**Croatian Institute of Public Health**

Version 1

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**Recommendations for the prevention of infection in catering facilities with and without terraces and in catering facilities in accommodation facilities as part of the gradual easing of restrictions related to COVID-19**

To prevent the spread of infection during the stay in catering facilities with and without terraces and in catering facilities in accommodation facilities, it is necessary to ensure a physical distance between visitors and between visitors and employees.

**Organization of work.** Opening hours of catering facilities are possible from 6 to 23 hours. In the facilities, tables are kept empty until guests arrive, and utensils are served when guests sit down. It is recommended to display the menus at the entrance or other visible place in an appropriately plasticized form, i.e. it is recommended to remove the classic forms of the menu. It is possible to give visitors an oral recommendation or in some other acceptable way to express the offer of food and drinks.

**Limition of the total number of visitors.** The limit on the number of visitors can be achieved by making available the number of tables that can be set so that the tables are 1.5 m apart. The entry of guests is regulated in such a way that the next visitor or group of visitors can enter only when the previous group of visitors leave the space of the object. The physical distance between individual groups of visitors must be at least 1.5 m. The tables should be arranged so as to maintain a physical distance of 1.5 m between the tables, or between different groups of guests. Organized guest groups may be seated at tables, with a distance of at least 1.5 m between the individual guest groups. For example, members of one family sit 1.5 m away from the other group of guests, even if they are sitting on long tables that are intended for seating more than one person.

**Food and drink serving.** Visitors can also order a meal or beverage at the restaurant, which they will take with them and consume on the terrace or in the open air. When ordering, a physical distance of at least 1.5 m between customers waiting in line must be observed. It is possible to order and retrieve food or beverage at the bar without restraint, i.e. it is not allowed to stand at the bar. Standing guests can also be served if they are kept at a physical distance, without high tables, with hand consumption.

**An employee serving guests on the terraces.** One employee is assigned to serve a predetermined number of tables to minimize mixing of employees and guests. Between charging for the service and serving individual visitors, a facility employee must disinfect his hands.

**Special rules for catering facilities in accommodation facilities and others that have a “buffet table” way of serving.** In these facilities, it is recommended that visitors maintain a physical distance of 1.5 m during their stay, and especially when serving meals in a buffet manner, unless they are members of the same family when it is not necessary for members of the same family to maintain a. It is recommended that the buffet style be served so that there is a barrier between the guests and the food, and that one employee serves the guests the food of their choice. Other measures of physical distance related to family or other groups of visitors who use the services of the facility in the group are the same as for all other catering facilities.

**Health protection of visitors and staff.** Refers to sales and service staff. Everyone should always have a disinfectant available to periodically disinfect their hands. If possible, it is advisable to provide a space of at least 1.5 m between the server or the cashier and the buyer when issuing the goods and paying for the goods, or, if possible, to install a protective barrier at the place of service and at the cashier, which will physically separate the cashier from the buyer. Contactless payment by bank cards should be encouraged.

**Caterers should adhere to the highest hygiene standards** and wash their hands with warm water and soap as often as possible with the use of hand sanitizer, certainly before serving guests at each new table. Adapted to the epidemiological situation, it is currently recommended that the air-conditioning systems be out of use and that the area is ventilated.

**After the departure of each group of guests**, the table, chairs, and other surfaces that the guests touched must be wiped with disinfectant, i.e. the tablecloths must be removed even if they are not visibly soiled.

It is forbidden to serve snacks in bowls on the tables, salt / pepper / oil / vinegar / other spices are not left on the tables, but new, previously washed, or disinfected dishes are brought for each group of new guests.

**Cleaning and disinfection of the space.** Visitors should be provided with a dispenser with hand disinfectant at the entrance to the property and a clearly worded notice on the obligation to disinfect hands upon entry. Also, at the entrance should be clearly displayed a notice of the obligation to maintain a distance of at least 1.5 m between visitors and between visitors and staff. Door handles and handrails, handrail surfaces and door edges on refrigerators as well as other surfaces that are noticed to be frequently touched by customers should be continuously wiped with alcohol-based disinfectant or other means with declared virucidal action according to the manufacturer's instructions.

Indoor areas where guests are staying should be regularly ventilated.

Instructions for cleaning and disinfecting the area are available at the following links:

COVID-19 free areas cleaning instructions: [https://www.hzjz.hr/wp-content/uploads/2020/03/Cleaning-and -Disinfection-spaces-without-COVID-19-2.4.2020. .pdf](https://www.hzjz.hr/wp-content/uploads/2020/03/Cleaning-and%20-Disinfection-spaces-without-COVID-19-2.4.2020.%20.pdf)

Persons suspected or affected by COVID-19: [https://www.hzjz.hr/wp-content/uploads/2020/03/Ciscenje-i-dezinfekcija-prostora-u-kojima-je-boravila-osoba-pod -doubt-COVID-19-2.4.2020..pdf](https://www.hzjz.hr/wp-content/uploads/2020/03/Ciscenje-i-dezinfekcija-prostora-u-kojima-je-boravila-osoba-pod%20-doubt-COVID-19-2.4.2020..pdf)

Other general measures to prevent the spread of COVID-19 are available at: <https://www.hzjz.hr/wp-content/uploads/2020/03/Dodatne-upute-za-pojedince-kolektive-i-poslodavce.pdf>

**Daily measurement of employee body temperature.** Staff should measure their body temperature in the morning before coming to work. If the body temperature is higher than 37.2 ° C, if the person is feeling sick or has any signs of illness (applies to all symptoms and signs of illness, not just respiratory diseases), he or she should report to the supervisor and not come to work until he calls the family doctor.

**Face masks.** It is recommended to wear face masks indoors. In addition to medical masks, cloth face masks that can be washed at a minimum of 60 ° C and reused can also be used. Instructions for proper use of masks are available at: <https://www.hzjz.hr/wp-content/uploads/2020/03/Maske-za-lice-1.pdf>.

It is desirable that employees also wear disposable protective gloves.