unit must be properly ventilated after cleaning and sanitising.
- During the cleaning of multiple accommodation units, attention should be paid to the risk of spreading the virus from one accommodation unit to another by means of contaminated clothing or protective equipment used by the staff. It is advised that cleaning procedures are adjusted so that such transfer is prevented (for example, by using protective clothing/disposable aprons, constant changing of protective clothing, etc.). If a guest is staying in an accommodation unit for multiple days, daily cleaning can be carried out only if this is expressly requested by the guest. The staff must place a special emphasis on cleaning and sanitising items which are touched by a large number of persons (for example, stairway railings, switches, handles, doorknobs, elevator buttons).
- Enclosed spaces should be ventilated regularly as per the instructions for ventilating rooms outside health institutions.

Common sanitary facilities

- Sanitary facilities are a high-risk area regarding the potential for transmitting the infection, which is why special attention should be paid to their use and disinfection. Read more detailed recommendations on page 21.



CAMPING SITES AND CAMPER STOPS

Reception

- Guests should approach the reception desk individually or in a number which, relative to the size and layout of the room, still makes it possible to avoid close contact and ensure recommended physical distancing, while floor markings should be clearly delineated or waiting line ropes installed for the waiting guests.
- To reduce the possibility of infection it is important that as few people as possible congregate in one space at a given time. The more people that gather together in a given space at one time, the greater the risk of infection. In addition to the number of people in one space, the following factors are also important: the surface area of the space per person, the height of the ceiling, the effectiveness of ventilation, how long the persons stay in the space and so on. Regarding the surface area of space per client, respect the provisions of valid ordinances.
- The use of protective masks is recommended for movement in and presence in closed spaces, in addition to ensuring social distancing. We also recommend that masks be worn outdoors, if safe social distancing cannot be ensured.
- The check-in and check-out of guests should be conducted separately if possible (another counter desk).
- It is advised that sanitation equipment and face masks are made available to guests, if they do not have their own.
- Hands should be sanitised before and after touching documents or items which are handled by multiple people.
- Service providers should offer promotional material to guests only if requested, and should not let them pick, for example, maps, leaflets, brochures and magazines, on their own.
- The surfaces touched by each guest (e.g. counter, POS terminal, cash desk) should be sanitised.
- Enclosed reception spaces should be ventilated regularly as per the [instructions for ventilating rooms outside health institutions](#).
- We recommend the introduction of contactless operations with prior reservations.
- If the staff notices that a guest has visible signs of a respiratory infection, they must inform the reception desk or management.

Camping sites

- Camping sites or camper stops must be appropriately labelled and organised so that guests can maintain sufficient physical distancing
- If the tourist facility has a children's play area, then the distances between different equipment should be large enough so users can maintain a distance of at least 2 metres from each other. Hands should be washed thoroughly after play area use (at least 20 seconds with soap and water). Parents must warn children not to touch their mouth, nose or eyes with their hands while playing. In the event that soap and water are not available, adults and older children who can use hand sanitiser safely, may use hand sanitiser that contains 70 to 85% alcohol. A large number of people usually gather in play areas, so constantly keeping a distance of 2 metres between persons may be difficult. As playground equipment is used by a large number of children, the SARS-CoV-2 virus can spread when children first touch the contaminated surfaces, then their eyes, nose or

mouth.

Common premises

- The use of common premises should be limited to the most essential ones, for example, dish washing rooms, laundry rooms, waste collection facilities.
- Appropriate signs should be used to ensure distances between clients are at least 1.5 metres (seated) or 2 metres (moving, waiting in a queue), for example with floor markings and the use of alternate, indicated washbasins etc.
- The use of protective masks is recommended for movement within and presence in closed spaces, in addition to ensuring social distancing. We also recommend that masks be worn outdoors, if safe social distancing cannot be ensured. The valid government ordinances may determine mask-wearing more precisely.
- The use of protective masks is recommended for movement within and presence in closed spaces, in addition to ensuring social distancing. We also recommend that masks be worn outdoors, if safe social distancing cannot be ensured. The valid government ordinances may determine mask-wearing more precisely.
- Premises should be constantly ventilated, in compliance with the Instructions for ventilating non-healthcare premises.
- If possible, the entrances and exits from common premises should be separated, so that close contact between guests is reduced to a minimum. It is advised to introduce timetables or schedules.
- Common premises should be regularly cleaned and sanitised relative to the frequency of visits by guests in accordance with the instructions for cleaning and disinfection of facilities excluding health institutions. Common premises must be properly ventilated after the cleaning and sanitising.
- The staff must place a special emphasis on cleaning and sanitising surfaces and items which are touched by a large number of persons (for example, switches, handles, doorknobs, railings, buttons).
- Enclosed spaces should be ventilated regularly as per the instructions for ventilating rooms outside health institutions.



TOURIST AGENCIES AND TOURIST INFORMATION CENTRES

Business premises

- The visitors should enter the premises of tourist agencies and tourist information centres individually or in numbers which, in accordance with the size and spatial arrangements, prevent the meeting of other visitors and enable recommended physical distancing between them. Floor markings or similar guides should be introduced for visitors who are waiting.
- The use of protective masks is recommended for movement within and presence in closed spaces, in addition to ensuring social distancing. We also recommend that masks be worn outdoors, if safe social distancing cannot be ensured. The valid government ordinances may determine mask-wearing more precisely.
- It is advised that sanitation equipment (wipes, etc.) and face masks are made available to visitors, if they do not have their own.
- Hands should be sanitised before and after touching documents or items which are handled by multiple people.
- Service providers should offer promotional material to guests only if requested, and should not let them pick, for example, maps, leaflets, brochures and magazines, on their own.

- The surfaces touched by each visitor (e.g. counter, POS terminal, cash desk) should be sanitised.
- Enclosed reception spaces should be ventilated regularly as per the instructions for ventilating rooms outside health institutions.
- The introduction of contactless payment with advance booking is advised.



OUTDOOR TOURIST ACTIVITIES, INCLUDING WATER AND UNDERWATER ACTIVITIES AND CAVES

Guiding of tourist groups

- Outdoor tourism activities, including water and underwater activities and the cave world, should be organized following the conditions set out in government decrees regarding restrictions on collection and restrictions on the sale of goods and services.
- In addition to maintaining sufficient physical distancing, the use of a face mask is mandatory in enclosed spaces. Regarding the conditions for ventilation and features of the space, caves may be very diverse. In the case of narrow spaces with low ceilings, it is necessary to observe limitations that apply Responsible Travel Standards of Slovenian Tourism 15 for enclosed spaces.
- It is advised that sanitation equipment and face masks are made available to visitors, if they do not have their own.
- For outdoor surfaces which may be touched by several persons and which cannot be sanitised after each user (for example, adventure parks, climbing walls), the use of protective gloves and sanitiser is recommended.
- Spaces should be cleaned regularly as per the instructions for cleaning and disinfection of facilities excluding health institutions.
- Enclosed reception spaces should be ventilated regularly as per the instructions for ventilating rooms outside health institutions.
- If a tourist activity includes providing meals to guests, this should be done in accordance with hygienic principles and in a way that ensures that the meal is appropriately protected and prepared for one person, including cutlery. Before receiving meals or drinks, guests should wash or sanitise their hands. Food should be served and eaten on clean surfaces.

Equipment for the activity

- The equipment used for a certain activity must be washed or sanitised. This applies in full to equipment that is worn or fully touched by guests (for example, neoprene suits, saddles, safety harnesses, helmets, goggles, shoes, raincoats, earphones, etc.), or only to those parts of the equipment which are frequently touched by guests, for example, in vessels or vehicles.
- Providers should assign or distribute the equipment to guests individually. While doing so, they should maintain sufficient physical distancing or use personal protective equipment (for example, while helping children secure a safety harness in an adventure park).
- If the equipment does not fit an individual for various reasons, the equipment that has been tried by the individual should be put among the "unclean" equipment. After the activity is over, the used equipment should be collected and taken for cleaning, followed by disinfection.
- Before receiving any clean equipment, guests should sanitise their hands. This should also be done after the equipment is returned.
- For certain activities, it is recommended that participants use gloves, which should be treated in the same way as the other equipment, while they should also be encouraged to use their own gloves (for example, in

adventure parks, climbing parks, cycling parks).

- Any applicable hygienic recommendations for the use of outdoor sport and recreation surfaces, outdoor sport and recreation facilities and sport surfaces in the nature should also be reasonably applied.

Sanitary facilities

- Sanitary facilities are a high-risk area regarding the potential for transmitting the infection, which is why special attention should be paid to their use and disinfection. Read more detailed recommendations on page 21.



CASINOS

Gaming activities

- Casinos should operate in keeping with the terms determined in the government ordinances concerning restrictions on public gatherings and restrictions on the sale of goods and services.
- Service providers should prevent the gathering of guests when waiting for the service or at entry, whereby they can use floor markings or other solutions (e.g. prior reservation) to ensure sufficient physical distancing.
- In addition to maintaining sufficient physical distancing, the use of a face mask is mandatory in enclosed spaces.
- Slot machines and gaming tables should be distributed to guarantee sufficient physical distancing between the guests and the staff. If physical barriers (e.g. plexiglass) are used, the physical distancing can be reduced.
- It is advised that sanitation equipment and face masks are made available to guests, if they do not have their own.
- All surfaces and objects (e.g. tokens, gaming tables surfaces, slot machines bars and buttons), which are touched by multiple persons, should be frequently cleaned and disinfected if possible after every guest.
- Activities should be adapted to minimise the number of contact surfaces, and the movement as well as meeting of guests.
- Decorative textile elements on upholstered furniture should be removed (e.g. pillows).
- The staff must place a special emphasis on cleaning and disinfecting surfaces and items which are touched by a large number of persons (for example, stairway railings, switches, handles, doorknobs, elevator buttons).
- Spaces should be cleaned regularly as per the [instructions for cleaning and disinfection of facilities excluding health institutions](#).
- Premises where gaming activities take place must be regularly and well-ventilated in accordance with the [instructions for ventilating rooms outside health institutions](#).
- Sufficient physical distancing should be ensured and gatherings limited to the use of dedicated enclosed premises, e.g. smoking rooms.
- Hygienic recommendations that apply for restaurants and hospitality establishments should be used for hospitality areas in casinos.

Sanitary facilities

- Sanitary facilities are a high-risk area regarding the potential for transmitting the infection, which is why special attention should be paid to their use and disinfection. Read more detailed recommendations on page 21.



BUSINESS EVENTS

Business events activity

- Business events should be organised in keeping with the terms determined in the government ordinances concerning restrictions on public gatherings and restrictions on the sale of goods and services.
- Service providers should prevent the gathering of guests or visitors when waiting for the service or at entry, whereby they can use floor markings or other solutions (e.g. prior reservation), and ensure sufficient physical distancing.
- The number of business event participants or visitors should be adapted to the size and capacities of the premises to ensure sufficient physical distancing for the entire duration of the activity. The capacities of sanitary facilities, dressing rooms and catering capacities should be considered.
- It is recommended that contactless operations are introduced to the maximum extent (registration for an event, payment, provision of materials).
- If the general public collaborates at the event, it is recommended that the number of visitors is limited with timetables, prior reservations, etc.
- In addition to maintaining sufficient physical distancing, the use of a face mask is mandatory in enclosed spaces.
- Tables, chairs, exhibition counters, exhibition platforms, etc. should be arranged to ensure sufficient physical distancing between participants or visitors and the staff, and all access points and movement directions should be marked, if possible.
- It is advised that sanitation equipment and face masks are made available to participants, if they do not have their own.
- Surfaces and objects which may be touched by several persons should be frequently cleaned and sanitised. All activities must be adapted to minimise the number of contact surfaces and the movement of participants, or to make movement one-directional.
- The staff must place a special emphasis on cleaning and sanitising surfaces and items which are touched by a large number of persons (for example, stairway railings, switches, handles, doorknobs, elevator buttons).
- Premises where business events take place must be regularly and well-ventilated in accordance with the instructions for ventilating rooms outside health institutions.
- Sufficient physical distancing should be ensured, and gatherings should be limited to the use of dedicated enclosed premises, e.g. smoking rooms.
- Any applicable hygienic recommendations that apply for restaurants and hospitality establishments should be used when catering for participants or visitors.
- We advise against tastings during the spread of the COVID-19 disease, except if the hygienic recommendations for restaurants and hospitality establishments are observed consistently.



HEALTH RESORT SERVICES

General recommendations for health resort activities

- The spas referred to in these recommendations do not include the spas that provide healthcare and healthcare activities. For more information regarding the above please contact the Ministry of Health (gp.mz@gov.si).

- Spas should operate in keeping with the terms determined in the government ordinances concerning restrictions on public gatherings and restrictions on the sale of goods and services.
- Hygienic recommendations for accommodation establishments should apply when implementing health resort activities with accommodation units. Read more detailed recommendations on pages 22-24.
- The same recommendations apply for receptions as for the receptions of accommodation establishments. Read more detailed recommendations on page 22.
- All common premises should be regularly cleaned and sanitised relative to the frequency of visits by guests in accordance with the instructions for cleaning and disinfection of facilities excluding health institutions. Common premises must be properly ventilated after the cleaning and sanitising.
- The staff must place a special emphasis on cleaning and sanitising surfaces and items which are touched by a large number of persons (for example, switches, handles, doorknobs, railings, buttons).
- Enclosed spaces should be ventilated regularly as per the instructions for ventilating rooms outside health institutions.

Bathing sites, swimming pools and baths

- When implementing activities of bathing sites, the hygienic recommendations for the period of easing measures for bathing sites and bathing water in swimming pools apply.

Wellness services (massages, beauty centres, body care, saunas, sunbeds, etc.)

- It is advised that the use of wellness services is planned in a way that prevents guests from meeting and that the time needed to clean/sanitise and ventilate the premises is also observed.
- Upon their arrival, guests should receive individually protected (e.g. wrapped, put in bags and similar) packages with slippers and bathrobes. When leaving the premises, guests should leave slippers, bathrobes, towels, sheets and other used items in baskets with lids or containers/bags. Suitably protected staff interact with unclean equipment according to the instructions of the occupational medicine specialist. Any used textile is washed at least at 60°C, and waste is disposed of in accordance with the instructions for waste disposal and collection on page 31.
- It is advised that guests are encouraged to take a shower in their accommodation unit. If guests use common showers, these should be used individually. Before using a shower, it is necessary to disinfect the hands. Showers are to be regularly cleaned and disinfected.
- Access to changing rooms should be adjusted in a way that prevents guests from meeting and enables sufficient physical distancing at all times.
- Wardrobe lockers should be allocated to guests in advance so that they do not pick them themselves. After each use, wardrobe lockers should be sanitised. Changing facilities must be regularly and thoroughly cleaned/sanitised and ventilated.
- The use of protective masks is mandatory for movement within and presence in closed spaces, in addition to ensuring social distancing. The valid government ordinances may determine mask-wearing more precisely.
- The hygiene recommendations for the provision of massage services to prevent the spread of SARS-CoV-2 infection shall reasonably apply to the provision of massage activities.
- When implementing services of cosmetics and body care, the hygienic recommendations for conducting cosmetics services in order to prevent the spread of the SARS-CoV-2 infection apply.
- For the use of saunas and solariums, the hygiene recommendations for the operation of body care establishments (solariums, saunas) shall reasonably apply to prevent the spread of SARS-CoV-2 infection.
- Service providers should offer promotional material (e.g. individual testers of cosmetics products, brochures) to guests only if requested to prevent them from picking up these items by themselves.

- Surfaces which may be touched by several persons should be frequently cleaned and sanitised, after every guest if possible. The premises must be adjusted in a way that enables few contact surfaces.

Relaxation areas

- Furniture (lounge chairs, deckchairs) and other equipment in relaxation areas should be arranged in a way that enables sufficient physical distancing between guests and staff at all times.
- It is advised that all decorative items that cannot be sanitised (e.g. cushions on chairs and similar) be removed.
- In addition to regular cleaning, sanitising and ventilating of rooms, surfaces and items touched by a large number of persons (for example, switches, handles, doorknobs, railings, buttons) should be sanitised relative to the frequency of the use of such rooms.
- Used textiles (e.g. sheets, towels) are to be removed after each guest and washed at least at 60°C.

Exercise and recreational areas (training, recreation centres)

- It is advised that the training schedule of various groups be organised in a way to prevent temporal overlapping and that the groups do not meet each other. Whereby time necessary for cleaning/sanitising and ventilating must be observed.
- All sports requisites, equipment and devices used during exercising must be sanitised accordingly before they are used.
- It is necessary to ensure sufficient physical distancing and enter premises and on surfaces individually.
- When entering the exercise and recreational area, participants wash or sanitise their hands.
- Access to changing rooms should be adjusted in a way that prevents guests from meeting and enables sufficient physical distancing at all times.
- Wardrobe lockers should be allocated to guests in advance so that they do not pick them themselves. After each use, wardrobe lockers should be sanitised. Changing facilities must be regularly and thoroughly ventilated.
- It is advised that guests are encouraged to use showers in health resort's accommodation units. If guests use common showers, these should be used individually while observing sufficient physical distancing. Before using a shower, it is necessary to wash or disinfect the hands. All surfaces of the shower must be sanitised after showering.
- Participants attending exercise sessions and the staff should maintain physical distancing of 2 metres or more if the exercise involves fast movements and great speed. Physical distancing relative to the type of exercise must be such during movement as to prevent the transmission of droplets from one person to another.
- The group exercising in an enclosed space should be as small as possible. The smaller the group or the smaller the number of participants per surface area and the larger the distance between participants, the lesser the possibility for the transmission of the virus.
- To implement sports and recreational activities within the health resort service, hygienic recommendations to prevent the novel coronavirus (SARS-CoV-2) infection when implementing sports activities should apply.
- The staff must place a special emphasis on cleaning and disinfecting surfaces and items which are touched by a large number of persons (for example, stairway railings, switches, handles, doorknobs, elevator buttons).
- Enclosed spaces should be ventilated regularly as per the instructions for ventilating rooms outside health institutions.
- For fitness centre activities, any applicable hygiene recommendations for the prevention of SARS-CoV-2 infections in fitness centres shall reasonably apply.

ANCILLARY ACTIVITIES



TOURIST TRANSPORT

- Transportation and passenger transportation operators should follow any applicable hygiene recommendations for the operation of public fixed-route and special regular and non-scheduled passenger transportation services.



ELEVATORS

- Service providers should take reasonable account of any applicable hygiene recommendations for the use of lifts and stairways.



OTHER TECHNICAL MAINTENANCE

Ventilation

- The possibility of virus transmission via central ventilation or combined ventilation/heating/cooling systems must be prevented in hotels. The recommendations for ventilating rooms outside health institutions should be observed.

Water supply systems disinfection

- Assuming that a facility has been closed for a longer period of time, it should be ensured that water is run through taps for an extended period or that the internal water supply network is disinfected before use in compliance with the recommendations for owners of buildings regarding the maintenance of internal water supply network.
- Further information is provided in the recommendations on the irrigation of the internal water supply network in public facilities prior to the start of a new school year.
- It is necessary to check whether the recommendations on the prevention of the Legionella spread took place regularly after the buildings were closed as per the instructions for the prevention of Legionella growth in the internal water supply network..

Waste disposal and collection

- During the spread of the SARS-CoV-2, personal waste (e.g. used tissue) and waste from the cleaning of facilities (e.g. disposable cloths) should be disposed of in a plastic waste bag, which should be tied. The contents of the bag should not be compressed, and waste should not be touched after it is disposed of in the bag. This bag should then be placed in another plastic waste bag and tied. This bag should be stored separately for at least 72 hours before it is deposited in an external mixed municipal waste container.
- Other waste (packaging, bio-waste, glass, paper) is to be disposed of and collected normally, in accordance with the valid legislation.
- After each waste handling and/or cleaning procedure, the staff and guests should have the option to wash their hands with soap and water or to disinfect them.



RECOMMENDATIONS REGARDING THE CONDUCT WHEN DISPLAYING COVID-19 SYMPTOMS/SIGNS

Suspicion of infection in an employee

If an employee falls ill with an acute respiratory tract or gastrointestinal infection (e.g. fever, nasal congestion/rhinitis, sneezing, coughing, sore throat, difficulty breathing, headache, muscle pain, diarrhoea, sickness/vomiting, change in sense of smell and/or taste, unusual fatigue, minor or serious conjunctivitis), they must leave the workplace and go home. They should not use public transport.



They must call their general practitioner.



If the employee is not fit to go home on their own, they must retreat to a predetermined isolation room, where they wait for transport to be arranged.



The employee must remain at home in self-isolation until they receive the result of a PCR test. If the result is negative then they can return to work as soon as their general state of health allows. If the result is positive the employee must go into self-isolation and act in accordance with the general practitioner's instructions. They must abide by the Instructions for self-isolating.



We recommend that the employee informs the employer and the high-risk contacts (HRCs) of the confirmed infection, who should follow the instructions for persons exposed to SARS-CoV-2 infection.



If the employee's infection with SARS-CoV-2 is confirmed with a rapid antigen test, they must then carry out a PCR test to confirm the infection. The employee must remain at home until they receive the result of the PCR test. If the PCR test result is positive, then the further measures to be taken are as described above.

Suspicion of infection in a hotel guest

If a customer falls ill with an acute respiratory tract or gastrointestinal infection (e.g. fever, nasal congestion/rhinitis, sneezing, coughing, sore throat, difficulty breathing, headache, muscle pain, diarrhoea, sickness/vomiting, change in sense of smell and/or taste, unusual fatigue, minor or serious conjunctivitis), the following procedure must be followed:



The guest is to be placed in an isolated space, which can be his/her hotel room and the following should apply as appropriate: Instructions for persons in domestic isolation. The guest's family or close contacts should wait together with them.



If the guest's state of health allows, they should leave the hotel or accommodation as soon as possible. The infected person must not use public transport.



Employees who come into contact with a person suspected of being infected, must respect all preventive measures (wear a mask, maintain physical distance, observe hand hygiene).



A guest with a suspected infection must wear a surgical mask when in contact with other persons.



The premises in which the person with a confirmed COVID-19 infection was located must be thoroughly ventilated and cleaned, and the surfaces they touched must be disinfected (taps, toilet flush handle, door handles etc.), in compliance with the Recommendations for cleaning and disinfecting premises outside healthcare institutions to prevent the spread of the SARS-CoV-2 infection.



For handling waste follow the Recommendations for cleaning and handling waste in domestic care for people with COVID-19 (or suspected COVID-19).

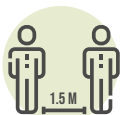


Current instructions for people in isolation and quarantine, and people exposed to infection with SARS-CoV-2 are available at www.nijz.si/izolacija.



HOLIDAYS ARE BEST WHEN WE ARE SAFE AND HEALTHY.

OBSERVE THE BASIC PRINCIPLES OF SELF-PROTECTIVE BEHAVIOUR



Maintain recommended social distancing.



Wash your hands regularly and thoroughly. Use soap and water.



Do not touch your face, especially your eyes, nose and mouth, with unwashed or undisinfecting hands.



If soap is not available, use hand disinfectant.



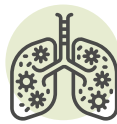
The use of a protective mask is recommended in enclosed spaces and on public transportation, particularly for vulnerable groups.



Thoroughly air enclosed spaces several times per day.



Practice respiratory hygiene/ cough etiquette. Dispose of tissues in a waste bin after every use, then wash your hands with soap and water.



If you start showing signs of acute respiratory infection, such as a runny nose, feeling unwell, muscle pain, fever and a cough, take care of yourself and others! Notify the reception.



Avoid enclosed spaces with a large number of people and crowded areas.



Follow the information and recommendations of health professionals.





SAFETY AND HEALTH ARE IN YOUR HANDS.

THANK YOU FOR TAKING MORE THAN A MINUTE!



1.

First rinse your hands under warm running water.



2.

Scrub your hands with soap, which should be applied to all surfaces of your hands, for one minute.



3.

Thoroughly rinse the soap off your hands with warm water.



4.

Pat your hands dry with a single-use paper towel. Use the paper towel to turn off the tap. Do not touch the tap with your freshly washed hands.



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STAY SAFE AND SMILE WITH YOUR EYES.

THE USE OF A PROTECTIVE MASK IS RECOMMENDED HERE. THANK YOU FOR BEHAVING RESPONSIBLY.



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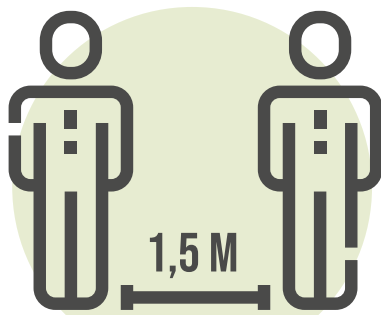
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