

Survey on the gradual reopening of businesses after the COVID-19 outbreak

(last update – 29 May 2020)

On **24 April 2020**, HOTREC sent a survey to its Members on the **gradual reopening of hospitality businesses at national level** after the COVID-19 outbreak.

34 HOTREC Members from **27** European countries replied to the survey so far.

Please send us your further replies when you are ready. We also look forward to receive any guidelines for hotels, restaurants and cafés that you might have.

Question 1 – How many hotels are closed (rough percentage rooms or numbers) and when do you expect closed hotels to start reopening? What are the occupancy rate in opened hotels?

Country/association	Reply
Austria/APHA & APRA	All Hotels in Austria have to be closed until 28 May. Exceptions: <ul style="list-style-type: none"> • For the purpose of care and assistance to persons in need of support, • For professional reasons or • To satisfy an urgent housing need.
Azerbaijan/AHA	Approximately 80% Hotels are closed for the moment. Over 40 hotels are used for frontline health workers and quarantine area for citizens travelling back from abroad.
Bulgaria/BH&RA	95% of the hotels are closed; 5% are still open and the occupancy rate is about 15%.
Croatia/UPUHH	Approx. 97% of hotels are closed. Occupancy of hotels that are working is approx. 20%.
Czech Republic/AHR CR	95% of hotels are closed and expect to reopen on 25 May. Average occupancy rate is up to 5%.
Denmark/HORESTA	Hotels in Denmark are not forced closed. But due to closed borders and restrictions on gathering, 411 hotels in Denmark are currently closed, which counts for about 53% of the total amount of hotels. An estimate is, that the occupancy rate at the moment is between 5 and 10 %. Revenue is down by 90%. The "normal" level for March / April is approx. 50-60%, distributed by approx. 65-70% in Copenhagen and 40-50% in the province.
Finland/MaRa	Approximately 80% of hotels are closed at the moment. We expect that hotels will start reopening in early June at the same time as the ban on restricting the opening hours of restaurants is coming to an end. The occupancy rate in the hotels which are open is about 2–5%.

Georgia/HOREKA	All hotels – about 4000 – are closed in Georgia. 83 of them are serving as quarantine spaces for Health system professionals and citizens under the quarantine regime.
Germany/IHA	As of 21 April 2020, approximately 35% of all hotels are open. Occupancy rate is 4%.
Greece/HCH	City hotels will be allowed to reopen as of 1 June. Resorts, instead, will reopen as of 15 June.
Hungary/HHRA	In Hungary, hotels didn't have to close because of COVID-19, but many hotels decided to suspend their activities because of low demand. We don't have exact figures – approximately 65-70% were closed.
Iceland/SAF	Hotels are gradually reopening in May and June – mainly for the domestic market. Occupation in May was still under 5%. Borders will open for foreign travellers as of 15 June.
Ireland/IHF	85% of hotels are closed (those open are providing services to the essential services), hotels will open on 20th July for social and tourist activities initially on a limited occupancy basis (or number of people per square metre) and then increasing over time (and where social distancing is complied with). Hotel bars remain closed until 10th August.
Italy/Federalberghi	Despite hotels are not required to close, 95% of these are shut. The occupancy rate of the opened ones is no more than 5%. Hotels will reopen only when the demand for accommodation services will rise again.
Liechtenstein/LHGV	22 out of our 23 hotels were closed. Hotels and Restaurants reopened on 15 May.
Lithuania/LVRA	We calculate around 98 % in Lithuania are closed. The occupancy rate in the open hotels is about 2%.
Netherlands/KHN	Hotels are open but many are closed because there are no guests. There were no restrictions for the government. The restaurants in the hotels can only be used for guests with the restrictions of social distancing. From 1 June, they will be open for other guests with restrictions.
Norway/NHO Reiseliv	47% of hotels are completely closed, additional 2% will close within the next week. 41% have reduced their staff and services and 10% are open as usual. 99% of hotels have experienced less demand than before. 90 % have lost more than 50% of their revenue, 81% between 76%-100% loss.
Slovakia/AHRS	<p>All hotels are closed from 16 March, due to government measures. Long-term accommodation (minimum of 10 nights) is an exception. As of 6 May, hotels could be open and offer accommodation services to the guests. There is some restriction in place concerning other services:</p> <ul style="list-style-type: none"> - Room cannot be used for minimum 24 hours after last guest departure - Pools, gyms, wellness service and other recreational services are not allowed (massage is allowed) - Restaurants, bars are closed for sit in service - Foods and drink are allowed to be served to the guest rooms <p>General requirements as for other type of operations and shops are in place:</p> <ul style="list-style-type: none"> - All guests entering the hotel and in hotel premises have to wear masks, - Social distance of 2m is recommended - Disinfection items for hands or disposal gloves at the entry to the hotel

	Majority of the hotel declared that they will not open earlier than from 1 June.
Slovenia/TGZ	In Slovenia all hotels are closed from 16 March. On 18 May, restaurants, hotels up to 30 rooms, camping sites, casinos, business meetings, tourist agencies and transfers could reopen – under safety regulations.
Spain/CEHAT	99% of hotels are closed, only 300 are open for essential use. No data on occupancy rate available yet.
Sweden/VISITA	There is and has been no lock-down from authorities concerning hotels in Sweden, but at least 30 hotels have closed due to the situation (most of them in the Stockholm-area). The occupancy rate in the open hotels is about 7%.
Switzerland/GastroSuisse	Approximately 50%.
Switzerland/HotellerieSuisse	There currently are no guidelines for hotels regarding closure operations, but most hotels in vacation areas (seasonal closure) and also in cities were closed until last week [week of 4 May 2020]. Holiday and business tourism has completely collapsed, in particular because the Federal Council always recommends that citizens stay at home if possible and avoid unnecessary travel.
UK/UKHospitality	The only hotels allowed to open are those housing National Health Service Staff or the homeless. There are no specific numbers but they will be very very low. Some sort of relaxation may happen in July.

Question 2 – When will Restaurants reopen for sit in service?

Country/association	Reply
Austria/APHA & APRA	Restaurants may reopen on 15 May.
Azerbaijan/AHA	As of 4 May, restaurants are allowed to have sit in service expect 4 big cities and regions including capital Baku.
Bulgaria/BHRA	We expect the restaurants to reopen around beginning of July.
Croatia/UPUHH	Croatian Government announced on 23 April that restaurants will be able to reopen on 11 May – but just for sitting outside (terraces).
Czech Republic/AHR CR	Restaurants gardens to reopen on 11 May. Full reopening expected on 25 May.
Denmark/HORESTA	Danish restaurants and cafés reopened on 18 May. Nightclubs will remain closed.
Finland/MaRa	The ban on restricting for sit in service is valid until 31 May.
France/UMIH	<p>Bars and restaurants in regions with low risk/contamination levels ('Green Zones', which now cover practically the whole territory) will reopen on 2 June.</p> <p>In 'orange zones' (Ile de France/Paris region): only terraces will open on 2 June.</p> <p>Nightclubs closed until at least 21 June.</p>
Georgia/HOREKA	If the epidemiological situation in Georgia won't deteriorate, it might be possible to reopen open-types of restaurant/food and beverages facilities (with on-site service) as of 8 June 2020. Two weeks later (from 22 June-end of June) it might then be allowed to reopen all types of restaurant/food and beverage facilities (with on-site service).

Germany	<p>Regional (Länder) decisions apply regarding the reopening of bars, cafes and restaurants; most restaurants reopened in mid to late May.</p> <p>Bars have reopened in the Hesse, NordRhein Westphalia (case-by-case basis), Saxony, Saxony-Anhalt, Rheinland-Palatinate, Saarland, Schleswig-Holstein, Thuringia.</p>
Greece/HCH	Restaurants will open on the 21 st of May only for their outdoor areas.
Hungary/HHRA	Restaurants, cafés, etc. in Hungary had to close from 13 March. While terraces in restaurants and cafés in the countryside were allowed to reopen on 4 May, restaurants could start to host guests inside starting from 18 May. Terraces of restaurants and cafés in Budapest, however, were only allowed to reopen on 18 May and restaurants and cafés in the capitol will fully reopen only as of 29 May.
Iceland/SAF	Restaurants are open as of 4 May. As of 25 May, gatherings of max. 100 people are now allowed. As of beginning of June, events with max. 2000 people are expected to be allowed again.
Ireland/IHF & RAI	On 29 June, cafés and restaurants providing on- premises food & beverages where they can comply with social distancing measures and strict cleaning in operation will reopen.
Italy/FIPE	<p>From 4 May, all restaurants and bars will be allowed to provide for take away services.</p> <p>On 26 April, the Italian government announced that restaurants and bars will open on 1 June, but FIPE launched a petition to reopen restaurants and bars already on 18 May.</p>
Liechtenstein/LHGV	Hotels and Restaurants reopened on 15 May.
Lithuania/LVRA	<p>In Lithuania restaurant terraces reopened on 27 April. https://www.euronews.com/2020/05/04/vilnius-becomes-giant-open-air-cafe-to-support-bars-and-restaurants Inside services plan to be released on 18 May.</p>
Luxembourg/HORESCA	Bars and restaurants reopened on 25 May.
Netherlands/KHN	In the Netherlands, restaurants & pubs & terraces will be reopened from 1 June. If the figures on the number of deaths and the number of people in IC beds remain low.
Norway/NHO Reiseliv	Restaurants are allowed to be open for sit in service, but with clear restrictions on at least 1 meter distancing between guests and staff. From 7 May the maximum number of people per party is increased from 5 to 50, depending on upholding of strict rules, a designated "arranger" and a list of names. There are no maximum limit for number of guests in a restaurant as total, as long as they may keep the required distance.
Slovakia/AHRS	As of 6 May, restaurants, cafes are open for sit in service but only on terraces.
Slovenia/TGZ	On 18 May, restaurants, hotels up to 30 rooms, camping sites, casinos, business meetings, tourist agencies and transfers could reopen – under safety regulations.
Sweden/VISITA	There is and has been no lock-down from authorities concerning restaurants in Sweden. Restaurants are allowed to be open for sit in service (also terraces), but with restrictions – must not be crowded, distance between guests must be respected and standing in bars is not allowed. A number of restaurants closed down their businesses partly or completely due to the situation.

	Click on this link for more information about the restrictions (in English).
Switzerland/HotellerieSuisse	Restaurants in Switzerland reopened as of 11 May.
UK/UKHospitality	The UK Government has not given any indication when restrictions might be lifted. Yet, some sort of relaxation may happen in July.

Question 3 – What are the restrictions for reopening?

Country/association	Reply
Austria/APHA & APRA	<p>The following measures have already been announced for restaurants:</p> <ul style="list-style-type: none"> • Restaurants may only be entered by small groups (max. 4 adults and their children) • A minimum distance of 1 metre must be maintained between groups of people at all times. • Guests are directed to the table according to the "Wait to be seated" principle • Tables must always be reserved in advance. • The carrying of a facemask/face shield is obligatory, when guests are away from the tables e.g. on the way to the sanitary rooms. • In areas with customer contact, facemask/face shield is obligatory for the employees.
Azerbaijan/AHA	There is no strict reopening restrictions at the moment however The Administration of the Regional Medical Divisions announced guideline for operation as social distancing and seating arrangement (minimum 2 metres between tables) as well as wearing masks for service staff.
Croatia/UPUHH	We still do not know. Next week, the Croatian Institute for Public Health will issue obligatory guidelines.
Czech Republic/AHR CR	<p>Currently negotiating a proposal on:</p> <ul style="list-style-type: none"> • Table distance, maintaining a high level of hygiene – operational hygiene / regular disinfection of tables and areas, regular ventilation of establishment, complete disinfection after closing hours etc.; • Personal hygiene of staff, staff in mask and disposable gloves, symptom control and rules for staff (hand disinfection, standardized procedure and staff training, protective equipment for suppliers and a ban on their entry into the premises etc. <p>Contactless payments only are recommended.</p>
Denmark/HORESTA	There will be a minimum requirement of space/square meters per guest (4 square meters have been mentioned but we expect it to be less – maybe 1,5-2) and a minimum distance between guests/chairs is yet to be confirmed (2 meters have been proposed, but we expect it to be 1 meter as per WHO guidelines).
France/UMIH	<ul style="list-style-type: none"> • 1 metre distance between tables • Staff must wear facemasks at all times • Customers must wear facemasks when moving in the establishment • Movement within the establishment must be strictly organized • Max. 10 people can sit at the same table (in green zones) • No standing consumption allowed

Georgia/HOREKA	<p>Rules for re-opening weren't declared yet, but there are the overall mandatory rules, namely:</p> <ul style="list-style-type: none"> • Observing the established rules of social distancing; • Wearing face masks in public places.
Germany	<ul style="list-style-type: none"> • 1.5 meters social distance (in general), 2 meters distance on terraces in some areas (e.g. Saxony-Anhalt) • Staff must wear facemasks • Contact details of customers must be collected and kept in most regions • Seated service only allowed • Max. 5 people per table (e.g. Saxony-Anhalt) • In NordRhein and Westphalia (only): no limits to number of guests or closing hours
Greece/HCH	<p>There will be protocols for the prevention of the spread of COVID-19 issued by the National Organization for Public Health and we were asked to submit our proposals.</p>
Hungary/HHRA	<ul style="list-style-type: none"> • No meetings can be arranged, but weddings hosting max. 200 guests can be arranged; • In hotels, only outside pools can operate, while saunas, steam baths, etc. are not allowed to operate yet.
Iceland/SAF	<p>Social distancing: 2 meters (6 ft.) is optional. Food Safety requirements are yet to be issued.</p>
Ireland/IHF	<p>Family-type social gatherings and other (non-commercial) social events</p> <p>From 20 July, small social gatherings by family and close friends limited to a maximum number of attendees for a limited period of time where social distancing can be maintained (e.g. small weddings, baptisms) and also small social (non-family) gatherings limited to a maximum number of participants for a limited period of time where social distancing can be maintained are permitted.</p> <p>From 10 August, large social gatherings (e.g. large weddings and large social (non-family) gatherings to be restricted due to risk) are permitted.</p> <p>From 10 August, indoor recreational venues (roller skating, bowling alley, bingo halls where numbers can be limited, cleaning can be maintained, restrictions where social distancing can be complied with. Open pubs, bars, nightclubs, casinos, where social distancing and strict cleaning can be complied with. Festivals, events and other social and cultural mass gatherings only in accordance with both indoor and outdoor numbers and where social distancing can be complied with.</p>
Liechtenstein/LHGV	<p>Minimum distance of 2 metres required between tables. Max. 4 people allowed to sit at the same table.</p>
Lithuania/LVRA	<p>Minimum distance 2 metres between tables. Max. 2 persons at the table. Obligatory face protection for staff. Additional sanitary, cleaning, disinfection requirements applied.</p>
Luxembourg/HORESCA	<p>The minimum distance between tables in restaurants will be 2 metres. We are waiting for a confirmation on the use of social distancing panels – so that the minimum distance could be reduced.</p>

Netherlands/KHN	Restaurants & pubs are allowed to reopen with 1,5 metre distance between the people and not more than 30 people (including staff) inside. The terraces will also be open again, there the 1,5 metre counts. From 1 July, the figure of 30 people will rise to 100 people (if the figures on health stay good). Before people enter the restaurant, pub or terrace the guests will have to answer a few questions about their health. If they answers all the question with no, they can go inside. If you have cold flu complaints stay home! Also guests are obliged to reserve for the restaurant and pub, not for the terrace.
Norway/NHO Reiseliv	Restaurants are allowed to open for sit in service, but with clear restrictions on 2 meter distancing between guests and staff and maximum 5 people per party. Members of the same household are allowed to sit closer. Hygienic routines must be defined and clearly communicated to staff. Buffet-service is not allowed.
Slovakia/AHRS	Opening hours for sit-in services and take away is limited from 6:00 AM to 8:00 PM. Guests entering the restaurant or café have to wear masks – guests do not have to wear masks during the consumption of meals and drinks. Usage of interior toilets for guests is allowed. Hand dryers at the toilets are not allowed – only paper towels. Disinfection of sanitary facilities each hour. Minimum distance of 2 metres between the tables. Maximum of 2 guests at one table – exemption for families with children. Service staff has to wear masks and provide hand disinfection after each service at the table. Table and chair-back has to be disinfected after each guest. Dish washing with minimum of 80°C. Wrapped cutleries brought to the guest by staff.
Slovenia/TGZ	The restrictions are to be confirmed, mostly the minimal distance of 1,5 metres between tables will be obligatory. Facemasks or shields will be obligatory for the staff; for guests only when being away from the tables. Disinfection possibilities must be available. Regular toilet area cleaning will be needed (regular controls, every hour or similar).
Spain/CEHAT	Still working on medical protocols.
Sweden/VISITA	Since we have no lock-down, there are no specific restrictions for reopening. However, all restaurants must follow the restrictions already mentioned [in question n°2].

Question 4 – Have opening hours been changed and what time will restaurants close at?

Country/association	Reply
Austria/APHA & APRA	Restaurants may remain open from 06:00 AM to 11:00 PM.
Azerbaijan/AHA	As of 4 May, all restaurant are operating in their own working hours except 4 big cities including Baku (as there restaurants are still not allowed for sit in service).
Bulgaria/BHRA	There will certainly be restrictions and requirements on the operational organization, but once they comply with the requirements of the National Operational Headquarters / NIGHT /.

Croatia/UPUHH	Restaurants will have to close at 09:00 PM.
Czech Republic/AHR CR	Restaurants can stay open from 06:00 AM until 1:00 PM.
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen.
Hungary/HHRA	Opening hours didn't change.
Iceland/SAF	As of 25 May, restaurants, bars and nightclubs may stay open until 11:00 PM.
Ireland/IHF & RAI	Social activity measures (restaurants, cafes, etc.), will open with possible gradation (restricted opening hours, maximum number of people allowed, etc.), details yet to be specified.
Netherlands/KHN	Opening hours remain unchanged.
Norway/NHO Reiseliv	There is no national limit to opening hours, but some cities make their own, and Oslo, the capital and largest city with most restaurants/bars has enforced closing at 09:00 PM.
Slovakia/AHRS	Opening hours are limited for sit in service and take away is limited from 06:00 AM to 08:00 PM.
Slovenia/TGZ	Opening hours will most probably remain unchanged.
Sweden/VISITA	No change in the opening hours so far.

Question 5 – Will staff have to wear a mask and/or gloves?

Country/association	Reply
Austria/APHA & APRA	<ul style="list-style-type: none"> In areas with customer contact, a facemask/face shield is obligatory for the employees; Kitchen area: Masks only if agreed between employer and employee side.
Azerbaijan/AHA	There is nothing confirmed yet. However, the Administration of the Regional Medical Divisions announced guidelines for operation and mentioned importance of wearing mask and gloves for front of house and service staff.
Bulgaria/BHRA	Certainly for a long time, masks, goggles or helmet, gloves will be worn and all distances and requirements for hygiene and disinfection mechanisms and standards will be observed.
Croatia/UPUHH	We still do not know. Next week, the Croatian Institute for Public Health will issue obligatory guidelines.
Czech Republic/AHR CR	Yes.
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen.
Greece	We do not know yet, but we expect that it will be compulsory in most of the posts.
Hungary/HHRA	Yes: waiters serving in restaurants have to wear masks and gloves.
Ireland/IHF & RAI	Not a requirement as yet in non-health/social care services. Under review.
Liechtenstein/LHGV	Maybe the staff will have to wear masks.
Lithuania/LVRA	Yes.
Netherlands/KHN	No obligation to wear masks or gloves.
Norway/NHO Reiseliv	No, not more than they normally would.
Slovenia/TGZ	Staff will need to wear masks or shields.
Spain/CEHAT	Yes.
Sweden/VISITA	No such rules in Sweden.

Question 6 – Will there be a limit to the number of customers in the restaurant at one time? If yes, how will this be calculated?

Country/association	Reply
Austria/APHA & APRA	A minimum distance of 1 metre must be maintained between groups of people at all times.
Belgium/Belgian associations	The sanitary measures will need to be under control, very clear and to keep staff, customers and suppliers safe: <ul style="list-style-type: none"> • Must be economically and operationally possible for businesses to open; • It should be up to businesses to decide on to open completely, partially or not all; <p>Industry will need aids for at least 18 months.</p>
Bulgaria/BHRA	This will also be descended from NIGHT, but there will certainly be a requirement of 2 meters distance between the tables, regulated access to the establishments / entrance, exit, etc./. Each site will be individually organized scheme of arrangement of tables in the commercial hall. Between 40 and 60% will decrease the capacity of the establishments.
Croatia/UPUHH	We still do not know. Next week, the Croatian Institute for Public Health will issue obligatory guidelines.
Czech Republic/AHR CR	No.
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen.
France/UMIH	As far as we know, it is only one solution among many others.
Greece/HCH	We have been told that there will be a limit to the number of persons and also a minimum distance.
Hungary/HHRA	Yes. There must be 1,5 metres min. distance between tables.
Iceland/SAF	As of 25 May, gatherings of max. 100 people will be allowed both in indoor and outside spaces.
Ireland/IHF & RAI	Restaurants must comply with physical distancing and mass gathering limitations. Details on the calculations are still outstanding.
Lithuania/LVRA	Limit of 2 persons/table, with a minimum of 2 metres between tables.
Netherlands/KHN	From 1 June, a maximum of 30 people (including staff) is allowed, from 1 July, a maximum of 100 people (including staff) is allowed.
Norway/NHO Reiseliv	No national guidelines to how many people in a restaurant, but the distancing and maximum party of 5 makes the restrictions. Local government may have restrictions on how many. Oslo has said maximum 50 people in a venue.
Slovakia/AHRS	There is no limit for guests, but the capacity is limited by the guests allowed at one table (2 guests allowed with exemption for families) and distance between the tables (min. of 2 metres).
Slovenia/TGZ	Minimal distance of 1,5 metres will be obligatory between the groups of guests.
Spain/CEHAT	Yes – still working on protocols.
Sweden/VISITA	No certain number of guests, but the restaurant must not be crowded and there must be a certain distance between guests in the restaurant and on the terraces (about one arm-length distance). Otherwise, the restaurant might be closed by the authorities.

	If the restaurant is arranging for example dance, the maximum number of allowed guests on the dance floor is 50. Concerts, theatres and certain other events is also limited to 50 persons.
Switzerland/GastroSuisse	Not yet known, but likely: (people / m2).

Question 7 – Is alcohol allowed to be served or only with a meal?

Country/association	Reply
Austria/APHA & APRA	<ul style="list-style-type: none"> • There are no rules about alcoholic drinks; • However, bar service in Restaurants is prohibited.
Bulgaria/BHRA	Still in Bulgaria don't have instruction about the alcohol.
Croatia/UPUHH	We still do not know. Next week, the Croatian Institute for Public Health will issue obligatory guidelines.
Czech Republic/AHR CR	Alcohol is allowed.
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen. Take away is allowed, but this mostly concerns meals and coffee.
France/UMIH	For now, alcohol can be sell through pick-up and deliveries.
Greece/HCH	No restrictions.
Hungary/HHRA	Yes, it is allowed to serve alcohol without a meal, as well.
Iceland/SAF	No restrictions.
Ireland/IHF & RAI	Bars will open on 10 August. Table service in restaurants from 29 June.
Lithuania/LVRA	Yes.
Netherlands/KHN	No restrictions.
Norway/NHO Reiseliv	National guidelines says that only establishments with food are allowed to be open, but does not specify if you have to order food to be served alcohol. Some local governments have closed down all serving of alcohol. Oslo has banned all serving of alcohol since march 21st and will open again in the beginning of May. This means a lot of restaurants there are as good as closed when it comes to sales.
Slovakia/AHRS	There is no restriction for serving alcohol.
Slovenia/TGZ	Alcohol is allowed to be served.
Spain/CEHAT	Yes.
Sweden/VISITA	Yes, it's allowed to serve only alcohol as usual.

Question 8 – Do you have an estimate of how much the cost will be for extra cleaning + management plan + protective material represent to micro-enterprises, SME's and companies with more than 50 people?

Country/association	Reply
Bulgaria/BHRA	The valuation will depend a lot on the site itself, but we expect between 10% and 20% to raise costs depending on the size of the site.
Czech Republic/AHR CR	We expect costs to increase by 5 – 10%.
Ireland/IHF & RAI	<p>We estimate that fixed costs will rise by 10% but income levels will fall by 40% – essentially, restaurants will be operating at a loss.</p> <p>Hotels expect to operate at 40%-50% occupancy until travel, physical distancing and mass gathering restrictions are lifted. The cost of new operating procedures has not been calculated as yet.</p>

Greece/HCH	The protocols have not been finalised yet to have an estimation, but there will definitely be a significant increase in costs
Spain/CEHAT	Still working on protocols.

Question 9 – Do you have any protocols or guidelines for the reopening of business (even if it is only a draft), that you could share with us?

Country/association	Reply
Austria/APHA & APRA	Together with the Ministry of Tourism the following website was created. Guidelines and instructions for conduct are available.
Azerbaijan/AHA	State Tourism Agency and Azerbaijan Tourism Board initiated project sahman.az, in near future hotels can register and apply for safety SAHMAN label. AHA is strategic partner and contributor in this program.
Bulgaria/BHRA	<p>In our opinion, the work of small establishments up to 30.40 places should be resumed in the shortest possible time, and there are no large crowds of people with summer gardens and the risk is extremely exemplary.</p> <p>Obligatory preparation of free vouchers for tourist services and vacations for all medics, police officers, RIEs, volunteers, etc. who work on the front line.</p> <p>Other vouchers should be at a discount of 30 or 50% of the tourist services for all civil servants who are more than 500000.</p> <p>Immediate reorganization of visas issued by non-EU countries:</p> <ul style="list-style-type: none"> - Visas for Russia, Moldova, Turkey and some Arab countries for tourism in summer and winter should be abolished. - If visas cannot be cancelled, albeit for tourism purposes, a simplified procedure for issuing them should be introduced and issued at a very low cost, with persons submitting the documents online and receiving an e-mail - approval or visa refusal. Those who have a confirmation are issued an airport visa when they arrive in their respective country.
Croatia/UPUHH	Mandatory recommendations for the operation of hotels in Croatia issued by the Croatian Institute of Public Health can be found at this link .
Czech Republic/AHR CR	Yes, we do have a draft, but in Czech only, available in our website.
Denmark/HORESTA	<p>Additional handwashing – 1 min extra every hour – all employees 10 times a day =10 min -DKK35/employee a day</p> <p>Extra 10% time for housekeeping and cleaning per room per day</p> <p>Extra towels/linen. Approx. 10% extra per day.</p> <p>25% extra time for cleaning the hotel facilities (on top of the additional time spend on housekeeping)</p> <p>Additional time spend on deep cleaning the hotel restaurant. Approx. 10 min extra per employee per day</p> <p>Disinfectant liquids approx. 1 litre per day DKK 75,- per restaurant.</p> <p>PPE (Personal Protective Equipment):</p> <p>Gloves: 10 changes of gloves per housekeeper per day (2 gloves a time) 20 gloves per employee= DKK 20,- per employee per day</p> <p>Gloves:</p> <p>Take away: 20,000 gloves per day. DKK 20,000,- in total per day</p>

	<p>Hand sanitiser: Employees: 10 ml per employee per day. Total number of employees: 120,000. DKK 100,- per litre. $120,000 \times 0,01 \times 100 = \text{DKK } 120,000,-$ per day. Guests: 1 ml per guest per day. 1m guests per day: $0,001 \times 1,000,000 = \text{DKK } 100,000,-$ per day.</p> <p>All business must get a Covid-19 kit. It will be mandatory by law to have one such in the reception or the like in the event of a Covid-19 case. Mask, suit, hood, hazard bag, gloves = DKK 100,. Per business. $100 \times 20,000 = \text{DKK } 2\text{m},-$ for the entire industry Hand sanitiser floor stand: DKK 500 per unit: min 2 per restaurant: $2 \times 500 \times 30,000 = \text{DKK } 15\text{m},-$</p> <p>Training: 1 hour per employee. Average salary per hour DKK 200,-. 120,000 employees: $200 \times 120,000 = \text{DKK } 24\text{m},-$ Management: 20 hour per company management. 20,000 companies: $20,000 \times 350 = \text{DKK } 7\text{m},-$ 40 per >50 employee companies: 1000 companies x 40 hours x 200 = DKK 8m,-.</p> <p>Approx. preliminary costs: DKK 57m,-.</p>
France/UMIH	<p>Our Ministry of Labour published dedicated guides for some occupations in particular such as receptionist and maid (all in French).</p> <p>We are expecting more information regarding the end of the lockdown and the recovery plan at the beginning of May – as the official lockdown deadline is 11 May.</p>
Germany/IHA	Yes. Click here to access our guidelines.
Greece/HCH	Although we have a draft, we are obliged to wait for the final protocol by the National Organization for Public Health, because it can bear changes.
Ireland/IHF	We are currently working our Standard Operating Procedures for hotels and will share when finalised.
Italy/Federalberghi	We are pleased to share with you the protocol developed by Federalberghi, Confindustria Alberghi and Assohotel (in Italian).
Luxembourg/HORESCA	Our reopening guide for the sector is available at the following link . It is the first part of our National reopening campaign to bring trust back to the consumer. We are investing more than €240.000 in the campaign. We think that such a campaign is essential prior to the reopening.
Netherlands/KHN	We have a protocol for our members, but this is still under discussion on several points.
Norway/NHO Reiseliv	We are developing these for our members based on national guidelines , but for now they are not in English. We will share these with you if and when we get them in English.
Sweden/VISITA	No, we don't – since we don't have a lock-down in Sweden.
Switzerland/HotellerieSuisse	For the reopening, companies must develop and implement protection concepts for the different branches of activity. On our home page you will find all information on the hotel and restaurant sectors whose reopening is currently authorized as well as links to the corresponding protection concepts – in German, French and Italian.

Turkey/TUROB	“ Turkey Healthy Tourism Certification ” program was released on 10 May which is prepared under the leadership of the Ministry of Culture and Tourism, with the contributions of the Ministries of Health, Transport, Internal Affairs, and Foreign Affairs and the cooperation of the stakeholders, one of which is TUROB, in the entire sector.
UK/UKHospitality	UKHospitality has not prepared any guidance as yet for reopening. Guidance has been prepared for those few hotels that remain open and for those pubs and restaurants providing take-away services.

General messages from Associations

Country/association	Reply
Belgium/Belgian associations	<ul style="list-style-type: none"> • Request “not” to open before at least end of May, even end of June • Objective: give a clear message, that cocktails, weddings, parties will not be possible before end of August + give the chance to business to cancel without penalties • The sanitary measures need to be under control, be very clear, to keep staff, customers and suppliers safe <ul style="list-style-type: none"> ○ Must be economically and operationally possible for businesses to open ○ It should be up to businesses to decide on to open completely; partially or not all ○ Industry needs aids at least for 18 months.
Georgia/HOREKA	Inner tourism is scheduled to reopening on 15 June. International tourism, instead, on 15 July.

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