COVID-19 PROTECTION PLAN FOR THE TOURISM, MUSEUMS, ATTRACTIONS AND VENUES

Protocol and Certification Label
8/07/2021
Contents

INTRODUCTION .................................................................................................................................................. 2
I. RECOMMENDATIONS AND SCOPE ........................................................................................................... 3
   a. Recommendations ..................................................................................................................................... 4
   b. Scope ....................................................................................................................................................... 4
II. CUSTOMER INSTRUCTIONS ....................................................................................................................... 5
III. CERTIFICATION LABEL ............................................................................................................................. 6
IV. BASIC RULES FOR ALL SECTORS .............................................................................................................. 7
   a. GENERAL ORGANISATION ...................................................................................................................... 7
   b. HYGIENE MEASURES .............................................................................................................................. 8
   c. MEANS OF PROTECTION ............................................................................................................................ 8
      Implementing measures to protect against respiratory droplets ................................................................. 8
      Ticket desks and payments ...................................................................................................................... 8
      Ensuring a sufficiently hygienic air supply .................................................................................................. 9
      Organisation of cloakrooms and luggage storage ..................................................................................... 9
      Lifts ........................................................................................................................................................... 9
   d. COMMUNICATION ................................................................................................................................... 10
   e. INTERNAL ORGANISATION OF WORK ................................................................................................. 10
   f. PLAN FOR MANAGING SUSPECTED CASES OF COVID-19 ................................................................ 11
V. RULES BY SECTOR ......................................................................................................................................... 12
   a. HOSPITALITY .......................................................................................................................................... 12
   b. ATTRACTIONS AND MUSEUMS ............................................................................................................. 13
   c. TOURIST ACCOMMODATION .................................................................................................................. 13
   d. GUIDED TOURS ....................................................................................................................................... 14
   e. VENUES AND TRADE FAIRS .................................................................................................................. 15
VI. COMMUNICATION MATERIALS ................................................................................................................... 16
VII. CLEANING AND DISINFECTION CHECKLIST ............................................................................................. 18
   a. GENERAL .............................................................................................................................................. 17
   b. RECEPTION AREAS ............................................................................................................................... 17
   c. TOILET FACILITIES ............................................................................................................................... 17
   d. TOURIST ACCOMMODATION .................................................................................................................. 18
   e. ATTRACTION / MUSEUMS / TRADE FAIRS ......................................................................................... 18
VIII. LIST OF LINKS INCLUDING THOSE WITHIN THE DOCUMENT ............................................................ 19
CONCLUSION .................................................................................................................................................... 20
Experts say that we are going to have to live with COVID-19 for some time. We must therefore continue to take measures to limit the spread of the virus as much as possible and prevent another spike in infections from occurring.

This guide describes the minimum general protection measures necessary for maintaining safe contact in the tourism, culture and events sectors, in order to reduce the risk of contamination as much as possible. All establishments must comply with the requirements detailed in this document. This protection plan is valid until it is declared null and void by the relevant authorities.

These general protection measures can be carried out at sector and/or company level, taking into account the specific context at all times, to ensure activities restart in the safest possible way. Other appropriate measures may also be taken. Needless to say, the implementation of these measures must coincide with the lifting of lockdown restrictions as decided by the National Security Council, information on which can be accessed via the federal government website at www.belgium.be/fr or at www.info-coronavirus.be/fr/. In reality, we realise that not all tourism sector activities will be able to restart at the same time.

In addition to the measures covered in this guide, we also recommend that you consult the General guide for preventing the spread of COVID-19 at work (Guide générique pour lutter contre la propagation du COVID-19 au travail), available on the FPS Employment, Labour and Social Dialogue website, the General guide to opening businesses to prevent the spread of the COVID-19 virus (Guide générique relatif à l'ouverture des commerces pour prévenir la propagation du virus COVID-19) and the Guide to a safe reopening of the hospitality sector (Guide pour un redémarrage sûr de l'horeca) available on the FPS Economy website. Collective measures always have priority over individual measures. Measures will evolve in line with National Security Council guidance or to take into account new scientific recommendations and other best practice.

This guide has been developed in collaboration with partners in the tourism, events and cultural sector.
I. Recommendations and Scope

a. The fight against COVID-19 transmission: the 6 golden rules

1. Respect hygiene precautions (hand sanitising, cleaning and disinfecting).
2. Give preference to outdoor activities and ensure spaces are regularly aerated where activities take place indoors.
3. Consider vulnerable people; don’t delay in taking extra precautions to protect them.
4. Keep a distance of 1.5m between people and wear a mask when maintaining this distance is not possible. It is also compulsory to wear masks inside shops and shopping centres; in meeting rooms and auditoria; at libraries; in toy, game and media libraries; in locations where hospitality activity is permitted; on public transport; on shopping streets; at markets and all busy, public places (as defined by local authorities).
5. Limit your close contacts to people living under the same roof as you, to which you may add a certain number of people, depending on how the situation develops (see www.info-coronavirus.be).
I. RECOMMENDATIONS AND SCOPE

a. Recommendations

General recommendations from the European Centre for Disease Prevention and Control for the tourism sector, with particular reference to tourist accommodation.

Public health measures in the tourism sector must conform with the general measures set by local and national authorities. The measures in place in the tourism sector must be at least as strict as the recommendations given to the general public.

Constant dialogue between the local and national public health authorities and accommodation establishments is essential in order to ensure that the most recent rules and regulations in a given geographic location are communicated and applied.

b. Scope

The culture and tourism sectors:

- Hospitality
- Attractions and museums
- Tourist accommodation
- Guided tours
- Venues and trade fairs
II. CUSTOMER INSTRUCTIONS

Instructions for customers

1. Do not go to the places concerned if you have any coronavirus symptoms;
2. Follow the instructions from staff and the guidance displayed in the specific location;
3. Keep a minimum of 1.5m distance from other visitors/customers and staff of the establishment and/or (according to the situation in the Brussels-Capital Region) wear a mask;
4. Keep your hands clean and regularly sanitised and try to touch as little as possible;
5. Cough or sneeze into your elbow or a paper tissue that can be disposed of immediately in a bin with a lid and preferably one that is dedicated for this purpose and clearly marked;
6. Please use the hand sanitiser or soap and face masks provided for you;
7. It is obligatory for everyone aged 12 and over to wear a face mask in public and in private places that are accessible to the public, throughout the Brussels-Capital Region. If you are unable to wear a mask due to medical reasons, a face shield may be used;
8. Book your visit to a museum, attraction or hospitality establishment as far in advance as possible;
9. Pay by card or contactless payment whenever possible;
11. Respect floor markings and signs to keep a safe distance.
12. Feel free to share feedback (positive or negative) on your experience with the staff of the place you are visiting.
13. Throw away your used masks and tissues in the household waste bin, preferably when you get home or in the place of your visit.

Instructions for welcoming customers

14. Before arriving on the premises, customers must receive information on the current guidance of local and public health authorities and on the specific measures in place in the establishment they are visiting. Customers must be aware that they should postpone their visit if they show symptoms of COVID-19 or if they are in contact with someone who has tested positive for COVID-19 or has symptoms that are consistent with COVID-19;
15. Specific signage, including adapted versions for customers with disabilities, must inform customers before entering onto the business premises of the signs and symptoms of COVID-19 and inform them what to do if they have symptoms. The business establishment may also provide leaflets containing this information;
16. At the time of departure, it is made explicit to customers that they must immediately inform the establishment if they develop symptoms associated with COVID-19 or obtain a positive COVID-19 test result, within 14 days of their visit;
17. Make sure that customers’ contact details are available for 14 days in case they are required for contact tracing.
III. CERTIFICATION

We recommend that you also join the Brussels Health Safety Label. This label serves two purposes:

- It is shared by the largest number of partners and is therefore operational;
- It reassures the public.

To obtain the label, businesses must commit to respecting the general mandatory and common rules as well as those specific to their sector (see below).

After receiving a signed declaration of their certification, businesses will receive a full set of materials (see page 19, Communication Materials) to display in their shop front or window.

Random audits are carried out by external providers. Infractions will result in a formal notice and a deadline of 3 working days to implement the necessary measures. Failure to do so will result in the label being retracted from the business. The business may request another visit at its own cost to obtain certification once compliance measures are in place.

Once an establishment is certified, it receives a certificate and relevant marketing tools (see page 19, Communication Materials) to display in visible locations. The label is also supported by a communications campaign.

You will find a list of certified establishments here: [https://visit.brussels/en/article/tourism-sites-brussels-health-safety-label](https://visit.brussels/en/article/tourism-sites-brussels-health-safety-label)
IV. BASIC RULES FOR ALL SECTORS

a. General organisation

Compulsory Measures

1. Before restarting your activities, thoroughly clean and disinfect all equipment and areas used by staff and customers;

2. Tests for staff are organised before reopening;

3. Appoint a “COVID Coordinator” within your establishment or one for a number of establishments and set up a “CoronaSafe” team to monitor how protocol measures are followed and what action to take in cases where measures are not respected (front line monitoring). It is also possible to organise a secondary level of monitoring, by calling on an external certification body or external prevention services from the sector or professional organisations;

4. Put in place health protocols based on existing protocols published by the relevant services (see page 20 - useful links) and communicate them;

5. Provide visitors with COVID-19 prevention information in at least 2 national languages and English, or failing that, with the use of clear diagrams.

6. As a tourist establishment, set a maximum number of people authorised in each area according to the space available, to ensure the necessary physical distance can be maintained. The maximum number of customers must not exceed this number and this information must be displayed at the entrance to the establishment;

7. Ensure a minimum physical distance of 1.5m with the use of floor markings or with security barriers/cordons.

8. Put in place security staff, who are appointed and trained, to make sure this distance is maintained (or train your own staff in-house);

9. Limit large numbers of people by using an advanced booking system as much as possible (sales/reservations online, by email or telephone etc.);

10. At the same time as sending the booking confirmation email to the visitor, provide them further information in the form of a digital leaflet on the relevant health precautions to take (digital leaflet, link to website etc.) and direct them to the government guidelines regarding travel, so they know how to travel in a safe and responsible way;

11. Pay equal attention to the layout of car parks and bicycle shelters (e.g. regular cleaning of ticket machines/access key codes/bells, ensuring that there is sufficient space between parking spaces);

12. Remove documents that are likely to be touched by many people such as brochures, books, welcome leaflets, visitor books or newspapers;

13. Brochures, leaflets and other promotional documents for visitors to take away are permitted. Make visitors aware of the importance of only touching the documents that they intend to take;

14. Adapt safety requirements for first aid posts in order to provide care without risk of contamination;

15. Regularly disinfect communal spaces and clearly display the cleaning schedule;

16. Remind your visitors to only throw away their masks and used tissues in the waste bins provided in your establishment. Plan for a sufficient number of bins (with automatic or pedal lids)

Recommended measures

17. Put in place a one-way system, modifying the visitor’s route to prevent visitors from crossing paths or respect social distancing if the layout of your establishment allows it;

18. As much as possible, leave non-automatic doors open (this does not apply to fire doors).
IV. BASIC RULES FOR ALL SECTORS

b. Hygiene measures

See the checklist at the end of the document.

**Compulsory measures**

1. Make hand gel or soap available at various well-designated points;
2. Regularly disinfect individual and shared equipment;
3. Make disposable paper towels available and turn off hand dryers;
4. Make a specific bin available for health risks and clearly identify it as such. Failing that, use closed bins or those with self-closing lids;
5. The staff member responsible for cleaning must be equipped with adapted personal protective equipment (mask and gloves).

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c. Means of protection

**IMPLEMENTING MEASURES TO PROTECT AGAINST RESPIRATORY DROPLETS**

**Compulsory measures**

1. Employees who do not have physical protection when coming into contact with visitors, customers or suppliers must wear face masks or visors.
2. Ban all physical contact; no hand shaking, tapping on the shoulder or hugging;
3. Install protection panels or other forms of protection at counters, reception desks and other points of contact between visitors and employees.
4. It is obligatory for everyone aged 12 and over to wear a face mask in public and in private places that are accessible to the public, throughout the Brussels-Capital Region. If a person is unable to wear a mask due to medical reasons, a face shield may be used;

**TICKET DESKS AND PAYMENTS**

**Compulsory measures**

1. Ensure electronic payments are safe by disinfecting the card machine keypad after each use. Encourage contactless payments;
2. Limit use of the cash register to one person or make sure to disinfect after each use.

**Recommended measures**

3. Prioritise contactless solutions for employees and throughout the duration of the customer’s visit (use of mobile phone, card readers, QR codes etc.).
IV. BASIC RULES FOR ALL SECTORS

c. Means of protection (continued)

ENSURING A SUFFICIENTLY HYGIENIC AIR SUPPLY

Poor ventilation in indoor spaces is linked to an increase in the transmission of respiratory infections. Increasing the amount of air flow per hour and allowing as much outside air as possible is likely to reduce the risk significantly. Try to avoid creating draughts.

Compulsory measures

1. Maintenance planning for ventilation systems must be adjusted (more frequent replacement of filters);
2. Prevent the recirculation of air as much as possible when air conditioning is used as ventilation.

Recommended measures

3. Prioritise the addition of an air purification system in the ventilation system;
4. Choose natural, hybrid (air extraction) or mechanical ventilation.

ORGANISATION OF CLOAKROOMS AND LUGGAGE STORAGE

Compulsory measures

1. Limit access to self-service cloakrooms and communicate the maximum number of people allowed to enter at the same time;
2. Disinfect regularly;
3. Make sure that staff who touch luggage wash or disinfect their hands after each time they handle an item.

Recommended measures

4. Do not let your staff handle customers’ coats or belongings. It is advisable that customers hang up their items themselves in the designated area.

ASCENSEURS

Compulsory measures

1. Arrange specific floor markings for waiting for the lift;
2. Ensure frequently touched surfaces are cleaned regularly;
3. Keep lifts well ventilated in line with legislation and manufacturer’s instructions, as well as the rules of the building

Recommended measures

4. As much as possible, discourage people from sharing the lift, except for members of the same household, those who share a room or people who require assistance. Priority of lift use should be given to people with reduced mobility and those with luggage.
5. Display the maximum number of people allowed in the lift at the same time;
6. Encourage customers to use the stairs, particularly when descending, if possible and practical (for example in low-rise buildings).
IV. BASIC RULES FOR ALL SECTORS

d. Communication

Compulsory measures

1. Organise a COVID-19 communication campaign that is accessible on your website. Display hygiene advice and new rules in effect in different locations, inside as well as outside your establishment (hand washing, masks, distance, etc.).

2. Prepare information notice boards for customers, visitors and suppliers;

3. Prepare a communications plan and regular briefings for staff and repeat instructions;

4. Make timely contact with employees, including temporary staff and interns, to inform them of the rules in force in your establishment. Do the same with those outside your business, including your customers, suppliers and any person who comes into contact with your business.

e. Internal organisation of work

Compulsory Measures

1. Organise work so that teleworking is recommended for positions that allow it;

2. Establish the possibility of staggered working hours and breaks, flexible working or working outside of office hours;

3. Make hand sanitiser and soap available to your staff and customers;

4. Make the wearing of face masks obligatory for staff coming into contact with people from outside (the public, customers, deliveries, visitors etc.) where physical distancing cannot be guaranteed or where there is no separating Plexiglas;

5. Keep movements within the building to a minimum;

6. Limit the number of people allowed in the same room and measure the number of people by using a CO2 metre;

7. Make sure that delivery drop-off areas and delivery drivers respect all aforementioned safety measures (gloves, face masks etc.);

8. Inform and train your staff: all staff working in tourist establishments must be aware of the symptoms of COVID-19 (for example, fever, cough, sore throat) and must be informed of the basic measures for preventing infection and actions to take if customers display COVID-19 symptoms.

9. Do not permit staff to enter the work environment if they or a member of their household has tested positive for COVID-19 for the duration of the infectious period as defined by the local health authorities;

10. Do not permit staff to enter the work environment if they present symptoms similar to those of COVID-19. They must isolate and are advised to follow the local health authority guidelines and to request medical assistance if the symptoms become worse, in line with local guidelines;

11. Inform your customers, visitors and suppliers of the prevention measures in place in your establishment in a timely manner; before arrival (e.g. by email) and upon arrival (when entering the building or car park);

12. If an employee falls ills, follow the guide-
IV. BASIC RULES FOR ALL SECTORS

e. Internal organisation of work (continued)

**Compulsory Measures**

- Recommended measures

13 As much as possible, enable contactless means of clocking on and off.

f. Plan for managing suspected cases of COVID-19

1 It is advised to implement a system for checking temperatures or using thermal cameras upon entrance to the site;

2 Where there is any doubt, access to the business premises will be refused (see the particular case of hotels);

3 If the suspected case is considered a probable or confirmed case, local public health authorities shall be informed and will advise on whether contact tracing should be triggered. In general, contact tracing begins immediately after notification of an identified probable or confirmed case and is generally the responsibility of the local public health authorities. Tourist establishments will be invited to cooperate and to provide all necessary information concerning other customers or members of staff who have been in contact with the person in the establishment from 2 days before and 14 days after the symptoms first appeared in the person in question;

4 If a suspected or confirmed case of COVID-19 was in an indoor area, this space must first of all be well ventilated for at least one hour, then thoroughly cleaned with a mild detergent, followed by the decontamination of surfaces with a disinfectant that is effective against the virus. You can also use sodium hypochlorite at 0.05 – 0.1% or alcohol-based products (a minimum of 70%) to decontaminate after cleaning with a mild detergent. All potentially infected textiles (for example towels, bed sheets, curtains, tablecloths) must be washed in hot water at 60 degrees for 30 minutes with ordinary detergent. If a hot water cycle cannot be used due to the type of material, bleach or other laundry products must be added to the cold-water cycle in order to decontaminate the fabric;

5 If someone falls ill at work you must follow the procedure laid out by FPS ELSD: https://emploi.belgique.be/fr/actualites/comment-doit-agir-lemployeur-avec-des-travailleurs-qui-presentent-des-symptomes-du, the main points of which are:

- Ensure that the person in question can return home safely, i.e. that they wear a mask, pay particular attention to hand hygiene and ideally do not use public transport
- In case of emergency, call the emergency services
- How to respond to the concerns of other staff

6 Detail the planned measures for following-up contacts:

- Keep a list of participants
- Use the ‘Coronalert’ app to carry out secure tracing or to facilitate the subsequent follow up of contacts
V. RULES BY SECTOR

These rules apply to all sectors whenever a bar, cafeteria or restaurant service is offered to visitors or employees and are in addition to the basic rules.

a. HOSPITALITY

веде Compulsory measures

1. Meticulously disinfect all tables and chairs after clients depart and before new clients arrive;

2. Ensure there is a safe distance of 1.5m between tables and between people at different tables. Alternatively, install a physical barrier of a sufficient height in between tables (e.g. a Plexiglas partition at least 1.8m high);

3. Customers must be able to easily keep their distance (1.5m) from each other (except members of the same group), both inside and outside of your establishment. Social distancing rules also apply to terrasses and toilets.

4. Make it compulsory for everyone aged 12 and over to wear a face mask, except when they are seated;

5. Do not set the table with any cutlery before customers arrive;

6. Request your staff follow the visit.brussels training course (free video clips) developed in collaboration with Horeca Be PrO;

7. Carry out more frequent cleaning of kitchens and dining areas;

8. Require kitchen and dining staff to wear face masks;

9. Ensure food is covered when transporting it from the kitchen to the customer;

10. Reinforce hygiene requirements in customer toilets.

11. When providing home delivery services, the service provider must only be present in the place of preparation for the necessary amount of time.

12. Coordinate the movements of customers both inside the establishment and when leaving so as to limit as much as possible and in all circumstances, contact with staff and other customers, while respecting the 1.5m distance.

13. All meals and drinks must be consumed while seated at a table. Drinks at the bar or while standing are not permitted. Orders at the bar and bar service are only permitted in establishments run by one person, all while maintaining a distance of 1.5m from clients and between them.

14. As much as possible, show customers to their table. Allocate tables/places yourself to avoid comings and goings and customers crossing paths. Display a sign saying, ‘Please wait here’.

15. Use individual pre-packaged portions (that you can prepare yourself). Do not place butter dishes, salt and pepper shakers, bottles of oil, vinegar or ketchup, baskets of bread or decorative items etc. on the table;

16. Games such as pool and darts are not permitted, except if a safe distance of 1.5m can be kept. Disinfect these games after each use;

17. Crockery, cutlery, glasses and cups must be cleaned with soap and rinsed after each use. Rinsing beer glasses in cold water or in a glass rinser is not sufficient. It is better to wash them in a machine than by hand;

• If washing by hand, it is recommended to use hot water and a liquid detergent. Rinsing can be done in cold, clean water;
• If you can’t wash in hot water, pay special attention to the following points:
  - keep washing up water clean at all times
  - always use enough detergent (according to the manufacturer’s recommendations);
  - let glasses soak for long enough in the water and detergent;
  - Rinse with clean water;
  - Use different basins for washing and rinsing. Let glasses drain and dry sufficiently before using them again. Ideally, do not wipe them dry. If there is no alternative, make sure you replace the tea towel as often as possible with a clean one. Always wash your tea towels at 60 degrees;
  - Wash your hands before picking up a clean glass.
V. RULES BY SECTOR

a. HOSPITALITY (continued)

- Compulsory measures

18 Position chairs back to back;

+ Recommended measures

19 Analyse indoor air quality;

20 For menus, opt for boards on the wall or apps where customers can download the menu onto their smartphone;

21 We strongly advise against using menus that can be handled by different customers. If, despite everything, you use such menus, clean them meticulously between customers;

22 Use paper tablecloths, place mats and napkins as much as possible.

b. ATTRACTIONS AND MUSEUMS

At the moment and until further notice, activities can take place subject to compliance with the health measures in place: www.info-coronavirus.be/en/faq/

- Compulsory measures

1 Only allow small handbags or small back-packs (1 per person);

2 Limit or prohibit the use of audio-guides or ensure that they are cleaned after each use;

3 Put in place a one-way system (keeping fire escape routes accessible) so that visitors do not cross paths; if the layout of your establishment does not allow this, ensure that basic protection measures are in place (face masks + safe distance);

4 In order to limit the number of visitors, use time slots allocated by the booking system.

c. TOURIST ACCOMMODATION

Accommodation must be officially registered or in the process of being registered by the Brussels-Capital Region;

In addition to the general regulations, the following apply:

- Compulsory measures

1 Implement an online check-in/check-out system and send bills by email;

2 As a default, request ID details in advance electronically in order to complete the guest registration form before arrival (a police requirement - equally important for follow-up contact tracing), as well as to avoid all physical contact;

3 Guest details must be recorded by establishments on arrival and kept for 14 days in order to facilitate any subsequent contact tracing. These contact details cannot be used for other purposes except the fight against COVID-19 and customers must give their expressed consent;

4 All staff must wear face masks indoors;

5 Regularly disinfect high-traffic areas and frequently used equipment: entrance halls, reception, lifts, doors, toilets, etc.;

6 Put in place a queue management system by limiting the number of guests gathering inside and outside of the building and ensure a regular flow of guests waiting in line;

7 Adapt and document cleaning methods of bedrooms, during a guest’s stay and when they have
V. RULES BY SECTOR

left. We recommend not cleaning the room in the presence of guests;
8 Cleaning staff, technical staff, floor staff and anyone accessing an occupied bedroom must wash their hands in between each room;
9 Wash uniforms more frequently;
10 Review the room cleaning schedule in order to avoid two people working together, as much as possible;
11 Carry out regular checks that soap dispensers etc. function correctly;
12 Restrict access for deliveries;
13 Disinfect keys and other accessories before giving them to guests and when receiving them back from guests. Arrange a drop-off point for keys to be returned at check-out;
14 Ensure a deep clean is carried out and ventilation increased in bedrooms for a minimum of one hour after guests depart;

+ Recommended measures
15 If possible, acquire infrared thermometers;
16 Take the temperature of staff when they arrive for work.

Specific measures concerning the management of suspected cases of COVID-19
17 Allocate quarantine zones for suspected cases. Clearly define them and train your staff so they are familiar with them;
18 Put in place a transport plan to a specific hospital;
19 Put in place an evacuation plan for staff and guests;
20 Consider the possibility of having a doctor on-call to carry out tests to check for COVID-19 transmission. In the case of accommodation rental, provide and display the name of a doctor, as well as the language or languages they speak;
21 A person with a suspected case of COVID-19 must immediately wear a face mask and must be separated from other people by a distance of at least 2m. The person must avail of their own bedroom to isolate in a room with private bathroom facilities;
22 Disinfect the bedroom of the suspected case or mark the room as ‘out of order’ for 72 hours.

d. GUIDED TOURS

At the moment and until further notice, activities can take place subject to compliance with the health measures in place: www.info-coronavirus.be/en/faq/
 Measures taken by the government in relation to public transport apply (for tours on bikes, by metro or by bus). In addition to the general rules, the following apply:

ู่ Compulsory measures
1 Visitors must wear face masks or a transparent visor during tours;
2 For some activities (river cruises by boat for example), ensure that visitors are allocated seating by staff (e.g. keep an empty bench between 2 families);
3 Avoid touching monuments, plaques and public places etc.;
4 When the group stops, the guide must make sure that participants respect social distancing.
V. RULES BY SECTOR

d. GUIDED TOURS (continued)

+ Recommended measures

5 Invest in complementary equipment such as portable microphones so the guide can be heard in spite of the distance, developing smartphone apps, etc.;

6 Provide each guide with a basic hygiene kit to include:

• Disposable masks in case customers forget theirs; sold at cost price or available in a nearby public place;
• Disposable paper tissues;
• Disinfectant tissues and hand gel (guide to handle the bottle).

a. VENUES & TRADE FAIRS

Mandatory measures for the reopening of venues

1 All staff and exhibitors must wear face masks;

2 Regularly disinfect high-traffic areas and frequently used equipment: entrance halls, reception, lifts, doors, toilets, etc;

3 Respecting the basic rules, put in place a queue management system by limiting the number of guests gathering inside and outside of the building and ensure a regular flow of guests waiting in line. This rule also applies to toilet facilities;

4 Put in place a compulsory one-way system for moving between different rooms to avoid customers/visitors crossing paths;

5 Set a maximum number of people per room in accordance with government guidelines;

6 Put in place an evacuation plan for staff and guests;

7 For catering services, provide table service and organise a lunch box system for sandwiches. Avoid buffet service;

8 Ensure physical distance between participants in line with European and government guidance;

9 Implement a counting system to confirm visitor numbers at the trade fair at all times (by exhibition hall) and monitor the time slots allocated to visitors;

10 Meticulously disinfect all areas (tables, chairs and other furniture) after each visit or use;

11 Seminar and conference rooms should not be used unless the minimum distance of 1.5m can be respected. Allow sufficient time between sessions with different groups. After each session and each use, disinfect rooms including the furniture and material used by speakers (stage equipment, conference chairs, etc.).

+ Recommended measures

12 If possible, equip the venue with infrared thermometers;

13 Take the temperature of staff when they arrive for work;

14 Regularly analyse indoor air quality;

15 Opt for all-in price packages for your professional clients that include safety, cleaning, waste disposal, cloakrooms and cloakroom attendants, etc;

16 Try to reduce the number of documents, brochures and business cards exchanged. Use digital alternatives available from the organiser (such as scanning visitor badges).
VI. COMMUNICATION MATERIALS

A set of tools will be made available to all certified establishments:

1. Window stickers
2. Badges
3. Visuals in different formats to incorporate into your own promotional and communication materials
VII. CLEANING AND DISINFECTION CHECKLIST

We have put together the following, non-exhaustive list of areas to focus on:

a. GENERAL
   - Door handles
   - Light switches / lift buttons / tables / desks / chairs
   - Window handles / windowsills / thermostats
   - Railings / stair rails / handrails / bins / recycling bins
   - Ventilation system / air conditioning / fans / vending machines
   - Items available to read / touch
   - Items for loan or hire
   - Cleaning equipment

b. RECEPTION AREAS
   - Cash registers
   - Touchscreens / computer keyboards
   - Printers / photocopiers / telephones
   - Counter surfaces
   - Partition walls (Plexiglas or other) / pens

c. TOILET FACILITIES
   - Sinks (including shelves) / taps and fittings
   - Toilets (seat, lid and flush handle/pull) / showers / baths
   - Shower curtains / doors
   - Shampoo / conditioner / shower gel / soap dispensers
   - Changing bath towels / mats / robes
   - Bins
VII. CLEANING AND DISINFECTION CHECKLIST

d. TOURIST ACCOMMODATION

☐ Sinks / taps and fittings
☐ Hard furnishings (concentrating on handles, backs of chairs and surfaces likely to be touched)
☐ Soft furnishings (sofas, armchairs) / rugs and mats
☐ Bedding / radiators / bins
☐ Electronic appliances (oven, toaster, pressure cooker, coffee maker, fridge, freezer)
☐ Cleaning appliances (dishwasher, vacuum cleaner, washing machine/dryer)
☐ Condiments (bottles of oil and vinegar, salt and pepper shakers, spices and frequently used containers)
☐ Kitchen utensils / keys
☐ Letter box / hairdryer
☐ Television remote controls / Hi-Fi / TV / iron and ironing board / coat hangers / luggage racks
☐ Items for children (portable cots and playpens, changing table)
☐ Lockers / storage boxes / wardrobes
☐ Pitch connection systems (water, electricity) and waste water disposal

e. ATTRACTIONS / MUSEUMS

☐ Revolving doors / audio-guides / touchscreens
☐ Push buttons / railings / barriers / windowpanes / glass display cabinets
☐ Stair rails / handrails / seats
☐ Items for loan / hire
☐ Personal security items (harnesses / helmets)
☐ Visit materials
VIII. LIST OF LINKS INCLUDING THOSE WITHIN THE DOCUMENT


What should you do if an employee falls ill? Follow the guidance from FPS Employment, Labour and Social Dialogue

Guide for reopening hospitality businesses
https://horecamagazine.be/fr/guide-pour-un-redemarrage-sur-de-lhoreca/

Information on the pandemic from the Brussels-Capital Region
https://coronavirus.brussels/

Contact details registration form for the hospitality sector
bit.ly/GuidePourHoreca
CONCLUSION

The coronavirus pandemic has really put the tourism, events and hospitality sectors to the test.

At the beginning of July, the Brussels-Capital Region and visit.brussels launched the Brussels Health Safety Label - designed in collaboration with the international certification company, SOCOTEC - to support the impacted sectors and help them to restart their activities as soon as the situation allows.

Today, numerous establishments and institutions have already been certified and applications continue to arrive. As we have seen from the first businesses to be certified, the label makes their day-to-day communications with Belgian and international clients much easier. This is not a short-term approach. The measures put in place today will also be useful for the future.

The situation we have been confronted with in recent months is unprecedented. In spite of this and all the challenges you have faced, we hope that you will come out the other side stronger than ever.

“The gem cannot be polished without friction, nor man perfected without trials.”

Confucius