

In Zagreb, 10 May 2020

Recommendations for travel agencies during the Coronavirus epidemic (COVID-19)

Pursuant to the reactivation of certain activities on the basis of the Decision on the Adjustment of Measures for the Organization of Activities of Travel Agencies, it is recommended to act in accordance with the following recommendations.

1. Travel agencies branches

1.1. Entrance and work area

- **Visible notices.** A notice informing about the obligation to adhere to general hygiene and physical distancing measures must be placed in a visible location, before or immediately after entry, for all employees or customers who are entering the branch office.
- **Hand disinfection.** A dispenser containing an alcohol-based disinfectant in a concentration of no less than 70%, or another hand disinfection agent with proven virucidal effect, should be available to customers at the entrance to the branch office, as well as on the counters, along with a clearly visible notice of the obligation to disinfect hands upon entry.
- **Ventilation.** All rooms need to be regularly ventilated. The use of air conditioning units and heating should be avoided.
- **Cleaning and maintenance.** Surfaces which are touched often, such as POS terminals, cash registers, computers, door handles, handrails and other surfaces which the clients frequently touch, have to be regularly cleaned and disinfected.
- **Sanitary facilities.** It is necessary to ensure more frequent cleaning, disinfection and ventilation of sanitary facilities. Clients who use the toilet in the branch need to be provided with hand disinfection and proper hygiene.

1.2. Protecting employees and clients

- **Monitoring the health of employees by daily body temperature measurements.** Before coming to work, all employees must measure their body temperature at home during the morning hours and will not come to work if the temperature reading is higher than 37.2 C and/or if they are experiencing respiratory problems. In the event of elevated body temperature and/or respiratory problems with or without elevated body temperature, the employees will call their employer and competent family physician, and will not come to work until the cause for the respiratory problems and/or elevated body temperature is ascertained.
- **Number of employees.** The smallest possible number of employees should be present at the branch office at the same time. If possible, work should be organized in two shifts in such a

way that there is a half hour interval between the first and second shift, which will be used to clean and disinfect the premises and work surfaces.

- **Number of clients.** The number of clients in the branch office needs to be limited. After the allowed number of clients enters the facility further entry is only possible after one of the clients leaves, and in such a way that one client may enter for each client that has left.
- **Physical distancing.** If possible, it is necessary to ensure a physical distance of 1.5 m between the employee's *work areas*, and if that's not possible, it is necessary to ensure the use of face masks. If possible, ensure a physical distance of 1.5 m **between employee and client** while they are communicating.
- **Protective equipment.** The staff should use face masks, which cover the nose and mouth, while they are interacting with a client, and they should also have at their disposal a disinfectant with which they will regularly disinfect their hands. The employer is obligated to provide face masks and disinfectants for the employees.
- **Contactless payment.** Facilitate and advise clients to use contactless payment. It is advised to move the POS terminal and printer closer to the clients in order to maintain physical distance between the employee and client during the entry of the PIN number and invoicing. The POS terminals and printers have to be wiped down with a disinfectant after each transaction.

2. Passenger transport organized by the travel agency

The recommendations refer to the implementation of measures during passenger excursions organized by the travel agencies during the coronavirus epidemic in order to protect the crew and passengers, and with vehicle occupancy adhering to the 1.5 m physical distancing measure.

2.1. Transport of passengers by buses, passenger cars or vans

- **Visible notices.** A notice on the obligation to adhere to physical distancing (every other seat should remain unoccupied, passengers should sit diagonally behind each other - zig-zag), wearing face masks and hand disinfectant must be placed at the entrance to the means of transport. The agency is obliged to warn passengers before departure that they are obligated to have their own masks, gloves and disinfectants, but must also be able to provide them to the passengers if they haven't brought them. The agency is obligated to provide face masks and gloves to its employees.
- **Hand hygiene.** Whenever possible wash your hands with soap and water for 20 seconds while traveling, and when this is not possible, use disinfectants containing 70% alcohol or other hand disinfectant with proven virucidal effect. Hands have to be washed prior to entering the vehicle, after leaving the vehicle, after cleaning the vehicle or when the hands are visibly dirty, as well as in all other recommended situations (after going to the toilet, before eating, before and after touching your face, and similar). A disinfectant has to be available at the

entrance to the vehicle, and hands have to be disinfected when entering the bus (staff and passengers).

- **Driver seat hygiene.** Maintain the cleanliness of the driver's cab and your work environment - the cab by wiping down the surfaces daily, preferably several times a day, with a surface disinfectant. Especially take care to wipe down surfaces which are frequently touched, such as door handles, the wheel, dashboard and similar.
- **Driving with a face mask.** If the face mask is not preventing the driver from safely operating the vehicle, it's recommended that he should wear a face mask while driving. The face mask should be changed regularly, and especially when it becomes damp and wet. The hands should be washed with warm water and soap, or disinfected, before and after removing the face mask. Used disposable masks are placed in garbage bags which are placed in lidded bins.
- **Hygiene and air conditioning units, heating and ventilation units.** The interior of a means of transport has to be regularly cleaned and disinfected after each trip, during which special attention has to be given to the passengers' head and arm rests, door grab handles and windows. Passenger space has to be regularly ventilated while staying at rest stops. The use of air conditioning units and heating should be avoided. The general recommendation is to ventilate closed spaces by opening windows, and refrain from using ventilation systems. When using ventilation systems, special attention should be given to the state of the filters and maintaining the correct ratio of indoor air exchange rate. The proper functioning of the ventilation and air exchange equipment has to be checked. It is recommended to use ventilation with increased percentage of external air which circulates into the system, and to not use recirculation mode in order to encourage the exchange of air which reduces the concentration of potentially infectious particles.
- **Contact with passengers.** It is necessary to maintain a physical distance of 1.5 m in everyday social contact with passengers and other people. If the drivers are placing the luggage in the luggage compartment, it is necessary that they disinfect their hands afterwards.

2.2. Boat excursions

- **Visible notices.** It is necessary to place a notice on the obligation of maintaining physical distance, to wear face masks in the indoor areas of the tourist ship and disinfect hands when boarding. The agency is obliged to warn passengers before departure that they are obligated to have their own face masks, gloves and disinfectants, but also to provide them if the passengers haven't brought them. The agency is obligated to provide face masks and gloves to its employees.
- **Hand hygiene.** Whenever possible wash your hands with soap and water for 20 seconds while traveling, and when this is not possible, use disinfectants containing 70% alcohol or other hand disinfectant with proven virucidal effect. Hands have to be washed before coming aboard, after disembarking, after cleaning the ship or when the hands are visibly dirty, and in all other recommended situations (after going to the toilet, before eating, before and after touching your face and similar). The disinfectant has to be readily available at the ship's entrance, and hand disinfection is necessary during boarding (staff and passengers).

- **Hygiene and air conditioning units, heating and ventilation units.** The interior of a means of transport has to be regularly cleaned and disinfected after each trip, during which special attention has to be given to the passengers' head and arm rests, door grab handles and windows. Passenger space has to be regularly ventilated while idling at rest stops. The use of air conditioning units and heating should be avoided. The general recommendation is to ventilate closed spaces by opening windows, and refrain from using ventilation systems. When using ventilation systems, special attention should be given to the state of the filters and maintaining the correct condition of the air exchange rate indoors. The proper functioning of the ventilation and air exchange equipment has to be checked. It is recommended to use ventilation with increased percentage of external air which circulates into the system, and to not use recirculation mode in order to encourage the exchange of air which reduces the concentration of potentially infectious particles.
- **Contact with passengers.** It is necessary to maintain a physical distance of 1.5 m in everyday social contact with passengers and other people. If the drivers are placing the luggage in the luggage compartment, it is necessary that they disinfect their hands afterwards.

3. Tour managers and guides

- **Health monitoring by daily body temperature measurements.** Before starting work, all employees will measure their body temperature during the morning hours, and will not start work if it is higher than 37.2 C and/or if they have respiratory problems. In the event of elevated body temperature and/or respiratory problems, with or without elevated body temperature, the employees will call their employer and competent family physician, and will not start work until the cause of the respiratory problems and/or elevated body temperature is ascertained.
- **Contact with clients.** While interacting with passengers and other employees, it is necessary to maintain an appropriate physical distance of 1.5 m and use a face mask which covers the nose and mouth. Disinfectants should be available to tour managers/guides with which they will disinfect their hands regularly.
- **Maintaining audio equipment.** The tour manager/guide is responsible for the collection, cleaning and disinfection of wireless audio sets before and after every use.