

**Annex to Order No Т-РД-04-23/02.12.2021 г.**

**GUIDELINES FOR FUNCTIONING OF ACCOMMODATION  
ESTABLISHMENTS AND FOOD AND ENTERTAINMENT  
ESTABLISHMENTS IN THE CONDITIONS OF EMERGENCY  
EPIDEMIC SITUATION REGARDING THE COVID-19  
INFECTION IN BULGARIA**

**Version 17**

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## **INTRODUCTION**

The measures proposed in this document have the character of Guidelines for the functioning of accommodation establishments (AE) and the food and entertainment establishments (FEE) adjacent to them or independent, in the conditions of COVID-19, in accordance with the guidelines and recommendations of the World Health Organization (WHO), the European Center for Disease Prevention and Control (ECDC) and Commission Communication COVID-19: EU Guidelines for the gradual resumption of tourism services and sanitary protocols at hotels and restaurants from 13.05.2020. Given that tourist sites are different in their territorial location, purpose and functions, design, operation and management, adaptations should be made individually, but so as to comply with the Guidelines.

The guidelines may be updated according to the development and spread of COVID-19 in the country. The guidelines shall be published on the official website of the Ministry of Tourism and the Ministry of Health.

The activities, which have not been suspended or prohibited by Order ПД -01-973 / 26.11.2021, of the Minister of Health or are carried out by the order of item I, 32 of the same Order, shall be carried out in compliance with all anti-epidemic measures, introduced by Order No ПД -01-968 / 26.11.2021 of the Minister of Health.

Rules for hygiene and disinfection, measures for working with clients, wearing masks, etc., are implemented in accordance with Order No ПД -01-968 of 26.11.2021 of the Minister of Health.

### **Key objectives of the applied procedures:**

1. Implementation of the anti-epidemic measures in connection with COVID-19 in order to ensure maximum protection of the health of citizens.
2. Increasing the safety and protecting the health of the employees serving the guests of AE and FEE;
3. Minimizing the risk of infecting guests and other outsiders, including suppliers;
4. Limiting the number of contacts on the territory of the tourist sites for a certain period of time, as part of the protection against the risk of infection;
5. Complex and coordinated actions in accordance with the stage of development of the epidemic situation.

**The guidelines are in four directions:**

1. Ensuring the safety of employees/staff;
2. Ensuring safety and security for the guests at the establishments;
3. Preventive procedures in case of suspected Coronavirus infection by an employee to another employee;
4. Procedures to be followed in case of suspected Coronavirus infection by a guest/guests

## I. GOVERNING/MANAGING TEAM

The anti-epidemic measures of the Minister of Health, issued on the grounds of Art. 61, para 2, Art. 63, para 4, 5 and 11, and Art. 63c of the Health Act and temporary anti-epidemic measures on the territory of the Republic of Bulgaria, from 1.12.2021 to 31.03.2022 on the basis of Order No ПД -01-968 of 26.11.2021 for the introduction of temporary anti-epidemic measures - rules for hygiene and disinfection, measures for working with clients, wearing masks, etc. are obligatory for application by all employers / appointing bodies and natural and legal persons who are owners and manage public facilities within the meaning of the Health Act, commercial sites or other sites.

Before opening of the tourist site and during its operation the following is necessary:

- **Organize the implementation** of anti-epidemic measures in the work premises
- **Action plan** – preparation of own plan for functioning of the site, in accordance with the recommendations and instructions of the national and regional public health authorities for limiting the coronavirus infection. The plan is subject to updating according to the epidemic situation in the country and contains a clear distribution of available human and economic resources in order to prevent and comply with anti-epidemic measures, including a team of staff to respond to crisis situations. The action plan includes specific procedures, in accordance with the current guidelines and the instructions of the Minister of Health and the Director of the Regional Health Inspectorate, for actions and management of cases of infection and their possible contacts. The implementation of the action plan and the effectiveness of the measures taken must be frequently assessed to verify compliance, identify and correct gaps and adapt the plan to practical experience.
- **Hygiene inspection** – regular ventilation and disinfection. Carrying out an initial basic inspection and subsequently conducting a regular audit of hygiene at the establishment in order to establish compliance with the imposed requirements. For this purpose, it is recommended to keep a “Register of hygienic and disinfection activities performed and measures taken and corrective actions”, in which information on the conducted activities is recorded in detail (such as date and time, disinfectant used, by whom, where, etc.). The analysis of the information in this register can be used to improve the actions performed.
- **In the accommodation places** it is recommended to provide a sufficient amount of face masks – disposable or for multiple use, to be stored on site and to be used as needed by staff and guests. It is also recommended to provide a sufficient number of thermometers to be used if necessary.
- All employers and appointing authorities, according to Order No ПД -01-968 / 26.11.2021, provide protective face masks for employees who perform their official duties in the open when it is impossible to observe a physical distance of 1.5 m.

- All persons, when they are in closed public places where citizens are served or have access, are obliged to have a disposable or reusable protective mask, which is used in accordance with the recommendations in Annex No 3, according to Order No ПД - 01-968 / 26.11.2021.
- All persons, when in open public places where there are crowds and inability to observe a physical distance of 1.5 m., must have a disposable or reusable protective mask, which is used according to the recommendations in Annex No 3, according to Order No ПД -01-968 / 26.11.2021.

In case of direct customer service, requiring a distance of less than 1.5 meters, according to Order No ПД -01-968 / 26.11.2021, the use of a protective face mask is mandatory. Exceptionally, it is allowed to serve customers without a protective face mask, when mechanical partitions made of glass or other transparent material are provided, allowing wet cleaning or disinfection.

- **Communication**

Persons providing administrative and other services to tourists to use the means of information and communication technologies and, if possible, to provide the relevant services in an electronic environment.

- **Information policy for guests and staff:**

- ✓ Each of the employees must be aware of their responsibilities according to the establishment operation plan.
- ✓ Information posters with key messages to guests and staff, brochures and official leaflets on basic hygiene practices and COVID-19 in different languages should be available at the establishment, as with disinfectant dispensers – instructions for proper hand disinfection (Annex No 2 to item 1, letter “c” to Order No. ПД-01-968/26.11.2021).
- ✓ Instructions must be provided for the staff in the sanitary and hygienic rooms for proper hand washing, removal and placement of disposable gloves, removal and wearing of a mask (Instruction for proper wearing of a protective face mask Anex No 3 to items 7 and 8 to Order No ПД-01-968 / 26.11.2021), and for disinfectant dispensers - instructions for proper hand disinfection.
- ✓ An updated list of staff contacts, important emergency telephone numbers, etc. must be available at the establishment.
- ✓ The management of the establishment must have carried out initial instruction of the employees on the observance of the sanitary and hygienic measures, as well as to hold regular information meetings about the undertaken main anti-epidemic measures in the country.
- ✓ The establishment management must set up an organization to inform and vaccinate its employees against COVID-19.
- ✓ A specially trained staff member must be appointed to monitor site hygiene and physical distance and other anti-epidemic measures.
- ✓ Persons with manifestations of acute respiratory symptoms (fever, cough, difficulty breathing, loss of smell, disturbance and loss of taste, etc.) as well as persons with other manifestations of the

infectious disease – vomiting, diarrhea, rash, etc., are not allowed to work premises.

- ✓ All employers and appointing authorities organize the implementation of anti-epidemic measures in the work premises, according to Order No ПД-01-968 / 26.11.2021 for the introduction of temporary anti-epidemic measures - rules for hygiene and disinfection, measures for working with clients, wearing masks, etc., as follows:
  - a) regular aeration and disinfection according to the algorithm specified in Annex No 1;
  - b) non-admission to the work premises of persons with manifestations of acute respiratory diseases (fever, cough, difficulty breathing, loss of sense of smell, disturbance or loss of taste, etc.);
  - c) instructing staff in proper hand hygiene as specified in Annex No 2 and providing soap and water and disinfectant;
  - d) creation of an organization to ensure a physical distance between the persons of at least 1.5 m, and in case of impossibility - wearing a protective face mask;
  - e) providing personal protective equipment to staff depending on the specifics of the work and the risk assessment at the workplace (protective face mask, helmet, gloves, etc.).
- ✓ The work process of the collective management bodies and the employees, according to Order No ПД-01-968 / 26.11.2021, to be carried out if possible in remote form (home work / remote work) or to establish working hours with variable boundaries or shift work. Employers to approve a schedule for the use of regulated holidays, where applicable, as well as to apply other preventive measures and methods of work, depending on the specifics of the respective work activity, which will provide a better level of protection of workers, in particular limiting insignificant contacts at work.

## **II. ENSURING THE SAFETY OF EMPLOYEES / STAFF**

1. Creating working conditions, assuming compliance with the requirement for physical distance (at least 1.5 m) and mandatory wearing of a protective face mask between employees and occupational safety in accordance with the applicable law and apply the following anti-epidemic measures to staff:
  - create an organization for control of the number of employees in the respective site, not allowing more than 1 person per 8 square meters;
  - organize their activity in a way that ensures the observance of a distance of at least 1.5 m between the persons to whom the respective services are provided in the premises and the adjacent outdoor areas;
  - provide hand sanitizer at the entrance of the site;
  - create an organization to control the entrance of the site in terms of the number of entrants and the wearing of protective face masks;
  - place information boards in a visible place or otherwise inform the users of services about the obligation to observe physical distance, hand hygiene and to wear protective masks on the face when

visiting the respective site.

2. Reducing the number of employees who use communal areas at the same time, such as a rest room, changing rooms, etc., not allowing more than 1 person per 8 square meters. These rooms should be used on a schedule, with the recommended number of people using them taking into account the possibility of providing a physical distance of at least 1.5 m, recommending regular ventilation of rooms that have direct access to fresh air. The establishment should be equipped with personal protective equipment, including masks or safety helmets, gloves and hand sanitizers, as well as waterproof long-sleeved aprons for use when needed.

3. Recommendations for employees (according to Appendix No. 1).

4. Providing ventilation for the premises. It is highly recommended to provide natural ventilation of the premises. Where this is not possible, it is recommended to provide an individual mechanical means of ventilation (fan or individual air conditioner with suitable filters only for the respective room). Where this is not possible, mechanical general ventilation is used. It is recommended that general air conditioning and ventilation systems be set up to allow outside air to flow into the premises, at relatively frequent periods, and to remove polluted air from the rooms. The additional systems used should work in such a way as to prevent the mixing of air flows from one room to another. In general, according to the technical recommendations of leading experts in the field, to achieve comfortable conditions and provide sufficient fresh air as a suitable solution is a balanced ventilation system, which simultaneously operates the injection and suction systems. Through the suction system the polluted air is removed from the premises and discharged into the atmosphere, and through the injection system the premises are supplied with air, which usually, given the epidemic situation, is subjected to pre-treatment such as filtration and others.

When using air conditioners and / or mechanical general ventilation, the filters are regularly cleaned and disinfected.

Regular ventilation of rooms with direct access to fresh air should be carried out, it is recommended to increase the number of ventilation per hour.

5. All employers and hiring authorities shall provide personal protective equipment to staff, depending on the specifics of the work and the risk assessment at the workplace (face mask, helmet, gloves, etc.), who perform their duties both indoors, and outdoors not allowing more than 1 person per 8 sq. m. and observing a physical distance of 1.5 m.

6. Limiting meetings and conferences indoors to the required minimum: meetings should be held in rooms with open windows, maintaining the distance between people recommended by the health authorities (at least 1 person per 8 sq. m and a physical distance of 1.5 m). If possible, we advise communication to be carried out in a remote form – by phone and email or other channel for remote communication.

7. Limiting the use of communal areas by employees, including:



- introduction of different break hours – Employers to establish a schedule for the use of regulated holidays, where applicable, as well as to apply other preventive measures and methods of work, depending on the specifics of the respective work activity, which will ensure a better level of protection of workers.
  - limiting insignificant contacts at work
  - reducing the number of employees who use communal areas at the same time (for example by allocating meals breaks).
  - The use of a protective face mask is mandatory for immediate customer service requiring a distance of less than 1.5 meters. Exceptionally, it is allowed to serve customers without a protective face mask, when mechanical partitions made of glass or other transparent material are provided, allowing wet cleaning or disinfection.
8. Special care for employees from groups exposed to greater risk of an epidemic - if possible, not to engage people over 60 and chronically ill in direct contact with guests.
  9. Non-admission to the working premises of persons with manifestations of acute respiratory diseases (fever, cough, difficulty breathing, loss of sense of smell, violation or loss of taste, etc.) as well as with other manifestations of the infectious disease – vomiting, diarrhea, rash, etc.;
  10. Obligation of the suppliers of AE and FEE to use personal protective equipment in accordance with issued orders and measures, in accordance with the current legislation.
  11. Adoption of a procedure to be followed in case of suspicion of an infectious situation and effective instructions to the employees, in accordance with the guidelines and orders of the Ministry of Health and the Regional Health Inspectorate.

### **III. PROVIDING SAFETY AND SECURITY FOR THE GUESTS AT THE ESTABLISHMENTS**

- All persons, when they are in closed public places<sup>1</sup> where citizens are served or have access, are obliged to have a protective disposable face mask or for multiple use, which is used according to the recommendations in Annex No. 3, to item 7 and 8 of Order No. PД-01-743/31.08.2021 of the Minister of Health.
- All persons, when in open public places where there is a crowd of people and the inability to observe a physical distance of 1.5 m., are required to have a protective disposable face mask or for multiple use, which is used according to the recommendations in Annex No. 3, to item 7 and 8 of Order No. PД-01-743/31.08.2021 of the Minister of Health.
- The anti-epidemic measure for observance of a physical distance of at least 1.5 m between persons who are not from one family / household is applied to all persons who are in open public places.

<sup>1</sup> “Public” means places that are accessible to citizens and / or intended for public use.

## **AN EXCEPTION IS ALLOWED:**

- for the clients in FEE, when visits to them are allowed.

## **1. RECEPTION AREA AND RECEPTION AT THE ACCOMMODATION ESTABLISHMENT**

### **RECEPTION AREA**

- Arrival of guests – regulation and control of the flow of guests in the establishment, prevention of accumulation in compliance with the requirement for physical distance of 1.5 m. and not more than 1 person per 8 sq. m.
- Placing in a visible place in front of the entrance of the establishment and at the reception information (information boards or otherwise) about the maximum number of guests who can stay in a given part of the establishment at the same time, as well as to maintain a physical distance of at least 1.5 m, except for members of one family.
- Placing dispensers with liquid hand disinfectants accessible to guests and employees in the premises of the establishment, in particular at the entrances, in the reception area, at the entrance of elevators, at the entrance to the open areas of the food and entertainment establishments and in the lobby to bathrooms, outdoor pool area, etc.

### **RECEPTION**

#### **1. Information and communication**

- 1.1 Receptionists should be sufficiently informed about COVID-19 so that they can perform their duties safely and professionally in order to prevent its possible spread at the establishment.
- 1.2 Informing all guests and potential customers about the procedures and policies of the site for security and safety, preventive measures applied in connection with the COVID-19 virus at the given establishment.
- 1.3 Availability of up-to-date official travel information to and from countries or regions where COVID-19 is distributed.
- 1.4 Reception staff must be aware of the occupancy policy of the rooms at the establishment when it comes to accompanying persons in case of suspicion of COVID-19. It is necessary to observe the rules for protection of personal data of guests.
- 1.5 Preparation and placement in a certain place (easy access) of the necessary telephone numbers of the Regional Health Inspectorate, the medical institution with which the accommodation establishment has a service contract, emergency centers, pharmacies, etc. The reception must have them at any time.

#### **2. Necessary equipment of the reception with a protection set**

- 2.1. The reception must be equipped with a protection set which should include the following items:

- Disinfectant and/or wipes for cleaning surfaces;
- Hand sanitizer;
- Face masks/eye protection (individually or in combination, fprotective ace helmet, safety glasses). Sufficient additional face masks for the whole establishment (guests and staff).
- Gloves (disposable).
- Protective apron (disposable)
- Protective gown with long sleeves (recommended).
- Waste bin with lid.

2.2. In order to protect the employees at the reception, it is recommended the management of the establishment to ensure maximum protection of employees, and in addition to providing personal protective equipment and disinfectants, if possible to provide physical protection of the reception and guest area by placing transparent plastic teller panels , for example, or the like at least 1 m high.

### **3. Measures for physical distancing, hand hygiene and respiratory hygiene**

Although guests are probably familiar with these measures, they need to be reminded with information at the reception in an appropriate way.

- Physical distancing – keeping a distance of at least 1.5 m or not allowing more than 1 guest per 8 sq.m., except for members of one family.
- Registration at the reception of more than 2 guests at a time is not allowed, unless they are members of one family. The use of dividers is allowed and useful to control those waiting in the lobby.
- Limiting the stay of the guest at the reception to a minimum.
- Hand hygiene – regular and thorough cleaning of hands by rubbing with hand sanitizer with virus-killing or partial virus-killing action or washing with soap and water. Avoid touching eyes, nose and mouth before washing. Hand disinfection is also required after exchanging items (money, personal documents, credit cards) with guests. Observance of respiratory hygiene.
- Encourage the use of an electronic card instead of paying in cash.

### **2. LOBBY AREA**

- Seating area – separate seating areas must be located in such a way as to provide a physical distance of at least 1.5 m, not allowing more than 1 person per 8 sq. m.
- Physical distance of at least 1.5 m - the guest to keep a distance and wear a protective mask in the common areas of the hotel while waiting in line to register or leave.
- Guest elevators – we recommend, in view of the capacity of the elevators, to limit its use to a minimum number of visitors, who must wear a protective mask.
- Regulating the crowding of many people in the lobby, especially during peak hours of arrival and departure of guests, temporary signage and organization of the process to avoid crowding. It is obligatory to create an organization for control of the number of clients in the respective site, ensuring

physical distance.

### **3. GUEST ROOMS/ CHAMBERMAID PREMISES / HOUSEHOLD**

#### **• Cleaning and disinfection**

The application of enhanced and special measures for cleaning and disinfection in the communal areas (toilets, halls, corridors, elevators, etc.) and the provision of appropriate disinfectants (biocides) and detergents as a general preventive measure during the epidemic with COVID-19. Particular attention should be paid to the disinfection of frequently touched contact surfaces – door handles, elevator buttons, handrails, light switches, doorknobs, chairs and armrests and flat surfaces, including counter tops in work rooms and dining rooms, etc. Doors and windows, if possible, should be left open longer during the day.

- Observance of the required distance between the staff and the guests at least 1.5 m
- Ongoing disinfection, at least once an hour, of shared toilets, elevators, reception (after each guest), door handles, handrails, handknobs, telephones, computer keyboards and other frequently touched surfaces.
- Precise dosing of professional detergents.
- After each guest it is recommended to routinely clean the room and disinfect all contact surfaces (including chair backs), equipment (eg remote controls) and bathroom and thoroughly ventilate the room or after cleaning the room - ozonation/blurring/decontamination with the help of other specialized technologies, such as bactericidal lamps, etc. Bactericidal lamps are used according to the manufacturer's instructions for use.
- Chambermaids and other cleaning staff must be equipped and use a disposable mask, gloves and, if necessary, a disposable long-sleeved apron.
- Bed linen and towels must be washed to comply with the special additional recommendations for washing at a minimum temperature of 60°C with the addition of detergent and disinfectant. In cases where the laundry service is not provided directly by the hotelier, the service shall be certified by a contract with specialized persons registered in accordance with national law.
- The collection, temporary storage, transfer of the used bed linen and towels and respectively its receipt and storage of the clean one is carried out in strict compliance with the regulatory requirements and recommendations of the health authorities.
- If possible, systematic ventilation of all rooms at the establishment or ozonation (or decontamination using other available technology, such as bactericidal lamps, etc.) of the communal areas, within certain time intervals.
- It is recommended to provide a personal set of sanitary materials in the rooms / as a compliment for the guests /, including 1 pair of disposable gloves and 1 pc. protective disposable mask or for multiple use per person.

- **Surveillance for sick guests** - staff should inform the management or reception if likely of persons with acute respiratory illness.
- **Availability of materials and consumables, incl. of personal protective materials** - gloves, disposable masks or for multiple use, if necessary, disposable long-sleeved apron, etc. At anytime.

#### **4. FOOD AND ENTERTAINMENT ESTABLISHMENTS/FOOD AND BEVERAGE AREAS**

1. According to item 12 of Order No. PД-01-973/26.11.2021 of the Minister of Health, as of 01.12.2021 to 31.03.2021, **are suspended:**

item 12. **visits to gambling halls, casinos and restaurants and entertainment** within the meaning of Art. 124 of the Tourism Act, including those to the places of accommodation.

item 3. conducting **team building** and other organized group events of this nature in work teams;

item 2. **conducting congress-conference events, seminars, symposiums, trainings, competitions, exams and other events** of this nature.

2. According to item 26 of Order No PД -01-973 / 26.11.2021, the Minister of Health from 01.12.2021 to 31.03.2022 **is allowed to hold gatherings of a private nature (baptisms, weddings, etc.) with the participation of no more than 15 persons indoors and 30 persons outdoors.**

#### **FOOD AND ENTERTAINMENT ESTABLISHMENTS within the meaning of Art. 124 of the Tourism Act MAY WORK UNDER THE FOLLOWING CONDITIONS:**

- a) 100% of the staff at the respective site / persons involved in the event have been vaccinated or have suffered from COVID-19 or have a test result certified by valid documents for vaccination, disease or test, and
- b) the manager of the site / the organizer of the event has made a decision and has created the necessary organization for admission to the site, respectively of the event only to persons who:
  - i. have been vaccinated or have suffered from COVID-19, certified by valid vaccination or illness documents, or
  - ii. present a negative result from a polymerase chain reaction test for COVID-19 or a rapid antigen test (up to 48 hours before entering the site / event) up to 72 hours before entering the site / event, certified by a valid document or certificate of antibodies against SARS-CoV-2.
- c) the conditions under i and ii do not apply to persons under 18 years of age.

#### **The “green certificate” is a document, which is being issued to:**

1. Vaccinated against COVID-19
2. Those having been infected or currently infected with COVID-19

3. Medical document certifying a negative result from a test performed up to 72 hours before entering the site / event Polymerase chain reaction test for COVID-19 or rapid antigen test (up to 48 hours before entering the site / event), certified by a valid document or certificate of antibodies to SARS-CoV-2.

These conditions do not apply to persons under 18 years of age.

Pursuant to item 2 of Order No PД -01-973 / 26.11.2021, the Minister of Health from 01.12.2021 to 31.03.2022 is suspended from holding congress-conference events, seminars, symposiums, trainings, competitions, exams and other events of this nature.

**FOOD AND ENTERTAINMENT ESTABLISHMENTS SHALL WORK UNDER THE FOLLOWING CONDITIONS:**

If the staff are 100% vaccinated or have been infected with COVID-19 or have a negative result from a test conducted before entering the establishment / event, certified by valid documents for vaccination, infection or test within the meaning of Order No. PД -01-973 / 26.11.2021 of the Minister of Health and has created the necessary organization for admission to the establishment, respectively of the event, only to persons who have a “**green certificate**”.

**Note: It is not allowed, by submitting an application-declaration for change of the circumstances of a categorized tourist site, by the order of the Tourism Act, to declare an increase of the capacity of the establishments for food and entertainment. In case of reconstructions, reconstructions and major repairs of FEE, according to the order provided for in the Spatial Planning Act, a new application-declaration shall be submitted for confirmation of the category of the site or for obtaining a category different from the one determined so far, as well as to pay a fee for carrying out an on-site inspection at the tourist site according to the tariff under Art. 69, para 3 of the TA. The category of accommodation establishments and adjoining catering and entertainment establishments, individual catering and entertainment establishments, tourist huts, tourist training centers, tourist dormitories and adjoining catering establishments shall be determined on the basis of compliance with the minimum mandatory construction requirements, furniture and equipment, service, offered services and professional and language qualification of the personnel, indicated in the ordinance under Art. 121, para 5, respectively in the ordinance under Art. 122, para 4 of the TA. The term of the issued certificate for a certain category of the tourist sites under para 1 is 5 years with the exception of the term of the certificate for the sites located on a pontoon, which has a term corresponding to the term of validity of the permit. The category of the sites is terminated with the expiration of the term.**

**In the FEE, independent or adjacent to the AE, personal protective equipment (disposable or reusable masks) is mandatory for staff.**

When directly servicing customers in FEE, requiring a distance of less than 1.5 meters, the use of a protective face mask is mandatory. Exceptionally, customer service without a face mask is allowed when mechanical partitions of glass or other transparent material are provided, allowing wet cleaning or disinfection.

It is necessary to comply with the Guidelines prepared by the Bulgarian Food Safety Agency to business operators managing sites registered or approved under the Food Act to implement anti-epidemic measures in connection with COVID-19 and to ensure maximum protection of citizens' health, according to Order No. ПД-01-743 / 31.08.2021 of the Minister of Health, published on the following websites:

[https://www.mh.government.bg/media/filer\\_public/2020/05/05/1588669697002documentiziskvaniia\\_km\\_biznes\\_operatorite.pdf](https://www.mh.government.bg/media/filer_public/2020/05/05/1588669697002documentiziskvaniia_km_biznes_operatorite.pdf)

<https://www.bfsa.bg/userfiles/files/covid-19/Ukazania%2004.06.2021.pdf>

#### **4.1. Information and communication**

- The emphasis should be on protecting the health of tourists. In this regard, room service can be provided at the guest's request.
- When meals are served in the restaurant at AE (in the conditions falling under the exceptions of the Order of the Minister of Health), it must be in the time range between 07:00 to 23:00, observing the time range for breakfast, lunch and dinner on the basis of **“all inclusive”**, **“a la carte”** and others in accordance with the Ordinance on the requirements for categorized accommodation and catering establishments, the procedure for determining the category, as well as the conditions and procedure for registration of rooms for guests and guest apartments, **subject to a distance of 1.5 m between the backs of the chairs at the adjacent tables, admitting no more than 6 people to one table and wearing face masks by the staff and no more than 1 person per 8 square meters.**
- To use contactless technologies, partial “a la carte” pre-order systems, sliding entrance doors for restaurants and certain automation for the purpose of physical distance.
- Additional safeguard measures for guests – through information boards or other methods should be used to encourage hand washing before eating, the use of disinfectant gels or wipes provided at the entrance to the FEE for use when entering and leaving the FEE.
- Strict observance of hygiene measures by the staff.
- Change of operation of the food and entertainment establishments.
- The FEE must provide one-way and pedestrian flow with distances of 1.5 to facilitate the physical distance.

#### **4.2. Hygienic conditions and cleanliness**

- Improving the hygienic conditions in the FEE and the application of cleaning and disinfection measures in all working areas of the restaurant (buffets; open areas of restaurants; kitchens, etc.) as a general preventive measure during the whole pandemic caused by COVID-19, especially on the items that are often touched, such as tables, chairs, porcelain, cutlery, spices, etc.
- Provide procedures to ensure that food prepared without heat treatment (cold kitchen) has undergone maximum cleaning and washing and has been prepared under conditions that exclude the possibility of contamination with the COVID-19 agent.
- Kitchen utensils should be cleaned and disinfected after each use in a way that ensures their safety. Storage should be carried out under conditions that do not allow contamination with the COVID 19 agent (e.g. cabinets, separate rooms, covers made of impermeable material, etc.).
- Conditions should be created for the staff in the vestibules to the bathrooms and domestic premises, by providing cleaning, drying and disinfectants for hands. Liquid soap dispensers, hand sanitizer dispensers (biocide) and disposable hand towels should be refilled in a timely manner. To organize the frequent cleaning and disinfection of the sanitary and domestic premises. It is necessary to provide hand sanitizer at the entrance of the sites.

#### **4.3. Vending machines for drinks**

- Machines for coffee, water, beverages, etc., especially parts in contact with the hands of guests, must be disinfected and cleaned by staff at least every 30 minutes.

The following options are recommended:

- One-way movement of guests system.
- Pre-order system for all meal periods.
- Minimizing the use of vending machines for drinks or without self-service.

#### **4.4. Tables and seating areas in the FEE, organization of meals**

- When the food is arranged on a buffet behind a transparent partition and is provided by an employee equipped with a disposable or reusable mask and gloves;
- Adaptation and organization of the space of the establishments and the regime of service in them in view of the new requirements for space and order, in accordance with the individual layout and capacity of each FEE, according to the rules of the WHO and the Minister of Health.
- The tables must be located in such a way as to ensure a distance of 1.5 m between the backs of the chairs on the adjacent tables and to allow no more than 6 people at one table.
- No more than one person per 8 square meters is allowed.



## **5. SERVICES AND EQUIPMENT PROVIDED AT THE ESTABLISHMENT**

- Disinfection of on-site equipment made available to guests (e.g. bicycle, sports equipment, etc.) – after each use.
- Due to the threat of the COVID-19 virus, the establishment has the right to suspend or limit services that would increase the risk for guests and staff (e.g. luggage delivery to rooms, etc.).
- Disposable paper towels for drying hands are provided in the common bathrooms. As a last resort, in case of proven impossibility to provide disposable paper towels, hand dryers are used in the common bathrooms.

## **6. CONFERENCE ROOMS AND EVENTS**

Pursuant to item 2 of Order No ПД -01-973 / 26.11.2021, the Minister of Health from 01.12.2021 to 31.03.2022 is suspended from holding congress-conference events, seminars, symposiums, trainings, competitions, exams and other events of this nature.

### **EXCEPTIONS ARE ALLOWED ONLY WHERE:**

- a) 100% the staff at the site / persons involved in the event have been vaccinated or have suffered from COVID-19 or have a negative result from a test made before the entry into the establishment / event, certified by valid documents for vaccination, disease or testing, and
- b) The establishment manager / event organizer has made a decision and created the necessary organization for admission to the site, respectively of the event only to persons who:
  - aa) have been vaccinated or have suffered from COVID-19, certified with valid documents for vaccination or for illness, or
  - bb) present a negative result from a polymerase chain reaction test for COVID-19 or a rapid antigen test (up to 48 hours before entering the site / event) up to 72 hours before entering the site / event, certified by a valid document or certificate of antibodies against SARS-CoV-2.
  - c) the conditions under letters “aa” and “bb” do not apply to persons under 18 years of age.

## **7. ENTERTAINMENT AND SPORTS AREAS**

1. According to item 9 of Order No. ПД-01-973 / 26.11.2021, the Minister of Health, as of 01.12.2021 to 31.03.2022, team sports held indoors are suspended, if such are held in AE.
2. According to item 11 of Order No. ПД-01-973 / 26.11.2021 of the Minister of Health, from 01.12.2021 to 31.03.2022, the visits of fitness centers, sports centers and clubs, swimming pools and complexes, balneotherapy (medical SPA) centers, SPA centers, wellness centers and thalassotherapy centers shall be suspended;

All natural and legal persons who own or manage Balneotherapy (Medical SPA), SPA, Wellness or Thalassotherapy Center, affiliated with the Ministry of Health or independent, which provide services to citizens whose activities are not suspended or prohibited by Order No ПД -01- 973 / 26.11.2021 of the Minister of Health or is carried out by the order of item I.32. of the same order, observe all anti-epidemic measures introduced by order № ПД -01-986 / 26.11.2021 of the Minister of Health. All natural and legal persons who own or manage a Spa (Medical SPA), SPA, Wellness and Thalassotherapy Center, meet the Minimum Recommended Requirements for independent and adjacent to the accommodation balneotherapy (Medical SPA), SPA, wellness and thalassotherapy centers, Annex No 3.

### **Washing / Desinfection**

Visits to swimming pools (**when activities are allowed**) are using no more than 30% of their capacity and maintaining a physical distance of at least 1.5 m between visitors.

Swimming pool staff should have a disposable and reusable face mask. He also observes the observance of the safety rules and the physical distance between the visitors.

Providing a stationary disinfection dispenser in the area around the pool.

Each guest must disinfect their hands when joining the activities.

The use of water parks and water attractions (of all age groups) is allowed in compliance with all anti-epidemic measures of the Minister of Health, the requirement for physical distance in carrying out their activities and regulatory requirements for the use and treatment of water in swimming pools.

The introduced anti-epidemic measures, limiting the possibility to use the capacity of the premises (places) of the sites, respectively the events and the number of admitted persons in the respective premises, may not be applied under the following conditions:

- a) 100% of the staff at the respective site / persons involved in the event have been vaccinated or have suffered from COVID-19 or have a test result certified by valid documents for vaccination, disease or test, and
- b) the manager of the site / the organizer of the event has made a decision and has created the necessary organization for admission to the site, respectively of the event only to persons who:
  - aa) have been vaccinated or have suffered from COVID-19, certified by valid vaccination or illness documents, or
  - bb) present a negative result from a polymerase chain reaction test for COVID-19 or a rapid antigen test (up to 48 hours before entering the site / event) up to 72 hours before entering the site / event, certified by a valid document or certificate of antibodies against SARS-CoV-2.
- c) **the conditions under i and ii do not apply to persons under 18 years of age.**

## **8. BALNEOLOGICAL/SPA/WELLNESS CENTER**

According to item 11 of Order No. ПД -01-973 / 26.11.2021, the Minister of Health from 01.12.2021 to 31.03.2022, the visits of fitness centers, sports centers and clubs, swimming pools and complexes, **balneotherapy (medical SPA) centers, SPA centers, wellness centers and thalassotherapy centers shall be suspended;**

### **EXCEPTIONS ARE ALLOWED WHERE:**

- a) 100% the staff at the site / persons involved in the event have been vaccinated or have suffered from COVID-19 or have a negative result from a test made before the entry into the establishment / event, certified by valid documents for vaccination, disease or testing, and
- b) The establishment manager / event organizer has made a decision and created the necessary organization for admission to the site, respectively of the event only to persons who:
  - aa) have been vaccinated or have suffered from COVID-19, certified with valid documents for vaccination or for illness, or
  - bb) present a negative result from a polymerase chain reaction test for COVID-19 or a rapid antigen test (up to 48 hours before entering the site / event) up to 72 hours before entering the site / event, certified by a valid document or certificate of antibodies against SARS-CoV-2.
- c) **the conditions under letters “aa” and “bb” do not apply to persons under 18 years of age.**

**When visits are allowed**, the use of the offered services in balneological (medical SPA), SPA, wellness centers adjacent to the accommodation establishments or independent ones is allowed, in strict compliance with the normative requirements, instructions and recommendations of the Ministry of Health and RHI, incl. swimming pools, including those with mineral water, again in strict compliance with the regulatory requirements for the use and treatment of water in swimming pools according to the health requirements depending on the type of water (mineral or drinking) the balneological assessment issued by the Minister of Health for the respective water intake facility, from which the mineral water is extracted. Visits to balneotherapy (medical SPA), SPA, wellness centers and thalassotherapy centers are allowed when using no more than 30% of their capacity, observance of a physical distance of at least 1.5 m., wearing protective face masks for services, allowing their use and creating, if possible, a schedule for individual use of the services according to Order No. ПД-01-890/3.11.2021 of the Minister of Health.

All natural and legal persons who own or manage a Balneological (medical SPA), SPA, Wellness or Thalassotherapy centers, adjacent to the AE or independent, which provide services to citizens whose

activity is not terminated by Order No. ПД -01-973 / 26.11.2021, the Minister of Health from 01.12.2021 to 31.03.2022 create an organization for control of the number of customers in the respective site.

All natural and legal persons who own or manage a Balneological (Medical SPA), SPA, Wellness or Thalassotherapy centers shall meet the Minimum Recommended Requirements for the independent and adjacent to the accommodation balneotherapy (medical SPA), SPA, wellness and thalassotherapy centers, Appendix No. 3

## **9. OTHER AREAS AND PREMISES IN THE ACCOMMODATION ESTABLISHMENT.**

In the accommodation places, where there are specially designated halls and stages (cinemas, theaters, circus arenas, concerts and other stage events) according to item 8 of Order No. ПД-01-973/26.11.2021 of the Minister of Health, from 01.12.2021 to 31.03.2022, the visits to museums, galleries, cinemas, theaters, circus performances, concerts and other indoor stage performances are suspended.

**Important:** If a coronavirus infection is suspected in a guest, the guest is isolated in a predetermined room. The site is not quarantined, the specific provisions of Order No ПД -01-610 / 22.10.2020 and Order No ПД -01-177 of 22.03.2021 of the Minister of Health and the recommendations of the relevant regional health inspection are observed, which may introduce additional measures, restrictions and prohibitions depending on the epidemic situation at the site subsequently.

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

## **10. ACTIVITIES, RELATED TO TECHNICAL SUPPORT AND SERVICE**

- **Equipment and dishwashing facilities**

Ensure proper operation of dishwashing equipment, in particular operating temperatures, as well as the correct dose of detergents and disinfectants according to the manufacturer's instructions.

- **Air-conditioning installation**

The proper functioning of the ventilation equipment and air exchange in the premises should be checked and ensured. At the establishments where the air-conditioning system operates, to ensure its regular prevention, as well as the regular cleaning and disinfection of the filters.

- **Dispensers**

Regular inspections must be carried out to ensure the proper functioning of dispensers for detergents and disinfectants, dispensers for disposable paper towels and other similar devices. Defective devices must be repaired or replaced quickly.

Hand sanitizer dosing devices should be installed in various areas of the hotel, including public

toilets used by guests and staff, and other areas (e.g. lounges, restaurants and bars).

It is recommended to install contactless dispensers.

- **Cleaning and disinfection** - it is recommended to clean and disinfect all engineering rooms and points of contact of the equipment before returning the building to normal operation.

- **Guest rooms**

**If there has been no accommodation in the guest room for 30 days or more, it is necessary to carry out prevention and check for its full use.**

#### **IV. PREVENTIVE PROCEDURES AT THE ESTABLISHMENT: IN CASE OF SUSPECTED CORONAVIRUS INFECTION OF EMPLOYEES/STAFF**

- Obligation to acquaint the establishment staff with regard to the introduced protocol related to COVID-19 (transmission of the most important instructions and obligations in this regard).
- Employees and staff of the establishment should be instructed that in case of symptoms such as fever, cough, difficulty breathing, sore throat, runny nose, fatigue, muscle aches, etc. they should not come to work, they should stay at home and contact their personal doctor by phone, and in the absence of one to contact the Regional Health Inspectorate and in case of deterioration of their health to call 112 and inform that they may be infected with coronavirus.
- It is recommended to follow the information of the Regional Health Inspectorate and the Minister of Health, available on the official website, as well as the applicable legislation.
- In case of symptoms suggestive of coronavirus infection of an employee who performs his/her duties at work, he/she should be immediately removed from work, isolated and, depending on their condition, sent back home by individual transport or call the Emergency Medical Center team. The employee shall wait for the transport in a certain room.
- It is recommended to determine the area in which the employee has resided and to carry out cleaning and disinfection in it.
- Strictly follow the prescriptions and recommendations of the state health control bodies (Regional Health Inspectorate).

#### **V. PROCEDURES IN CASE OF SUSPECTED CORONAVIRUS INFECTION OF A GUEST AT THE ESTABLISHMENT**

In case of clear signs of illness such as constant cough, discomfort, difficulty breathing, fever, sore throat, runny nose, fatigue, muscle aches, etc. the guest shall be isolated and notified to the management, the doctor at the site or the medical institution with which the site has a service contract,

the Regional Health Inspectorate or the Center for emergency medical care. The following actions shall be taken:

- Provide the guest with a protective disposable mask or reusable, separate him/her from other tourists and provide the opportunity to be examined by a doctor in a pre-designated room. Offer him/her a hand sanitizer to perform hand hygiene.
- Appoint one person, but not different employees, to take care of the guest (where necessary) who is infected until the arrival of the health workers. If possible, the person should have completed a vaccination course against COVID-19
- The designated person should apply standard precautions, including hand hygiene and the use of personal protective equipment (disposable or reusable face mask);
- Strictly follow the instructions and recommendations of the doctor at the establishment or of the health workers of the medical institution with which the establishment has a service contract, the Regional Health Inspectorate or the Emergency Medical Center. Family hotels and guest houses have no obligation to have a service contract with a medical institution. They strictly follow the instructions of the Center for Emergency Medical Care regarding the patient and the recommendations of the RHI health inspectors regarding contact and anti-epidemic measures.
- After isolation/transportation of the guest, cleaning and disinfection shall be carried out of the places where he has resided.
- Regarding the persons in contact – they are determined by the RHI on the basis of the epidemiological study;

***Important: In case of suspicion of coronavirus infection of a guest at the establishment, he/she shall be isolated in a pre-prepared room. The site is not quarantined, the specific provisions of Order No. PД-01-610 / 22.10.2020 and Order No. PД-01-177 of 22.03.2021 of the Minister of Health and the recommendations of the relevant regional health inspection are observed, which may introduce additional measures, restrictions and prohibitions depending on the epidemic situation at the site subsequently.***

**The specific steps that the hotelier must follow in such a case will be specified on the spot by the medical authorities (RHI), according to the individual case.**

## **VI. SUPPLIERS OF GOODS AND SERVICES AT THE ESTABLISHMENT**

During the delivery of goods in AE / FEE special precautionary measures must be observed, including compliance with the Guidelines of the Bulgarian Food Safety Agency – “Guidelines to business operators operating sites registered or approved under the Food Act to implement anti-epidemic measures in connection with COVID-19 and to ensure maximum protection of public health, based on Order No. PД-01-743/31.08.2021 of the Minister of Health. Drivers transporting and delivering goods and services must wear personal protective equipment (mask and gloves) while making the delivery. Before entering a specific area of the site, the temperature of the outside persons should be measured.

## **VII. ENTERTAINMENT AND OTHER PLACES WHERE TOURIST SERVICES ARE PROVIDED IN THE CONDITIONS OF THE COVID-19 EPIDEMIC SPREAD**

Disinfection measures should be carried out in accordance with the guidelines of the health authorities, published on the websites of the Ministry of Health and the National Center for Infectious and Parasitic Diseases:

[https://www.mh.government.bg/media/filer\\_public/2020/03/25/ncipd\\_recomm\\_disinfection\\_covid19\\_dobavjane\\_grajdani.pdf](https://www.mh.government.bg/media/filer_public/2020/03/25/ncipd_recomm_disinfection_covid19_dobavjane_grajdani.pdf)

[https://www.ncipd.org/index.php?option=com\\_k2&view=item&id=563:covid-19-desinfection-08032020&lang=bg"lang=bg](https://www.ncipd.org/index.php?option=com_k2&view=item&id=563:covid-19-desinfection-08032020&lang=bg)

[https://www.mh.government.bg/media/filer\\_public/2020/02/13/vremenni\\_nasoki\\_za\\_pochistvane\\_na\\_okolna\\_sreda\\_v\\_obekti\\_tR5jTiQ.pdf](https://www.mh.government.bg/media/filer_public/2020/02/13/vremenni_nasoki_za_pochistvane_na_okolna_sreda_v_obekti_tR5jTiQ.pdf)

[https://www.mh.government.bg/media/filer\\_public/2020/03/25/preporaki\\_za\\_potrebitelite\\_pri\\_pokupka\\_na\\_produkti\\_za\\_lichna\\_khigiena\\_v\\_tch\\_i\\_dezinfektsiia.pdf](https://www.mh.government.bg/media/filer_public/2020/03/25/preporaki_za_potrebitelite_pri_pokupka_na_produkti_za_lichna_khigiena_v_tch_i_dezinfektsiia.pdf)

The Guidelines of the Bulgarian Food Safety Agency, aimed at business operators managing sites registered or approved under the Food Act for the implementation of anti-epidemic measures in connection with COVID-19 and in order to ensure maximum protection of public health in accordance with Order No. ПД-01-973/26.11.2021 of the Minister of Health. The activities that have not been suspended or prohibited by Order No ПД -01-973 / 26.11.2021, or are carried out in accordance with item I, 32 of the same are carried out in compliance with all anti-epidemic measures introduced by Order No ПД -01-968 of 26.11.2021 of the Minister of Health.

**RECOMMENDATIONS TO EMPLOYEES:**

2. Immediately upon arrival at work and before starting work, be sure to wash your hands with liquid soap and hot water.
3. Wear nose and mouth protection, preferably a protection helmet and protective gloves (depending on the specifics of the job) when performing your duties.
4. Keep a safe distance from the interlocutor and colleagues (minimum 1.5 meters is recommended).
5. Wash your hands regularly and thoroughly with liquid soap and hot water according to the instructions and disinfect your hands with a disinfectant with virocidal or partial virocidal action. Disinfection is recommended when it is not possible to wash your hands and in the absence of visible contamination of the hands.
6. Try not to touch the face, especially the lips, nose and eyes.
7. Keep workplaces clean and hygienic, especially after work. Be sure to disinfect contact surfaces such as telephone handset, keyboard and mouse, light switches or desks.
8. Regularly (several times a day) clean communal areas that guests come into contact with, such as front door handles, railings, countertops, chair backs, elevators, and more.



**RECOMMENDATIONS FOR CLEANING AND DISINFECTION OF PREMISES OR SPECIFIC AREAS AT THE ESTABLISHMENT IN CASE OF EXPOSURE TO COVID-19**

In case of exposure to COVID-19, the following must be applied to premises or specific areas:

- Clean any surfaces regularly, e.g. toilets, sinks and bathtubs and disinfect them with biocidal product with virocidal or partial virocidal action according to the manufacturer's instructions for use.
- All contact surfaces are also subject to disinfection, e.g. telephone, remote control equipment, door handles, elevator buttons, etc.
- Whenever possible, use only disposable cleaning materials. Dispose of cleaning materials made of towels and absorbent materials, e.g. mops and wipes. In case of urgent re-use, especially in other rooms, disinfect with sodium hypochlorite solution with disinfectant (biocide) according to the manufacturer's instructions.
- Textiles, linen and clothing should be placed in specially marked laundry bags and handled carefully to prevent dust from rising and subsequent potential contamination of surrounding surfaces or people. Instructions for laundry must be given: washing with hot water (thermo-disinfection) and detergent at a water temperature of 90°C for at least 20 minutes; washing with lukewarm water, at a temperature of 60°C degrees with suitable detergents with disinfectant action (biocides), e.g. those containing sodium hypochlorite in an appropriate concentration (chemo-thermo-disinfection).
- All items used should be carefully treated appropriately to reduce the risk of potential transmission. Disposable items (hand towels, gloves, masks, etc.) should be placed in a disposable package, after that it should be placed in a container with a lid, and disposed of in accordance with the site's action plan and the national waste management regulations.
- The establishment should have sufficient hand and surface disinfectants.
- All rooms and communal areas should be ventilated daily.

**Choice of disinfectant**

- 1.1. The disinfectant to be chosen must be approved by the Ministry of Health.
- 1.2. Depending on the sites and surfaces to be treated, disinfectants must be authorized for Product Type 2 "Disinfectants and algacides not intended for direct use on humans or animals" and / or Product Type 3 "Veterinary Hygiene" and / or or for Product-type 4 "Food and feed use area".
- 1.3. It is necessary to choose a disinfectant in the field of application of which is registered virocidal or limited / partial virocidal action.
- 1.4. It is advisable to choose a disinfectant that achieves effectiveness with a shorter exposure time (up to 15 minutes).

## **2. Establishment of critical points and frequency of treatments**

- 2.1. Critical points to be disinfected are determined for each site. Critical points are all surfaces associated with the flow of people, as well as frequently touched surfaces (desks, desks, door handles, windows, handles in public transport; lighting switches, elevator buttons, ATMs; railings; fitness equipment; counters for passenger / customer service; fixed telephones and appliances, touch screens, toilet bowls, sinks, faucets and many other hand-touched surfaces, depending on the specifics of each site / workplace, floor coverings).
- 2.2. Critical points are subject to periodic disinfection daily.
- 2.3. In the presence of a confirmed case of COVID-19 in the site / office cleaning and disinfection of surfaces in contact with the infected person, the workroom, common areas shall be done.

## **3. Methods of application of disinfectants. Disinfectants can be ready for use, which are applied directly to surfaces or concentrates from which working solutions must be prepared before use.**

### 3.1. Small surfaces (handles, buttons, keyboards, desks, etc.)

- 3.1.1. It is recommended to use ready-to-use disinfectants in the form of sprays.
- 3.1.2. Surfaces are sprayed directly or wiped with a clean cloth / swab pre-soaked in disinfectant.
- 3.1.3. Small surfaces can also be wiped with disinfectant wet wipes, and used disinfectant wipes are collected and disposed of according to the manufacturer's instructions.

### 3.2. Large surfaces (walls, floors, worktops, etc.):

- 3.2.1. Disinfectants intended for large surfaces may be in the form of a concentrate from which a working solution must be prepared before use or in a ready-to-use form.
- 3.2.2. The working solution is prepared according to the manufacturer's instructions and / or according to the method of use indicated on the label.
- 3.2.3. The labeling rate and exposure time indicated on the label must be strictly observed.
- 3.2.4. The specific requirements, if any, indicated on the label, for the need for ventilation, subsequent wiping or rinsing of the surfaces with drinking water, time of access of people and animals to the treated premises, etc. must be strictly observed.

### 3.3. Surfaces to be disinfected can be treated in different ways, depending on the disinfectant chosen and the type of surfaces themselves, in strict accordance with the manufacturer's instructions.

All rooms and common areas should be ventilated regularly.



				FOR SURFACES	FOR PERSONAL USE						
Reception		subject to the requirements for 2 meters distance between guests			YES, at entrance		YES	It is recommended	YES	It is recommended	BACTERICIDAL UV LAMPS
<i>Welcoming the guest by a receptionist</i>	YES		YES		YES		YES		YES	It is recommended	
<i>Reception staff</i>		subject to the requirements for a distance of 1.5 meters			YES		YES	No	YES	It is recommended	
<i>Guest area in the reception, chairs or armchairs</i>	Up to 4 persons	reduction of the number according to the			YES		YES				

		requirements for 1.5 meters distance between the guests									
reception - board for working with guests	YES	subject to the requirements for a distance of 1.5 meters		YES, periodically every hour, or after guests	YES				YES	YES	partition safety glass / plexiglass
common areas - floors, walls, doors				YES			YES		YES	YES	
Indoor swimming pool		in compliance with the requirements for a distance of 1.5 meters between the guests and instructions given by the			YES, at entrance						

		health authorities									
Pool / pools	YES	in compliance with the requirements for a distance of 1.5 meters between the guests and instructions given by the health authorities		YES		YES					

Note: The treatment of water in swimming pools is carried out in compliance with regulatory requirements and depending on the type of water. Provided that the water is only mineral, according to the balneological assessment issued by the Minister of Health, the balneological assessment may be used only in its natural state for the needs indicated in the balneological assessment.

In these cases, the water in the pools is changed daily, before that the floor and walls of the pool are cleaned, washed and disinfected.

In cases where mixed water (mineral and drinking) is used in the pool, the water treatment is carried out in the manner and order specified in Instruction No. 34, and for the respective pool it cannot be indicated that the water in it is mineral.

In the cases under item 1-for the mineral pools, provided that the Organization should be made so that there is an employee who observes the fulfillment of the requirements.

In addition, automatic hand sanitizer dispensers should be installed at several locations on the site.

Jacuzzi	YES	members of 1 family				YES					
sunbeds	YES	subject to the requirements for a distance of 1.5 meters		YES, periodically up to 4 times a day							
масички				YES, periodically up to 4 times a day							

common areas - floors, walls, doors				YES							
Hydrotherapy section		subject to the requirem ents for a distance of 1.5 meters between guests									
therapeutic pool with a minimum volume of 10 cubic meters;	YES			YES		YES					
therapeutic baths - tangential and / or hydromassage, and / or aeromassage, and / or classical	YES			YES, after each guests		NO					
common areas - floors, walls, doors				YES							



Thermotherapy section Dry heat		3 sq.m. per person, but more than 10 people or family members, subject to the requirements for 1.5 meters distance between guests									
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Note: It should be ensured an employee that supervises the use of the saunas only with individual towels and does not allow people to enter them only in bathing suits. Speaking, singing and other similar activities in saunas should be restricted and consumers should be informed.

Finnish sauna	YES	YES		YES							
herbal sauna	YES	YES		YES							
quartz sauna	YES	YES		YES							
aroma sauna	YES	YES		YES							
Russian bath	YES	YES		YES							
bio sauna	YES	YES		YES							
quartz sauna	YES	YES		YES							
sauna - other from the category	YES	YES		YES							



		distance of 1.5 meters between guests									
shock pool	YES	members of 1 family		YES		YES					
contrast shower	YES			YES, periodically							
ice fountain	NO			YES, periodically							
Kneipp trail	YES			YES		YES					
shower Vichy	YES			YES, after each customer							
sharko shower	YES			YES, periodically							
frigidarium	YES			YES, periodically							
ice room	YES	members of 1 family		YES, periodically							
adventure shower	YES			YES, periodically							
contrast procedures -	YES			YES, periodically							

other from the category				y							
common areas - floors, walls, doors				YES							
Relaxation area		distance between 1.5 meters			YES, at entrance						BACTERICIDAL UV LAMPS
heated armchairs	YES			YES							
sunbeds and / or couches	YES	distance between 1.5 meters		YES							
tables				YES							
common areas - floors, walls, doors				YES							
Bathrooms		distance between 1.5 meters			YES, at entrance						
changing rooms with individual wardrobes / lockers, changing benches	YES	distance between 1.5 meters		YES, periodically up to 4 times daily							
bathrooms with showers	YES			YES, periodically on every hour							

common areas - floors, walls, doors	YES			YES, periodically during the day.							
toilets					YES, at entrance						
sink with hot and cold water				YES, periodically on every hour							
toilet				YES, periodically on every hour							
urinal				YES, periodically on every hour							
common areas - floors, walls, doors				YES							
Premises for procedures					YES						
treatment / massage rooms	YES			YES, after each customer					YES	YES	it is recommended to use disposable towels, sheets, etc.

cosmetic studio	YES			YES, after each customer					YES	YES	it is recommended to use disposable towels, sheets, etc.
common areas - floors, walls, doors				YES							
Fitness section		distance between appliances of 1.5 meters			YES, at entrance						BACTERICIDAL UV LAMPS
cardio area	YES	distance between appliances of 1.5 meters		YES, periodically up to 4 times daily					YES	YES	
area for muscle groups	YES	distance between appliances of 1.5 meters		YES, periodically up to 4 times daily					YES	YES	
gym, yoga, others	YES	distance between appliances of 1.5 meters		YES, periodically							
common areas - floors, walls, doors				YES							

Storage room for storage of products											
racks				YES							
common areas - floors, walls, doors				YES							
Outdoor pool		distance between appliances of 1.5 meters			YES, at entrance	YES			YES	YES	
pool / pools	YES			YES							see note above.
Jacuzzi	YES			YES							
sunbeds	YES	distance between appliances of 1.5 meters		YES, periodically							
tables				YES, periodically							
common areas - floors, walls, doors				YES							
Implementation of group procedures and activities	YES	distance between appliances of 1.5 meters							YES	YES	





**Within the meaning of Order No ПД -01-973 / 26.11.2021 of the Minister of Health:**

**1. A valid vaccination document is:**

- a. EU digital COVID certificate for incomplete vaccination course with a two-dose vaccine according to Annex No 3 to item 1, letter “c” of Order No ПД -01-389 of 31.05.2021 of the Minister of Health. For the purposes of this order, the certificate may be used from the 15th to the 30th day from the date of administration of the first dose of vaccine;
- b. EU digital COVID certificate for completed vaccination course for single-dose and two-dose vaccines according to Annex No 3 to item 1, letters “a” and “b” of Order No ПД -01-389 of 31.05.2021 of the Minister of Health. For the purposes of this Order, the certificate may be used from the date of administration of the second dose for two-dose vaccines and from the 15th day from the date of administration of a single-dose vaccine;
- c. EU digital COVID certificate for incomplete and completed vaccination course for single-dose and double-dose vaccines issued by another EU Member State. For the purposes of this order, the EU digital COVID vaccination certificate may be used within the respective time limits under letters “a” and “b”;
- d. Similar to the EU Digital COVID certificate, a document for incomplete or completed vaccination course - a document issued by a competent authority in another country, certifying that the person has received the appropriate dose of vaccine. The document must contain the name of the person, date of birth, date of administration of the corresponding dose of COVID-19 vaccine, serial number of the dose, and the total number of doses for vaccines to be administered twice, trade name of the vaccine administered against COVID19, the name of the manufacturer / holder of the marketing authorization, the country in which it was issued and the name of the issuing competent authority. For the purposes of this order, the similar vaccination document may be used within the respective time limits under letters “a” and “b”.

**2. A valid illness document is:**

- a. EU digital COVID certificate for illness according to Order No ПД -01-417 of 4.06.2021 of the Minister of Health, valid from the 15th to

the 180th day from the date of the first positive result of PCR examination. By virtue of and for the purposes of this order, the certificate may be used from the 15th to the 365th day from the date of the first positive PCR test result.

- b. EU COVID digital certificate for illness issued in another EU country, valid not earlier than the 11th to the 180th day from the date of the first positive result of the PCR test. By virtue of and for the purposes of this order, the certificate may be used until the 365th day from the date of the first positive PCR test result;
- c. Certificate of COVID-19, proven by rapid antigen test. The certificate is created in the National Information System for Combating COVID-19 for persons registered in it as confirmed cases of COVID-19, proven by rapid antigen testing and is available in electronic format by patients from the website of the National Health Information System - <https://his.bg>. The certificate is valid from the 15th to the 365th day from the date of the first positive result of a rapid antigen test;
- d. Analogous to the EU COVID Digital Certificate of Illness - a document of illness proven by PCR or rapid antigen test issued by a competent authority in another country and certifying that the person has suffered from COVID-19. The document must contain the names of the person, date of birth, date of first positive result of PCR test or rapid antigen test and positive result, data on the medical institution that performed the test (name, address or other contact details) or on the issuing authority and the country, in which the study was conducted. For the purposes of this order, the analogous document may be used from the 11th to the 365th day from the date of the first positive result of a PCR test or rapid antigen test.

### **3. A valid test document is:**

- a. EU digital COVID certificate for testing according to Order No ПД -01-548 of 30.06.2021 of the Minister of Health, valid for up to 48 hours from a rapid antigen test or up to 72 hours from a PCR test;
- b. EU digital COVID certificate for testing issued in another EU country, valid for up to 48 hours from a rapid antigen test or up to 72 hours from a PCR test;
- c. Analogous to the EU COVID Digital Certificate for testing - a document for testing by PCR or rapid antigen test, issued by a competent

authority in another country and certifying that the person has a negative result from the test for COVID-19. The document must contain the person's name, date of birth, type of test, Latin method (PCR or RAT) and negative result (Negative), date and time of the test sample, trade name and test manufacturer. for rapid antigen tests), name of the laboratory / medical institution that performed the test. The period of validity of the analogue document is up to 48 hours from a rapid antigen test or up to 72 hours from a PCR test.

- d. Certificate for the presence of antibodies against SARS-CoV-2, proven by a laboratory test for quantitative testing of Anti-SARS-CoV2 IgG values greater than 150 BAU / ml. The research is performed with laboratory diagnostic tests (in vitro medical devices - IVD), which have "CE" marking and are included in the database of the Joint Research Center of the European Commission as of 03.11.2021. The tests must have at least 97% specificity and at least 92% sensitivity. The certificate is created in the National Information System for Combating COVID-19 only for persons with laboratory results that meet the specified and is available in electronic format on the website of the National Health Information System - <https://his.bg>. The certificate is valid for up to 90 days from the date of the laboratory test and is issued for tests performed after the entry into force of this order.

4. **For the purposes of item I, 31 of Order No ПД -01-973 / 26.11.2021**, a valid test document is also a medical document certifying a negative result of a test performed, valid for up to 48 hours from a test performed with a rapid antigen test or up to 72 hours of PCR testing. The document must contain the three names of the person, type of test and negative result, date and time of the test sample, trade name and test manufacturer (mandatory for rapid antigen tests), name of the laboratory / medical institution that performed the test.