



CONFERENZA DELLE REGIONI  
E DELLE PROVINCE AUTONOME

**20/94/CR01/COV19**

## **New Coronavirus SARS-CoV-2**

# **Guidance Standards for Hospitality Reopening**

Rome, 25th May 2020

## GENERAL AIMS AND PRINCIPLES

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These technical information sheets contain operational guidelines applying to individual business sectors designed to supply a clear summary of the general prevention and containment measures required to support a return to business compatible with client and employee health safeguards.

Specifically, each sheet comprises the various scientific prevention and containment recommendations designed to stop the virus spreading including: behavioural norms, social distancing and contact tracing.

The recommendations contained in these information sheets accord with national guidelines, especially the protocol agreed by management and labour and approved by presidential decree of 26th April 2020 as well as the overall criteria set out in the technical documents drawn up by INAIL and Istituto Superiore di Sanità with the main objective of reducing contagion risk for individuals and the community in all business sectors.

In this context, the business health risk prevention system, established over time in accordance with the framework set out in legislative decree no. 81 of 9th April 2008 is the natural backdrop to integrated risk management linked to the current pandemic. In any event, only self-aware and active co-operation by individual users and staff acting responsibly will be successful, not only in the specific business context but also for the community as a whole.

Lastly, the official guidelines set out in this document, supplemented where appropriate by higher level solutions, should be adapted to each individual business, identifying the most effective measures for each individual context and the operational procedures and instructions best suited to putting these measures into practice. These procedures/instructions may coincide with procedures/measures previously adopted as long as these are opportunely supplemented just as they may constitute an addition linked to the risk assessment in emergency situations document drawn up pursuant to legislative decree no. 81 of 9th April 2008.

It is understood that the measures set out here may be adjusted if epidemic management developments require it, including in a more restrictive direction.

The information sheets made public here will be supplemented where necessary with sheets relating to additional spheres of activity.

## TECHNICAL INFORMATION SHEETS

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- **RESTAURANTS**
- **TOURIST FACILITIES (seaside and beach facilities)**
- **ACCOMMODATION FACILITIES**
- **PERSONAL SERVICES (hair stylists, beauticians and tattoo artists)**
- **RETAIL SHOPS**
- **RETAIL ACTIVITIES IN PUBLIC SPACES (markets and craft markets)**
- **OFFICES OPEN TO THE PUBLIC**
- **SWIMMING POOLS**
- **GYMS**
- **PARK, GARDEN AND LANDSCAPE MANAGEMENT**
- **MUSEUMS, ARCHIVES AND LIBRARIES**
- **OPEN AIR TOURIST FACILITIES**
- **MOUNTAIN HUTS**
- **OUTDOOR EXERCISE**
- **VEHICLE AND OTHER EQUIPMENT RENTAL**
- **CHILDREN'S PLAY AREAS**
- **CULTURAL AND RECREATIONAL ASSOCIATIONS**
- **PROFESSIONAL TRAINING**
- **CINEMA AND THEATRE**
- **THEME AND AMUSEMENT PARKS**
- **FESTIVALS AND FAIRS**
- **SERVICES FOR CHILDREN AND TEENAGERS**
- **SPAS AND WELLNESS CENTRES**
- **MOUNTAIN PROFESSIONS (mountain leaders and ski instructors) and TOUR GUIDES**

All guidelines in these individual themed sheets are to be understood as supplementing the social distancing and behavioural health measures designed to combat the spread of SARS-CoV-2 in all social contexts. To this end, in the light of the added risk involved in the inappropriate use of single-use gloves, vigorous and frequent hand washing with soap and water or hydro-alcohol solutions is to be preferred for both clients/visitors/users and staff (with the exception, as regards the latter, of all specific task related risks).

For all cleaning and disinfecting, airing and waste management procedures refer to the guidelines set out in the following reports (with it to be taken for granted that it is the last version available which should be considered). ISS COVID-19 report no. 19/2020 Interim recommendations on disinfectants during the current COVID-19 emergency situation: medical-surgical and biocides; ISS COVID-19 report no. 5/2020 Interim guidelines for SARS-CoV-2 infection and transmission prevention and management of outdoor spaces; ISS COVID-19 report no. 3/2020 *Interim guidelines for the management of urban waste in the context of SARS-CoV-2 virus transmission prevention*; ISS COVID-19 no. 21/2020 *Guide for the prevention of Legionnaire's disease in the water systems of tourist facilities and other civil and industrial buildings not used during the COVID-19 pandemic*.

## RESTAURANTS\*

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These guidelines apply to all businesses serving food and drinks, such as restaurants, trattorias, pizzerias, self-service restaurants, bars, pubs, pastry shops, ice-cream bars, delicatessens (including those inside tourist accommodation, beach resorts and shopping malls) as well as catering services (in which case if food services are provided in third party organisations the prevention measures of the organisation concerned must also be respected).

- Suitable **information** on prevention measures must be displayed which can also be understood by non-Italian speakers.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- **Hand cleaning products** must be made available for clients and staff including in multiple locations, especially at the entrance and near toilets, which must be cleaned several times per day.
- Magazines and info material for multiple use must be removed.
- In businesses with seating areas access via **booking** is to be prioritised with a list of those booking to be kept for a 14 day period. In such businesses numbers of clients within the building must not exceed available seating spaces.
- In businesses without seating areas, only a limited number of clients at a time must be allowed to enter, to be calculated according to the specific characteristics of the business concerned in such a way as to ensure a distance of **at least one metre** between clients.
- Where possible, **outside spaces** should be preferred (gardens, terraces and courtyards), always leaving at least one metre between clients.
- **Tables** must be arranged in such a way as to ensure at least a one metre gap between clients with the exception of those not subject to interpersonal distancing on the basis of current regulations. This latter aspect is a matter of personal responsibility. This distance can only be reduced by means of physical barriers between the various tables capable of preventing droplet contagion.
- **Counter service** is allowable only if at least a one metre gap between clients can be guaranteed with the exception of those not subject to interpersonal distancing on the basis of current regulations. This latter aspect is a matter of personal responsibility.
- **Self-service buffets** are not allowed. Buffet service involving serving by staff is allowed as long as clients are prevented from touching the food and a one metre distance between clients and between clients and staff can be respected and airway protection masks are used.
- Serving **staff** in contact with clients must wear masks and clean their hands with hydro-alcohol solutions frequently (prior to each table service).
- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.

- **Cash desks** must be equipped with physical barriers (e.g. screens). In the absence of these staff must wear masks and have hand cleansing gel available. Electronic payment methods must, in any case, be encouraged, preferably at tables.
- Clients must wear masks whenever they are not seated at tables.
- At the end of each table service all customary surface cleaning and disinfecting measures must be applied, avoiding reusable utensils and containers (salt shakers, salad dressing containers, etc.) which cannot be disinfected as far as possible. Online mobile phone menus, plastic covered menus which can be disinfected after use or disposable paper menus are to be preferred.

\* The Campania Region considers one metre distances to be calculated from the table.

## TOURIST FACILITIES (seaside and beach facilities)

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These guidelines apply to beach facilities, resorts and free beaches.

- Suitable **information** on prevention measures which can also be understood by non-Italian speakers must be displayed. The use of beach umbrella staff (beach stewards) to illustrate the prevention measures to be followed is encouraged.
- Hand cleaning products must be made available for clients and staff in multiple locations.
- Access to facilities via **booking** is to be preferred and lists of bookings should be kept for a 14 day period.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- **Cash desks** must be equipped with physical barriers (e.g. screens). In the absence of these staff must wear masks and have hand cleansing gel available. Electronic payment methods must, in any case, be encouraged, possibly at the booking stage.
- Spaces should be reorganised to ensure ordered access, avoid people gathering and ensure distances of at least **one metre** between users, with the exception of people between whom interpersonal distancing is not currently required, with this latter being a matter of personal responsibility. Where possible separate entrances and exits should be provided.
- Where possible enlarge shaded areas to avoid gatherings forming, especially in the middle of the day.
- A distance between **sun umbrellas** (or other shade systems) providing at least 10 square metres of space per umbrella, however the beach is set out (in horizontal rows or lozenge style) is to be ensured.
- A distance of at least 1.5 metres between **beach facilities** (sunbeds, deck chairs) must be ensured when these are not under umbrellas.
- Shared use spaces such as changing rooms, cabins, showers, toilets, etc. must be regularly cleaned and disinfected, at least after facility closing.
- **Equipment** such as sunbeds, deckchairs and sun umbrellas, etc. must be **disinfected with each client/family changeover** and in any case at the end of the day.
- For **free-access beaches** the importance of information and individual responsibility by users for prevention measure behaviours is highlighted. A monitoring member of staff is recommended to ensure that distances of at least one metre between people are respected and the cleaning and disinfecting of any equipment present is recommended. Sun umbrella location must respect these guidelines.
- Amusement/sporting activities encouraging group formation are banned.
- Individual **sports** frequent on beaches (such as beach tennis) or in the sea (e.g. swimming, surfing, windsurfing and kitesurfing) can continue as long as interpersonal distancing guidelines are complied with. In other cases, such as team games (e.g. beach volleyball, beach soccer), measures set out by the responsible authorities must be followed.

## ACCOMMODATION AND SHORT STAYS

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These guidelines apply to hotels, complementary accommodation facilities (e.g. non-hotel, short stay) and farm holiday hotel accommodation.

- Suitable **information** on prevention measures which can also be understood by non-Italian speakers must be displayed.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- Interpersonal distances of at least one metre are obligatory in shared use areas. This must thus be facilitated via the use of **differentiated trajectories** within buildings, especially entrances and exits. To this end, information points and/or space indications (such as stickers on floors, balls, ribbons, etc.) are recommended.
- **Interpersonal distancing** does not apply to members of the same family or cohabiting group nor to people staying in the same room nor to people not covered by current interpersonal distancing regulations with this latter being the personal responsibility of those involved.
- **Reception** and **cash desks** must be equipped with physical barriers (e.g. screens). In the absence of these staff must wear masks and have hand cleansing gel available on all occasions involving contact with users. In any case electronic payment and online booking management is to be encouraged with automatic check in and check out where possible.
- Reception staff must clean their work surfaces and the equipment used at the end of every shift.
- Guests must use **masks** at all times in closed common use areas. In open air common-use areas masks must be worn when interpersonal distances of at least one metre cannot be respected and staff must wear masks at all times when in proximity to clients and when interpersonal distances of at least one metre cannot be ensured.
- Availability and access to **hand cleansing** systems must be ensured with hydro-alcohol solutions at multiple locations, encouraging frequent client and staff use. Magazines and info material for multiple use must be removed.
- All objects supplied to guests must be disinfected prior to being handed over to guests.
- Use of lifts must allow interpersonal distances to be respected, with masks, with exceptions applying in the case of family members, those cohabiting and people occupying the same room and as regards those to whom interpersonal distancing regulations do not apply with this latter being the personal responsibility of those involved.
- All spaces must be **frequently cleaned and disinfected** with special attention being paid to common use areas and frequently touched surfaces handrails, light switches, lift buttons, door and window handles, etc.).
- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.
- The measures set out in this info sheet must be applied as appropriate. It is recommended that spaces, furnishings and linen, where supplied, be cleaned and disinfected at each client changeover.
- The restaurant services information sheet applies to food provision services.

## PERSONAL SERVICES (hair stylists, beauticians and tattoo artists)

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These guidelines apply to the personal services sector: hair stylists, barbers, beauticians and tattoo artists.

- Adequate **information** on prevention measures must be displayed.
- Access to facilities via **booking** only and lists of bookings should be kept for a 14 day period.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- Clients must remain in the building only for the time strictly required for the service or treatment booked. Only a limited number of clients in the building at the same time is allowed in accordance with available space (*see next point*).
- Where possible spaces must be reorganised in accordance with logistical and structural conditions to ensure that a distance of **at least one metre** is available between individual work stations and between clients.
- Where possible work spaces should be separated by suitable physical **barriers** capable of preventing droplet contagion.
- Hydro-alcohol solutions for client and staff **hand cleansing** is to be made available and frequent use of these recommended. Magazines and info material for multiple use must be removed.
- Where the specific service concerned allows, client and staff must wear airway protection **masks** where an interpersonal distance of less than a metre is required (in addition, for staff, to individual protection such as FFP2 masks or protection visors as well as gloves, single-use aprons and so on linked to the specific risks associated with their professions).
- For beauticians and tattoo artists, in particular, where services require personal proximity, staff must wear **protection visors and FFP2 valve-less** masks.
- Staff must **clean their hands** with hydro-alcohol solutions frequently (before and after client services and beauticians should possibly use single use overalls/aprons). Different gloves must be used in treatments from those used in the normal environment.
- Work surfaces must be **cleaned and disinfected** before serving clients and equipment and accessories must be disinfected as appropriate. Work stations must be disinfected after each client. Toilets must be regularly cleaned and disinfected.
- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.
- Saunas, steam baths and Jacuzzis are forbidden.
- **Cash desks** must be equipped with physical barriers (e.g. screens). In the absence of these staff must wear masks and have hand cleansing gel available. Electronic payment methods must, in any case, be encouraged, where possible at the booking stage.



## RETAIL SHOPS

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These guidelines apply to the retail sector.

- Adequate **information** on prevention measures must be displayed.
- Body **temperature** may be measured, especially in supermarkets and shopping malls and access denied to those with temperatures of over 37.5°C.
- Access rules must be drawn up on the basis of individual shop type in order to avoid the presence of large numbers of people and ensure distances of **at least one metre** between clients.
- **Hand cleansing** systems using hydro-alcohol solutions must be easy to access and frequent use of these by clients encouraged.
- In the event of independent purchases and product handling by clients, hand disinfecting must be made obligatory. Alternatively single use gloves must be made obligatory.
- Clients must wear masks as must staff on all occasions in which interaction with clients is involved.
- Sales staff must **clean their hands** regularly with hydro-alcohol solutions (before and after each client service).
- Common-use areas must be **cleaned** and disinfected on a daily basis.
- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.
- **Cash desks** must be equipped with physical barriers (e.g. screens). In the absence of these staff must wear masks and have hand cleansing gel available. Electronic payment methods must, in any case, be encouraged.

## RETAIL ACTIVITIES IN PUBLIC SPACES (markets and craft markets)

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These guidelines apply to retail businesses in public areas whose frequency enables them to be considered ordinary and regulated by town councils who must ensure:

- space reorganisation, including by means of arrows on the ground and, where necessary, limited in order to stop groups forming and ensure distances of at least one metre between users, with the exception of family members and those cohabiting or those not covered by existing interpersonal distancing regulations. This latter aspect is a matter of personal responsibility;
- **interpersonal distancing** to be ensured at all times;
- widespread availability and access to **hand disinfecting systems**. In particular these must be made available near payment areas;
- use of **masks** by both staff and clients;
- information on **client distancing at the entrance** with information available at least in Italian and English to notify clients of appropriate behaviour;
- greater distancing between **stalls** and, to this end and where possible, enlarging the market area;
- an area should be identified for each stall subject to client number limits in order to ensure one metre interpersonal distances.

Where such a need should emerge, town councils can also consider suspending the sale of used items.

### Measures required of stall holders:

- equipment must be cleaned and disinfected every day prior to market sales;
- masks are obligatory while gloves can be replaced by frequent hand cleansing;
- hydro-alcohol solutions available to clients for hand cleansing at each stall;
- interpersonal distancing of at least one metre;
- interpersonal distancing of at least one metre from other stall holders including during loading and unloading operations;
- in the event of independent purchases and product handling by clients hand disinfecting must be made obligatory. Alternatively single use gloves must be made obligatory;
- where second hand goods are being sold, clothing and footwear must be cleaned and disinfected before being offered for sale.

## OFFICES OPEN TO THE PUBLIC

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These guidelines apply to public and private offices, professional studios and administrative services open to the public.

- Adequate **information** on prevention measures must be displayed.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- Where possible **distance** contacts and innovative technological solutions should be fostered in client contacts.
- Client access via **appointment** only is to be encouraged with only a limited number of clients in the building at the same time in accordance with available space (*see next point*).
- Where possible spaces must be reorganised in accordance with logistical and structural conditions to ensure that a distance of **at least one metre** is available between individual work stations and between waiting clients (and those accompanying them). Where this cannot be ensured airway protection **masks** must be worn.
- Where possible work spaces should be separated by suitable physical **barriers** capable of preventing droplet contagion.
- In **waiting** areas, hydro-alcohol solutions for client and staff **hand cleansing** is to be made available and frequent use of these recommended, above all after contact with magazines and information material.
- **Front office** work for offices with significant external client traffic must be equipped with glass or other protection screens.
- Staff must **clean their hands** regularly with hydro-alcohol solutions (before and after each client service).
- For **meetings** with internal or external users, distance methods are to be preferred. Alternatively interpersonal distances of at least one metre must be ensured and, in the event of lengthy meetings, the use of masks.
- Work surfaces must be **cleaned and disinfected** before serving clients and equipment must be disinfected as appropriate.
- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.

## SWIMMING POOLS

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These guidelines apply to public swimming pools and water park swimming pools for collective use incorporated into complexes principally used for other visitor activities (e.g. public facilities, farm holiday hotels, camp sites, etc.). Swimming pools used exclusively for special therapeutic, rehabilitation and spa bath purposes are excluded from this.

- Adequate **information** on prevention measures must be displayed. Users must obey the guidelines given them by instructors and assistants at all times. Managers must provide for appropriate signs, publicise messages on monitors and/or maxi screens and otherwise facilitate people management and raise awareness on appropriate behaviour with suitable signs.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- Public access to the spectator area is forbidden. Events, festivals and entertainment are forbidden.
- Activity programmes should be planned to **avoid gatherings as far as possible** and regulate numbers of people in the waiting areas to foster social distancing of at least one metre, with the exception of people between whom interpersonal distancing is not currently required, with this latter being a matter of personal responsibility. Where possible separate entrances and exits should be provided.
- Access to facilities via booking is to be preferred and lists of bookings should be kept for a 14 day period.
- Changing rooms and showers should be organised in such a way as to ensure distances of at least one metre (for example alternate use stations or barriers to separate them).
- All **personal clothing and objects** must be kept in personal bags even where these are stored in lockers. Generalised use of the lockers is best avoided and bags should be made available for personal effects.
- Facilities should be equipped with **hydro-alcohol solution dispensers** for user hand cleansing at visible points near the entrance with it being mandatory to use these on entering. Dispensers should otherwise be available in areas of frequent transit, in the solarium area and in other strategic areas in order to encourage hand cleansing by users.
- In the pool itself user density is to be calculated according to a **7 square metres of water surface per person** ratio. For green and solarium areas a distance between **sun umbrellas** (or other shade systems) should be assured such as to ensure 10 square metres per sun umbrella. As far as **equipment** is concerned (sunbeds, deck chairs) when these are not located under umbrellas a distance of at least 1.5 metres is to be guaranteed. Managers are thus required to calculate acceptable user numbers by surface area and manage visitor numbers accordingly.
- For the purposes of ensuring protection from infection the effectiveness of the water treatment chain must be ensured **and active free chlorine parameters in the pool should be between 1 and 1.5 mg/l with a combined chlorine of less than 0.4 mg/l; PH6.5 – 7.5**. Note that these limits must be strictly monitored whenever bathers are present. These parameters should be checked a maximum of every two hours. All corrective measures must be promptly adopted in the event of non-conformity or figures close to these.
- Prior to pool opening the suitability of the water to bathing must be checked and **chemical and microbiological tests** done on the parameters in table A and attachment 1 to Accordo Stato Regioni and PP.AA. 16.01.2003, by suitable laboratories. Laboratory analysis must be repeated during the swimming pool opening period on a monthly basis, unless specific needs dictate otherwise, including following on from events in the swimming pool which may require greater testing frequency.

- The usual swimming pool water health norms apply: before entering the pool users should take a full shower and soap down fully; swimming caps are obligatory; spitting, blowing one's nose and urinating in the water is forbidden; very small children should wear a nappy.
- **Cleaning and disinfecting** shared areas, changing rooms, cabins, showers, toilets and equipment (deck chairs, chairs, sunbeds and including floats and dinghies, etc.) should be frequent and regular.
- **Equipment** such as sunbeds, deckchairs and sun umbrellas, etc. must be **disinfected with each client/family changeover**. Otherwise these must be disinfected at the end of the day. Avoid use of objects and linen by more than one person: users should bring what they need with them to the pool.
- Pools used for water games must be converted to swimming pools given the need to combat the spread of the virus. When management can guarantee the requisites and processes set out here, with specific attention to social distancing, crowding at the pool and the water limit parameters, stream pools, toboggans and soft slides are allowed.
- As regards pools for collective use in facilities whose function is primarily tourist (e.g. public facilities, farm holiday hotels, camp sites, etc.) the provisions of this document apply, appropriately assessed and adjusted to the context, swimming pool type, client traffic and other activities.
- Parents and those accompanying children are advised to monitor that children obey social distancing and health standard behaviours as far as their age and degree of autonomy allows.
- Pools not respecting the guidelines set out here as regards water treatment inefficacy (e.g. paddling pools), free active chlorine disinfectant levels and distances must be closed down. Thus especially strict monitoring of children's pools is recommended.
- All measures must be integrated into the self-inspection document in a special additional attachment dealing with combating SARS-CoV-2 infection.
- As far as seawater swimming pools are concerned, disinfectant levels should be maintained within the recommended limits and in accordance with international norms and standards, preferably in the upper range limits. Alternatively physical treatment at the upper range limit or maximum water exchange in the pool should be implemented in accordance with maximum uptake capacity.

## GYMS

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These guidelines apply to local and public bodies and private gym owners including physical exercise classes (without interpersonal physical contact).

- Adequate **information** on all prevention measures adopted must be displayed.
- A **planned programme of activities** is to be drawn up, as far as possible, (e.g. with booking) and access is to be regulated in such a way as to avoid groups and gatherings. A list of those taking part should be kept for 14 days.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- Changing rooms and showers should be organised in such a way as to ensure distances of at least one metre (for example alternate use stations or physical barriers) including by regulating access to these.
- Regulating traffic, waiting areas, access to the various areas and equipment and machine location, including closing off certain areas for the purposes of ensuring safe distances:
  - **at least one metre for people when physical exercise is not underway;**
  - **at least two metres during physical exercise** (with special attention to intense exercise).
- Facilities should be equipped with **hydro-alcohol solution dispensers** for user hand cleansing at visible points near the entrance with it being mandatory to use this on entering/exiting.
- After using each individual object, the gym's managers should ensure that **machines** and equipment used has been **disinfected**.
- **Machines and equipment which cannot be disinfected must not be used.**
- **Frequent cleaning and disinfecting** of spaces, equipment and machinery is to be ensured (including several times a day between one shift and the next) and changing rooms (including lockers) should be disinfected at the end of the day.
- Flasks, cups and bottles should not be shared and objects such as towels, bath robes and other items should not be exchanged with other users.
- **Footwear exclusive** to this purpose should be used at the gym.
- All **personal clothing and objects** must be kept in personal bags even where these are stored in lockers. Generalised use of the lockers is best avoided and bags should be made available for personal effects.
- As far as **microclimate** is concerned, spaces' air circulation situation and ventilation equipment should be assessed and appropriate airing to ensure indoor air quality ensured. A suitable microclimate requires:
  - ensuring periodic natural airing periodically in all spaces equipped with external windows and doors, where work stations are located for internal staff or outside users (including rooms and open space venues) avoiding through currents and temperature extremes during natural air exchange;

- increasing incoming air filter pack replacement and maintenance (including adopting more effective filter packs);
  - in relation to air expulsion outlets, ensuring that equipment conditions are such as to avoid health issues in the space between expulsion and aspiration;
  - activating air extraction/input at least one hour before and after public access;
  - where spaces have no windows such as archives, changing rooms, toilets, etc. but do have fans/mechanical extractors, these must be kept functioning at least for the duration of working hours;
  - as far as corridors, transit areas and waiting areas and other linking spaces between the various rooms normally less well ventilated or entirely free of ventilation are concerned, special attention should be paid to avoiding people gathering or waiting in these, adopting organisational measures to ensure that these are used only for brief intervals of transit or waiting;
  - in buildings equipped with specific ventilation systems with external air input via controlled mechanical ventilation, eliminating air circulation totally;
  - as regards heating/cooling systems using heat pumps, fan coils or convector heaters, wherever an appropriate temperature cannot be obtained without these, filter levels should be cleaned in accordance with producer specifications, with the plant switched off, and inadequate filters removed;
  - plugs and ventilation grilles should be cleaned with clean microfibre cloths moistened with soap and water or ethyl alcohol at 75%;
  - spraying cleaning products and disinfectants directly onto filters should be avoided in order to prevent breathing in pollutants during functioning.
- All **personal clothing and objects** must be kept in personal bags even where these are stored in lockers. Generalised use of the lockers is best avoided and bags should be made available for personal effects.

## PARK, GARDEN AND LANDSCAPE MANAGEMENT

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- Home delivery of plants and flowers for planting must take place in accordance with the guidelines regarding product transport. If staff deliver products they must wear masks (if a distance of one metre cannot be maintained) and gloves.
- Staff must wear **protective clothing** (masks, gloves, glasses) for all cleaning operations and closed spaces must be aired, identifying the appropriate staff for the task (employees or external staff).
- **All surfaces** (especially inside the changing rooms, toilets and other shared use spaces) **must be cleaned** on a daily basis using ordinary cleaning products. Vehicles, machinery (manned and unmanned tractors, AWP) and equipment must be cleaned every day using ordinary cleaning products.
- Changing rooms, toilets and common use spaces must be periodically disinfected including machinery and equipment (AWPs, chainsaws, hedge trimmers, lawnmowers, ladders, secateurs) and special attention should be paid to rental items.
- The firm will have to make suitable cleaning products available and supply **hydro-alcohol gel dispensers** inside its spaces and the vehicles used to access sites.
- Common use **space access regulations** are required (such as changing rooms, coffee break spaces, for example) limiting the number of people present in the same place and the length of their stay there and respecting distances of at least one metre between people.
- As far as hand protection is concerned, and in consideration of the added risk deriving from a mistaken use of these, it is believed to be more opportune to allow staff to work without single access gloves and require frequent hand washing with hydro-alcohol solutions in accordance with opportune company procedures (with the exception of specific risk factors associated with specific tasks or probable surface contamination).
- **Site layout:** at all phases of work safe distances must be ensured - site delimitation, signing, material and equipment unloading. Distancing must also be guaranteed for clients and/or citizens via suitable signing and/or site fencing.
- **Pruning or cutting down trees:** staff operating tractors and self-propelled machines with cabins must work alone during moving and working phases. Where possible use by a range of individuals of self-propelled machines with cabins is to be avoided or alternatively prior cleaning and disinfecting of the cabins and surfaces of such machines must be undertaken. In the event of multiple staff using equipment such as chainsaws it is advisable to clean and disinfect those parts which may channel contagion.
- **Grass cutting, planting, creation and management of green areas:** if possible multiple use of lawn tractors or self-propelled machines such as diggers should be avoided or the surfaces of such equipment should be cleaned and disinfected before use.



## MUSEUMS, ARCHIVES AND LIBRARIES

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These guidelines apply to local and public bodies and private museum, archive and library owners and other cultural bodies.

- Adequate **information** on all prevention measures adopted must be displayed.
- A specific access plan needs to be drawn up for visitors (opening days, times, maximum visitor numbers, booking systems, etc.) which must be exhibited and notified to the public (e.g. social networks, websites and press releases).
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- **Visitors must wear masks at all times.**
- **Staff** must wear airway protection **masks** at all times when visitors are present and in any case when interpersonal distances of at least one metre cannot be guaranteed.
- Where possible staff-user contact areas should be separated by suitable physical **barriers** capable of preventing droplet contagion.
- Hydro-alcohol solution should be made available for **hand cleansing** in all spaces.
- A **planned access programme** should be drawn up (e.g. online or telephone booking) which establishes maximum visitor numbers and regulates access in order to avoid large numbers of people gathering in certain areas.
- Where appropriate, **trajectories should be laid out and areas highlighted** including with signs on the floor in order to encourage interpersonal distancing and separating entrances and exits.
- Guaranteeing suitable surface and space **cleaning and disinfecting** with special attention to those touched most frequently (e.g. handles, switches, handrails, etc.). Toilets must be regularly cleaned and disinfected. The cleaning of spaces displaying, conserving or storing cultural assets must be guaranteed with suitable procedures and products.
- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.
- The use of lifts should be limited to those with reduced mobility where possible.
- Locker and cloakroom use is to be regulated.
- **Audio guides and IT supports** can be used only if they are suitably disinfected after each use. Use of personal devices for information purposes should be encouraged.
- Any educational activities must take account of social distancing rules and the use of shifts is recommended, via prior organisation and prioritising open spaces.
- As far as documentary and library collections are concerned, isolation storage procedures are recommended after use, as disinfecting these would be harmful.

## OPEN AIR TOURIST FACILITIES

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Specific guidelines are set out here for this type of facility and reference is to be made to the general accommodation guidelines.

- Suitable **information** on prevention measures which can also be understood by non-Italian speakers is to be displayed.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- **Interpersonal distancing** of at least one metre should be promoted and facilitated (except for family units) in all common use areas and trajectory differentiation fostered within facilities with special attention to entrances and exits. To this end, information points and/or space indications (such as stickers on floors, balls, ribbons, etc.) are recommended.
- Where possible social distancing should be monitored by staff.
- **Reception** and **cash desks** should be equipped with physical barriers (e.g. screens). In any case electronic payment and online booking management is to be encouraged with automatic check in and check out where possible
- Reception staff must clean their work surfaces and the equipment used at the end of every shift.
- Guests must use **masks** at all times in indoor spaces (e.g. retail outlets, common use spaces and toilets) and in any case when interpersonal distances of at least one metre (with the exception of family members and those sharing sleeping accommodation) cannot be respected. Masks are not obligatory during physical exercise.
- Staff are required to use masks at all times in the presence of clients and in any event when interpersonal distances of at least one metre cannot be respected.
- Hand cleansing systems using hydro-alcohol solutions must be easy to access at various locations inside the facility, encouraging frequent use by clients and staff.
- All objects supplied to guests must be disinfected before and after each use.
- All spaces must be frequently **cleaned and disinfected** with special attention being paid to common use areas and frequently touched surfaces (handrails, light switches, lift buttons, door and window handles, etc.). Adequate airing of indoor spaces must be ensured.
- Public toilets must be cleaned at least twice a day given the specific features of these facilities. In the event of greater visitor numbers with 70% or more of the spaces without on-site toilets (thus excluding mobile homes, bungalows and spaces with private toilets), cleaning and disinfecting must take place at least three times per day.
- Airing/ventilation systems and air filter cleaning must be monitored and kept up.
- Guests' mobile accommodation (e.g. tents, caravans and campers) must be positioned inside delimited spaces in such a way as to ensure respect for interpersonal distancing between the various visitor groups of no less than three metres between the entrances to units, where these face one another. A distance of at least 1.5 metres must also be maintained in the event of the use of accessories or adjuncts (e.g. tables, chairs, sunbeds, deck chairs).
- Guests must be encouraged to clean and disinfect external as well as internal furnishings.

- Maintenance technicians and staff working at apartments in the presence of guests must ensure interpersonal distancing of at least one metre.
- For restaurant services, swimming pools, beach facilities and gyms see the relevant information sheet.

## MOUNTAIN HUTS

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- Suitable **information** on prevention measures which can also be understood by non-Italian speakers must be displayed.
- Where possible, the hut's outdoor spaces must be demarcated allowing for **regulated access**. Where tables and benches are present an information panel must be set up to highlight the health norms and safety distances and trajectories making it possible to avoid direct contact between people set up.
- A dispenser containing hand cleanser must be set up at the entrance to this area.
- Inside the area managers must invite guests to respect **interpersonal distancing of at least one metre** and use personal protection such as masks and gloves. This does not apply to members of the same family, those cohabiting and people sharing the same room as well as those to whom interpersonal distancing regulations do not apply, with this latter being the personal responsibility of those involved.
- Single-use tablecloths are obligatory as is disinfecting tables and chairs before client changeover.
- **Table service only** is allowed.
- Part of the external seating areas is set aside for reserved guests.
- In external areas, where a special area for picnicking has been set aside, this will also be limited access. Where possible outside areas should be equipped with gazebos, umbrellas and canopies, thus limiting excess pressure at the entrance to the mountain hut.

### Inside mountain huts

- Entrance to mountain huts is conditional on capacity and access is dependent on mask and glove use.
- Counter service is not allowed, only table service.
- Where possible, trajectories inside the hut should be identified to avoid direct contact between people.
- Overnight stays and meals should prioritise booking and lists of guests kept for at least 14 days.

### Access to internal mountain hut areas

- Movement between rooms is conditional on use of safety measures. Visitors are banned from entering the accommodation area in walking boots and must wear their own slippers.
- In the event that maximum seating space numbers in accordance with safe distance rules are reached in the internal dining area managers must set up an information board at the entrance to stop people coming in.

### Bedrooms

- A disinfecting gel dispenser must be set up at the entrance to each room.
- Beds must include mattresses with mattress covers in washable material and a disposable set made up of single use mattress cover and pillow case or in material washable at 90°C. Personal sleeping bags are, in any case, mandatory.
- Where single use sheets are used these must supplement but not replace single use mattress and pillow covers.

## OUTDOOR EXERCISE

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These guidelines apply to all sports facilities at which outdoor exercise takes place and which have indoor spaces (reception, equipment storerooms, meeting rooms, changing rooms, race management, etc.).

- Adequate **information** on prevention measures must be displayed.
- **Activity programmes should be as planned as far as possible** to discourage groups from forming, regulate traffic in waiting and other areas and guarantee interpersonal distancing.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- **Equipment and machinery must be distanced** and demarcated in order to ensure that safe distancing measures can be respected and trajectories allowing minimum distances of one metre between people while exercise is not taking place and masks must be worn where this cannot be respected. During physical activity (with special attention to intense activity) at least two metre distancing must be ensured.
- Trained staff must be present to check that health and safety and social distancing rules are being obeyed and encourage users to do so.
- Spaces, equipment and machinery must be **cleaned and disinfected** after each individual training session.
- **Machines and equipment which cannot be disinfected must not be used.**
- **Hand cleansing** is obligatory for users before and after access.
- **Flasks, cups and bottles should not be shared** and objects such as towels, bath robes and other items should not be exchanged with other users.
- Sufficient quantities of cleaning and disinfecting materials must be ensured for each user (near machines or sets of equipment) so that users can disinfect machines and equipment themselves.

## RENTING VEHICLES AND OTHER EQUIPMENT

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These guidelines apply to public and private rentals.

- Suitable **information must be provided to raise user awareness** of the health and behavioural measures suitable to containing SARS-CoV-2 transmission by appealing to individual common sense. Messages must be easy to understand for non-Italian speaking users and may take the form of signs and information panels and notices promoting and encouraging health measures by staff.
- Access to services should be reservation only, via distance link-up and special apps and electronic payment systems should be encouraged.
- **Body temperature measurements** on access to rental service facilities are recommended.
- **Hydro-alcohol solutions** for user hand cleansing must be made available in offices, enclosed spaces and outdoor areas.
- In offices, enclosed spaces and outdoor areas gatherings should be avoided and distancing trajectories set up to guarantee distances of at least one metre between rental staff and users.
- **Airway protection masks** must be used in all indoor spaces accessible to the public and whenever interpersonal distances cannot be ensured at all times except in the event of the exceptions set out in current regulations (children under 6, those with disabilities incompatible with long term mask use and those interacting with these).
- Where possible work spaces should be separated by suitable physical barriers capable of preventing droplet contagion.
- Adequate air circulation is fundamentally important in indoor spaces and offices:
  - incoming air filtering packs must be maintained/replaced frequently with more efficient packs being used where possible;
  - as regards heating/cooling systems using heat pumps, fan coils or convector heaters, wherever an appropriate temperature cannot be obtained without these, filter levels should be cleaned in accordance with producer specifications, with the plant switched off, and inadequate filters removed.
- Frequent **cleaning** of all spaces must be ensured with surfaces touched most frequently being **disinfected** (e.g. counters, worktops, countertops, handrails, light switches, buttons, handles, etc.).

### TRANSPORT RENTALS

- Managers must ensure vehicle cleaning prior to each new rental, using disinfectants on surfaces touched most frequently (e.g. steering wheels, gear sticks, displays, handles, buttons and handlebars, etc.).

- Client hand cleansing must be ensured for bike sharing services. Alternatively single use gloves must be made available and obligatory.
- Client hand cleansing must be ensured for car sharing services. Alternatively single use gloves must be made available and obligatory. Masks are obligatory at all times.

#### **OTHER EQUIPMENT RENTALS**

- All equipment must be cleaned and disinfected each time it is returned by clients.
- Special attention must be paid to all surfaces touched during use (such as keyboards, handles, etc.) and those of particular droplet contagion risk where clients have used these without masks.
- If equipment cannot be cleaned and disinfected without damaging it users must be notified that gloves and masks must be worn during use.

## CHILDREN'S PLAY AREAS

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These guidelines apply to children's play areas within public and private areas including those inside tourist and business facilities.

- Suitable **information** must be supplied to parents, children, those accompanying them and any staff on all prevention measures to be adopted. Signs with pictograms and other child friendly systems should be used, including for non-Italian speaking users, especially in tourist areas.
- Staff and parents should be encouraged to self-monitor their **health** and that of their families and kept informed regarding the behaviour to be adopted in the event of suspected COVID-19 symptoms.
- Children and teenagers must be encouraged to **follow health prevention measures** including using fun methods in accordance with their age and degree of autonomy and self-awareness.
- Spaces must be reorganised to ensure distances of **at least one metre** between users with the exception of family members and those cohabiting or for those not covered by existing interpersonal distancing regulations.
- Airway protection **masks** must be used by parents, those accompanying children and children over the age of 6. Colourful and/or patterned masks are to be preferred.
- Suitable hydro-alcohol solution dispensers are to be made available for frequent **hand cleansing** in all spaces, especially at entrances and exits.
- Thorough **cleaning** of spaces every day with mild detergents is to be ensured. Surfaces touched most frequently must be disinfected at least once a day.
- In covered, indoor spaces, **air circulation** must be ensured. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.



## CULTURAL AND RECREATIONAL ASSOCIATIONS

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These guidelines apply to places in which cultural associations, clubs, leisure centres, social centres, free time and third age study centres meet.

- Suitable **information must be provided to raise user awareness** of the health and behavioural measures suitable to containing SARS-CoV-2 transmission by appealing to individual common sense. Messages must be easy to understand for non-Italian speaking users and may take the form of signs and information panels and notices promoting and encouraging health measures by staff.
- Spaces, trajectories and activity programmes must be organised in such a way as to **ensure interpersonal distances of at least one metre** (two metres in the event of physical activities). Exemptions to current regulations apply and are a matter of individual responsibility. A reduction in venue capacity may be considered.
- **Outdoor activities** are to be prioritised where possible, guaranteeing respect for interpersonal distances in any event.
- **Small group activities** are to be preferred, guaranteeing respect for interpersonal distances even during leisure activities. Activities requiring the use of objects (e.g. board games, snooker, boules) should be organised in such a way as to reduce the numbers of people using them such as playing in shifts and fixed composition teams with masks and hand cleansing to be required prior to each new game. In any case worktops, game tables and all objects supplied to users must be disinfected before and after each use shift. Games which cannot be disinfected after each shift (such as playing cards) must not be used.
- **Airway protection masks** must be used in all indoor spaces accessible to the public and whenever interpersonal distances cannot be ensured at all times except in the event of the exceptions set out in current regulations (children under 6, those with disabilities incompatible with long term mask use and those interacting with these).
- **Hand disinfectant solutions** must be made available in multiple locations for user and staff use. It should be noted that gloves cannot replace appropriate hand cleaning and must be frequently changed every time they get dirty or are damaged. Used gloves must not be re-used once they have been removed and are to be thrown away in non-recyclable waste.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5 °C.
- A daily attendance register must be kept and retained for 14 days, guaranteeing respect for data protection laws.
- User reception stations can be equipped with **physical barriers** (e.g. screens).
- Seating layout must guarantee **interpersonal distancing of at least one metre** both frontally and laterally.
- **Frequent cleaning of all spaces** must be guaranteed with the most frequently touched surfaces being regularly disinfected (e.g. counters, tables, desks, handrails, light switches, buttons, door and window handles, equipment, games, toilets, showers, changing rooms, etc.).

- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.
- As far as specific organisational and prevention measures for the various sorts of activities are concerned (e.g. serving food and drinks, exercise and sports, education, conferences, debates, shows) the relevant themed information sheets should be consulted.

## PROFESSIONAL TRAINING

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These guidelines apply to training activities taking place in various contexts (classrooms, workshops and firms) including final exams (both theoretical and practical), tests, mentoring, tutoring and group and individual guidelines including, as examples only:

- professional education and training including in dual mode for professional qualification and diploma purposes both at professional training schools and state funded professional institutes;
- higher education courses in the regional education context (ITS, IFTS, etc.);
- training and orientation courses for adult return to work;
- adult and ongoing education courses;
- regulated training courses provided in the regional education system context;
- ongoing training courses provided in the regional education system context.

The regional education system means that whole context in which regional education is offered including projects approved by directorial decree.

- Suitable **information** on prevention measures taken by the individual organisation is to be displayed which can also be understood by non-Italian speakers.
- **Body temperature** can be **measured** with access to classrooms or other training centres blocked in the event of temperatures over 37.5°C.
- **Hydro-alcohol solution for user and staff hand cleansing** is to be made available at multiple locations, especially at the entrance and near toilets, in order to encourage frequent use.
- A list of those attending activities is to be kept for a 14 day period in order to enable health authorities to trace contacts if needed.
- Where possible **groups as homogeneous as possible** are to be preferred (e.g. those on the same course, employees at the same firm) with more mixed groups to be organised only as a second best.
- Where children (aged 14 to 17) are involved, respect for distancing norms is an objective which can be applied only in accordance with the degree of autonomy and self-awareness that can be expected from the age group concerned. Activities must thus be adapted to specific individual contexts.
- Where possible, with specific reference to practical exercises, **outdoor spaces are to be preferred.**
- Spaces set aside for activities must be organised in such a way as to ensure **interpersonal distances of at least one metre** between users and these distances can only be reduced where physical barriers preventing droplet contagion can be set up.
- Considering the prolonged periods in the same environment involved, all users (teachers, learners, classroom tutors, etc.) must wear airway protection masks for the whole duration of activities and clean their hands frequently with hydro-alcohol solutions. In the case of teaching staff, transparent visors are also possible. Where necessary, and if these exist, protection devices linked to the specific risks associated with individual activities should be used.

- Spaces must be **regularly cleaned and disinfected** and in any case on completion of every group activity, with special attention to the surfaces touched most frequently, toilets and common use areas (refreshment areas, buttons on automatic drink and snack distributors).
- Any **tools and equipment used must be cleaned and disinfected on every user changeover** and in any case at the end of the day. Wherever specific activities or equipment requires frequent and shared use by multiple users (e.g. industrial kitchens and their specific equipment) hands or gloves must be cleaned and disinfected regularly.
- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.
- As regards internships the measures and protocols of the third party body/firm concerned will apply. Where more than one intern is present at the same firm and in accordance with these protocols, internship shifts may be required, to be agreed with interns, the host body/firm's responsible individual and/or company tutor.

## CINEMA AND THEATRE

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These guidelines apply to cinemas, theatres, circles, theatre gazebos, arenas and shows in general, including travelling ones.

- Suitable **information** on prevention measures which can also be understood by non-Italian speakers must be displayed.
- Spaces reorganisation and ordered access must be ensured in order to stop groups forming and ensure distances of **at least one metre** between users, with the exception of family members and those cohabiting or for those not covered by existing interpersonal distancing regulations. This latter aspect is a matter of personal responsibility. Where possible separate entrances and exits should be provided.
- Members of the same family, those cohabiting and those exempted by the current regulations are not required to respect **interpersonal distancing** rules.
- Access to facilities via **booking** is to be preferred and lists of bookings should be kept for a 14 day period.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- **Reception and cash desks** can be equipped with physical barriers (e.g. screens) and electronic payment is to be preferred.
- **Hand cleaning products** must be made available **for clients and staff** in multiple locations, especially near the entrance.
- Seating layout must ensure **minimum distances** of at least one metre, both frontally and laterally, **between spectators** and require them to sit down. Family members and those cohabiting can sit next to one another, guaranteeing a minimum distance of one metre between them and other spectators and social distances can be reduced in the event of possible moveable plexiglass dividers between different groups of spectators.
- Any interaction between performers and the audience must respect health behaviour guidelines and, in particular, **performer-audience distances of at least two metres**.
- Staff must use suitable airway protection masks in both shared use spaces and when in contact with the public.
- All spectators must wear **masks** (the general regulations apply to children).
- **For indoor shows, maximum numbers of 200 apply and for outdoor shows 1000 people** with structures being set up to split up the audience.
- As regards common spaces used for everyday activities and training and exercises, individual guidelines must be referred to and respect for general health measures ensured.
- If food and drink is offered this must comply with the appropriate guidelines.
- All spaces must be **frequently cleaned and disinfected** with special attention being paid to common use areas and frequently touched surfaces handrails, light switches, lift buttons, door and window handles, etc.).

- Internal spaces must be **aired** frequently. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.

## THEME AND AMUSEMENT PARKS

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These guidelines apply to permanent amusement parks and travelling shows (fairgrounds), themed parks, water parks, adventure parks, zoos (fauna, water, etc.) and other entertainment contexts in which users interact with equipment and spaces.

- Suitable understandable **information** on prevention measures must be displayed including, if needed, for non-Italian speakers, both with appropriate signs and info panels and via audio and video systems and for staff tasked with monitoring and promoting respect for prevention measures including by encouraging visitors to take responsibility for this.
- If possible a **booking system should be provided with ticket payment and form filling online** in order to avoid gatherings and a register of visitors is to be kept for 14 days, in accordance with data privacy laws. Early ticket office opening and reduced capacity may help reduce crowding for the purposes of ensuring interpersonal distancing. Cash desks must be equipped with physical barriers (e.g. screens) where these are not already present. Mandatory entrance and exit routes for areas/attractions must be set up where possible and entrance/exit turnstiles or bars modified to ensure hands-free use.
- Body **temperature** can be measured, above all in parks in which many people are present at the same time and access denied to those with temperatures of over 37.5°C.
- **Hand cleaning products** must be made available to users and staff at multiple points with use of these being mandatory before entry to/exits from each area, attraction, ticket office, toilets, etc. For water parks measures applying to swimming pools apply.
- Space reorganisation and ordered access must be ensured (including in queues for access to individual areas/attractions) in order to stop groups forming and ensure distances of **at least one metre** between users with the exception of family members and those cohabiting or for those not covered by existing interpersonal distancing regulations. This latter aspect is a matter of personal responsibility. Wrist bands with distinct colours/numbers for different family groups or other such provisions may need to be considered. Where physical exercise takes place (e.g. in adventure parks) interpersonal distances during activities must be at least **two metres**.
- Any seating areas should be organised in such a way as to encourage **distances** of at least one metre. except where families are concerned. With special reference to water parks, floats and dinghies should be individual use where possible with multiple dinghies to be used for family or cohabiting groups.
- Given the context **all visitors** are required to wear airway protection **masks** (general norms apply to children) and this also applies to staff in contact with visitors (it is the responsibility of employers to ensure employees are equipped with the individual protection required on the basis of type of duties) The visitor guidelines in this point do not apply to water parks. It should be noted that gloves cannot replace appropriate hand cleaning and must be frequently changed every time they get dirty and thrown away in recyclable waste. They must not be reused.
- Shared use spaces such as changing rooms, cabins, showers, toilets, and attractions, etc. must be regularly **cleaned and disinfected**, at least after facility closing.
- **Equipment** such as sunbeds, deckchairs and umbrellas, wetsuits, floats and audioguides, etc. must be **disinfected with each client/family changeover** and in any case at the end of the day.

- With specific reference to **adventure parks** general guidelines applying to sports facilities apply. Before safety equipment is put on (harnesses, helmets, etc.) clients must carefully clean their hands. Safety harnesses must be worn in such a way as to avoid direct skin contact and thus clients will need to wear suitable clothing. Special attention must be paid to cleaning and disinfecting rented helmets. After each use helmets must be cleaned (with mild soap and rinsed) and then disinfected with PT1 disinfectant suitable for skin contact (products based on sodium hypochlorite 0.05% or ethyl alcohol at 70% are advised) before being made available to further users. Disinfectants must be left to act for at least 10 minutes.
- For food and drinks service, sale of objects (such as merchandise, souvenirs, books) for shows as well as for swimming pools and solariums, the relevant specific information sheets must be referred to.



## FESTIVALS AND FAIRS

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These guidelines apply to festivals, fairs and other similar events.

- Suitable understandable **information** on prevention measures must be displayed including, if needed, for non-Italian speakers, both with appropriate signs and info panels and via staff tasked with monitoring and promoting respect for prevention measures including by encouraging visitors to take responsibility for this.
- Space reorganisation must be ensured, including by means of arrows on the ground and, where necessary, limited in order to stop groups forming and ensure distances of **at least one metre** between users, with the exception of family members and those cohabiting or for those not covered by existing interpersonal distancing regulations. This latter aspect is a matter of personal responsibility. Where possible separate entrances and exits should be provided.
- Body **temperature** can be measured and access denied to those with temperatures of over 37.5°C.
- In exhibition spaces specifically used for fairs (both indoor and outdoor) **reception** and **cash desks** may be equipped with physical barriers (e.g. screens) and electronic payment and online booking is to be preferred with attendance registers being kept and retained for 14 days where possible.
- **Disinfectants** must be made available for clients and staff in multiple locations and at entrances and payment points in particular.
- In the event of independent purchases and product handling by clients, hand disinfecting must be made obligatory. Alternatively single use gloves must be made obligatory.
- Where present seating must ensure **minimum distances** of at least one metre between seats and ensure interpersonal distancing of at least one metre.
- Given the context **all visitors** are required to wear airway protection **masks** (general norms apply to children) and this also applies to staff in contact with visitors.
- All spaces must be **frequently cleaned and disinfected** with special attention being paid to common use areas and frequently touched surfaces (handrails, light switches, lift buttons, door and window handles, etc.).
- In covered spaces, **air circulation** must be ensured. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.
- As regards any other services offered in such contexts (bars, food service, etc.) the relevant information guidelines must be referred to.

## SERVICES FOR CHILDREN AND TEENAGERS

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These guidelines apply to all organised social and play activities during daytime for children and teenagers.

- Suitable **information** to parents, children, those accompanying them and any staff on all prevention measures to be adopted must be provided. Signs should be equipped with pictograms and other child-friendly methods.
- **Agreements must be drawn up between managing bodies, staff and parents** to ensure virus dissemination prevention measures are respected.
- A **welcome area** should be ensured beyond which access by parents and accompanying adults cannot be allowed.
- Access to such structures must ensure shift organisation designed to avoid large groups of parents and accompanying adults accumulating outside.
- **All staff, children, parents and accompanying adults must have their body temperatures measured every day.** Those with temperatures over 37.5°C must be denied access. Where their parents or accompanying adults have temperatures over 37.5°C their children will be denied access. Accompanying adults should preferably be under 60 years of age, in order to safeguard their health.
- Encourage staff and parents to self-monitor their own health and that of their families and keep them informed regarding the behaviour to be adopted in the event of suspected COVID-19 symptoms.
- Staff/child ratios should be **1:5 for children aged 5 and under, 1:7 for children aged 6 to 11 and 1:10 for teenagers aged 12 to 17.**
- **Children should be managed in stable groups over time** with the same staff members where possible and **intersection** between different groups should be **avoided**.
- Activities which reduce prolonged contact are to be preferred, especially indoor activities at higher contagion risk. **Open air activities** are to be encouraged where possible.
- Children and teenagers must be encouraged to follow health prevention measures including using fun methods in accordance with their age and degree of autonomy and self-awareness.
- Airway protection **masks** must be used by staff and children over the age of 6. Colourful and/or patterned masks are to be preferred.
- Suitable **hydro-alcohol solution** dispensers are to be made available for frequent hand cleansing in all spaces, especially at entrances and exits.
- Games must be exclusive to individual groups or disinfected prior to exchange.
- Spaces must be thoroughly cleaned with mild detergent or disinfected with special attention being paid to toilets and surfaces touched most frequently.
- In covered spaces, **air circulation** must be ensured. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.

## SPAS AND WELLNESS CENTRES

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These guidelines apply to spas and wellness centres, including those within tourist facilities and the various activities which take place in these (collective and individual) such as: mud therapy, mud balneotherapy, individual or swimming pool balneotherapy, vaginal douches, rhinogenous deafness (insufflation), hydrothermal services for patients with peripheral vascular disease, inhalation cures (inhalations, nebulisation, aerosol, humages), hydroponic therapy, neuro-motor rehabilitation cures and motor re-education in the motion-impaired and respiratory function rehabilitation, cave therapy (grottoes and stoves), related therapies (massage therapy, hydro-massage, saunas and steam baths).

Prior to centre re-opening and spa bath therapies, adequate water system risk prevention and monitoring must be done (e.g. Legionnaire's disease).

These guidelines are to be supplemented, in specific contexts, by those relating to **swimming pools, tourist facilities and personal services**.

### GENERAL GUIDELINES

- Suitable **information must be provided to raise user awareness** of the health and behavioural measures suitable to containing SARS-CoV-2 transmission by appealing to individual common sense and with the involvement of the medical director and/or spa doctor, where these exist. Messages must be easy to understand for non-Italian speaking users and may take the form of signs and information panels and notices promoting and encouraging health measures by staff.
- Before entering spa baths or wellness centres body **temperature** must be measured and access denied to those with temperatures of over 37.5°C. For patients measurements must be taken during medical access consultancies.
- Activity programmes should be planned to **avoid gatherings as far as possible** and **regulate numbers of people** in the shared use spaces, waiting and other areas to foster social distancing of at least one metre, with the exception of people between whom interpersonal distancing is not currently required, with this latter being a matter of personal responsibility. Where possible separate entrances and exits should be provided.
- **Access to facilities and individual services via booking** is to be preferred with attendance lists to be kept for 14 days.
- Facilities should be equipped with **hydro-alcohol solution dispensers** for user hand cleansing at visible points near the entrance and in strategic areas, with use these for hand cleansing on entering being mandatory. Magazines and info material for multiple use must be removed.
- **Cash and reception desks** must be equipped with physical barriers (e.g. screens). In the absence of these staff must wear masks and have hydro-alcohol solutions available. Electronic payment methods must, in any case, be encouraged, possibly at the booking stage. Reception staff must clean their work surfaces and check-in/check-out equipment used at the end of every shift.
- In indoor **common-use areas masks** must be worn when interpersonal distances of at least one metre cannot be respected and staff must wear masks at all times when in proximity to clients and when interpersonal distances of at least one metre cannot be ensured.
- Changing rooms and showers and other spaces should be organised in such a way as to ensure distances of at least one metre (for example alternate use stations or barriers to separate them). In changing rooms or special changing areas all **personal clothing and objects** must be kept in personal bags even where these are stored in lockers. Generalised use of the lockers is best avoided and bags should be made available for personal effects.
- For spa bath services requiring them by current regulations, special attention should be paid to suspected COVID-19 symptoms in the **medical access** phase. For general and specialist medical consultancies inside spa baths, the safe health services guidelines should be referred to.

- Equipment use (deck chairs, beds) should be regulated via specific trajectories in such a way as to guarantee **distances of at least 1.5 metres between equipment** and promote **interpersonal distancing of at least one metre** between those not belonging to the same family unit or cohabiting. Equipment must be disinfected on each personal or family changeover. In any case these must be disinfected at the end of the day.
- Use of objects and linen by more than one person is to be avoided: users should bring what they need with them, preferably supplied them by the facility. **Personal towels** are recommended for all activity sessions in the various contexts.
- The greatest possible distance must be ensured between **sun umbrellas** in the solarium and for specific services in these and a **minimum surface area of 10 metres must be ensured between sun umbrellas** in each row or between rows. Where other shade systems are used distancing on a par with that between sun umbrellas should be guaranteed.
- The usual hygiene regulations applying to swimming pools and wellness centres apply as do those precautions taken prior to personal treatments: prior to entry visitors should take a thorough shower and soap down fully.
- Common areas, changing rooms, cabins, showers, toilets and equipment (deck chairs, chairs, beds, including floating equipment) should be **cleaned and disinfected** regularly with special attention to objects and surfaces touched most frequently (e.g. handles, switches, handrails, etc.).
- Staff should receive adequate **training**.
- For **food service** specific themed information sheets should be referred to. Food consumption in spa bath and wellness centre areas is, in any case, not allowed unless services on a par with restaurants can be guaranteed.
- In covered spaces, **air circulation** must be ensured. As regards air conditioning, where technically possible all air circulation must be totally excluded. Where this is not technically possible natural air circulation measures must be reinforced and air filters cleaned when the air conditioning is switched off, to maintain adequate filtering/removal standards in line with Istituto Superiore di Sanità document technical guidelines.

#### **PERSONAL TREATMENTS (e.g. mud-balneotherapy, massage therapy)**

- **Clients** and staff must wear airway protection **masks** where an interpersonal distance of less than a metre is required (in addition, for staff, to individual protection such as FFP2 masks or protection visors as well as gloves, single-use aprons and so on linked to the specific risks associated with their professions. Where services require personal proximity, in particular, staff must wear **protection visors and FFP2 valve-less** masks.
- Staff must **wash** their **hands** frequently and always before and after each client service. Possible single use overalls/aprons must be worn. Different gloves must be used in treatments from those used in the normal environment.
- **Massaging without gloves** is permitted as long as staff wash and disinfect their hands and forearms before and after clients and do not touch their faces, noses, mouth and eyes during massages. This also applies to the use of disposable gloves.
- Single-use sheets are recommended for all personal treatments and always for mud therapy. Massage beds and surfaces and any non-single-use objects must be **cleaned and disinfected** on completion of treatments.
- **Rooms/spaces** used for treatments must be individual or reserved to families of cohabiting people (with the exception of inhalation therapy for which see the next point). Common use rooms/spaces must in any case be large enough to guarantee interpersonal distances of at least one metre between clients and staff during services.

- Between one treatment and another spaces must be **aired** and surfaces and spaces **cleaned and disinfected** with special attention to those touched most frequently (e.g. handles, switches, handrails, etc.).
- Clients must use airway protection **masks** during treatment (except spa water showers and where mud is applied to the face) and clean their hands thoroughly before and after treatment.

## SPA POOLS

- **Quota systems** should be used for access to pools with special attention to indoor spaces and enclosed areas. Where possible mandatory entrance and exit trajectories to pools and green areas should be used.
- Client pool density is to be calculated according to a **7 square metres of water surface per person** ratio for pools whose size and rules allow for swimming. Where swimming is not allowed a 4 square metres of water surface per person ratio is allowable. Managers are thus required to calculate and manage numbers on the basis of the area available to them.
- Outdoor pools are to be preferred for **collective activities** (e.g. aquabike, acquagym) and indoor space use should be limited. During collective activities, limiting participant numbers for the purposes of guaranteeing interpersonal distancing of at least two metres is required with special attention to the most intense physical exercise. Indoors there must be a gap of at least one hour between one collective activity and the next and spaces must be aired.
- **Hydro-massage baths and areas** which cannot respect the water to person ratios listed above must be used by one bather at a time only, with the exception of family or cohabiting groups, people sharing the same room and those not required to respect interpersonal distancing. This latter aspect is a matter of personal responsibility.
- **Hydrokinesitherapy** must be done as far as possible in special pools allowing staff to guide client movement whilst themselves remaining outside the water with the exception of cases in which staff presence in the water is indispensable (e.g. disabled clients). In such cases, if possible, staff and clients must wear airway protection masks. At the end of each session, any equipment used must be disinfected.
- Required disinfectant levels should be maintained, where present, within the recommended limits and in accordance with international norms and standards, preferably in the upper range limits. Alternatively physical treatment at the upper range limit or maximum water exchange in the pool should be implemented in accordance with maximum uptake capacity.

## WELLNESS CENTRES

- **Quota systems** should be used to limit access in order to maintain **interpersonal distancing of at least two metres in all indoor spaces** except between members of the same family and those cohabiting, people sharing a room or those not required to comply with interpersonal distancing under current regulations. This latter aspect is a matter of personal responsibility.
- Extremely warm and humid environments should be limited access (e.g. **steam baths**) and **saunas**. Access to these may be permitted only where they are exclusive services for guests in a single room.
- For clients, **masks** are obligatory in internal waiting areas and in any case in accordance with the regulations displayed.

## INHALATION TREATMENTS

- As regards inhalation therapies included in the LEAs designed to treat ear nose and throat conditions and breathing problems which are individual, facilities must guarantee both very careful medical check-ups specific to COVID-19 symptoms and any contact with known COVID-19 cases and the following measures:

- all therapies must ensure interpersonal distancing (with alternate work station occupation);
  - work stations must be disinfected carefully between one treatment and the next with monitoring protocols as regards disinfection effectiveness;
  - spaces must be effectively aired as required by the regulations and ISS guidelines in order to ensure air circulation.
- Collective inhalation treatments, cave therapy in stoves or grottoes and steam jet inhalations are forbidden unless facilities have individual, isolated work stations and can fully disinfect spaces between patients.

## **MOUNTAIN PROFESSIONS (mountain leaders and ski instructors) and TOUR GUIDES**

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### **MOUNTAIN PROFESSIONS (mountain leaders and ski instructors)**

- Before beginning activities participants on technical professional access exams may have their body temperatures measured.
- Suitable information on prevention measures which can also be understood by non-Italian speakers must be shown.
- Small groups should be the norm.
- Hand washing and disinfecting must be frequent.
- Food and drink must not be shared.
- Activity programmes must be as planned as possible, i.e. via booking with attendance lists kept for 14 days.
- Clothing and equipment must not be exchanged (e.g. harnesses, helmets, ice axes, goggles, glasses, skis, poles).
- Safety equipment must not be shared (radios, avalanche equipment, wax).
- Liquid magnesite in alcohol solution is to be used in climbing.
- Equipment must be disinfected in accordance with maker guidelines.
- Interpersonal distances of at least two metres must be respected and groups must be avoided.

### **TOUR GUIDES**

- Guides and participants must wear masks.
- Hand washing must be frequent.
- Distancing and group formation rules must be obeyed.
- Adequate information on all prevention measures adopted must be displayed.
- Activity programmes must be as planned as possible, i.e. via booking with attendance lists kept for 14 days.
- Small groups should be the norm.
- Audio guides and IT supports can be used only if they are suitably disinfected after each use.
- Use of personal devices for information purposes should be encouraged.
- Leaflets and other paper supports must be sent to participants online prior to the tour.