

GUIDELINES FOR RE-OPENING Caravan & Camping Parks

June 2020



Coronavirus
COVID-19
Public Health
Advice



Rialtas na hÉireann
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Fáilte Ireland
National Tourism Development Authority





Table of Contents

1. Introduction: Meeting & Overcoming the COVID-19 Challenge	3	Payment	10
2. Business Response/Action Plan	4	Guest Hygiene Amenities	10
Monitoring & Supporting	4	7. Cleaning Products & Protocols	11
Policies & Processes	5	Public Spaces & Communal Areas	11
Communication	5	Laundry Facilities	11
Training	5	Back of House & Employee Areas	11
Cleaning & Frequency	5	Equipment Shared by Employees	11
Resources	5	Control of Waterborne Hazards	11
3. Site Owner/Management, Employee & Guest Health	6	8. Suppliers of Goods & Services	12
Face Coverings	6	Deliveries	12
Physical Distancing	6	Dealing with Drivers	12
Employee Physical Distancing	6	9. Locations for Distribution of PPE	12
Providing Hand Sanitisers	6	10. Employee Uniforms	13
Site Signage	6	Cleaning & Disinfection Protocol	13
Employee & Guest Health Concerns	6	Physical Distancing Protocol	13
Contact Tracing	7	11. Reception Area & General Offices	13
Isolation Area	7	Cleaning & Disinfection Protocol	13
4. Owner & Employee Responsibilities	7	Physical Distancing Protocol	13
Hand Hygiene	7	Guest Considerations	13
COVID-19 Training	7	12. Public Areas	14
Personal Protective Equipment (PPE)	7	Cleaning & Disinfection Protocol	14
Employee Welfare Facilities & Timekeeping	7	Physical Distancing Protocol	14
Reception Area	8	Outdoor Public Areas	14
5. Physical Distancing	8	13. Toilet & Shower Block	15
Queuing	8	Site Management of Blocks	15
Reception Area	8	Cleaning & Disinfection Protocol	15
On-site Shop	8	Physical Distancing Protocol	15
Food & Beverage Areas	8	Guest Considerations	15
Campers' Kitchen	9	14. Rubbish/Water Disposal	15
Toilet & Shower Block(s)	9	Cleaning & Disinfection Protocol	15
Laundry Room	9	Physical Distancing Protocol	15
Back of House	10	Guest Considerations	16
Timekeeping Facilities	10	15. Recreational Areas	16
6. The Guest Journey – Arrival & Departure	10	Cleaning & Disinfection Protocol	16
Signage	10	Physical Distancing Protocol	16
General Recommendations	10	Guest Considerations	16
Carpark & Outdoor Areas	10	16. Outdoor Activities	17
		Cleaning & Disinfection Protocol	17
		Physical Distancing Protocol	17
		17. Technical & Maintenance Services	17
		Water Disinfection	17
		Dishwashing & Laundry Equipment	17
		Dispensers	17
		Air conditioning (where available)/Ventilation	17
		Additional Recommendations	17

NOTE: If you operate a glamping site or have glamping units please review the Operation Guidelines for re-opening of Self Catering on www.failteireland.ie as appropriate to your business. If your site includes a coffee shop or food service element, please refer to the Guidelines for Reopening Restaurants & Cafés on www.failteireland.ie



Note:

This is a living document which means as Government restrictions and Public Health guidelines evolve, this document will also evolve to reflect new Government advice and changes to protocols when they emerge. All sectoral guidelines have been developed in line with the Government's Roadmap for Reopening Society and Business and the Return to Work Safely Protocol, based on the latest health guidance available from the Department of Health and the HSE. The links to latest guidelines will be included throughout the document.

Disclaimer

The information contained within these operational re-opening guideline can change from time to time, it should not by itself be relied upon in determining obligations or other decisions. Users of this document should independently verify any information on which they wish to rely. It is expected that all business owners and management will have familiarised themselves with the Return to Work Safely Protocol prior to re-opening and implemented all relevant requirements.

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Revision history:

Version	Date Changes	Changes from previous version
1.1	09/06/2020	Document Published
1.2	24/07/2020	Clarification for Contact Tracing requirements and information on government travel advice
1.3	28/08/2020	Updated in line with Government Public Health advice

1. Introduction: Meeting & Overcoming the COVID-19 Challenge

COVID-19 is an unprecedented challenge for the tourism sector.

Before re-opening, businesses will need to review how they work and introduce new practices and procedures to ensure everyone stays safe. As a result, Fáilte Ireland, in consultation with Sectoral Bodies, has developed operational guidelines in line with the Health and Safety Authority (HSA), the Health Service Executive (HSE) and the Food Safety Authority of Ireland (FSAI).

As part of this, Fáilte Ireland has created this set of specific guidelines in consultation with the Irish Caravan & Camping Council (ICCC) to help you re-open your site. You can be reassured that these recommendations are underpinned by advice made available from the HSA, HSE, FSAI, World Health Organisation (WHO) and other relevant bodies.

Businesses must follow the Return to Work Safely Protocol. The National Protocol has been developed under the aegis of the *Safety Health and Welfare Act 2005*. The Health and Safety Authority (HSA) is the compliance body and has full powers as set out in this legislation designated in relation to the implementation of the National Protocol. Non-compliance can result in the closure of a business.

The guidelines were developed based on the following considerations:

■ Restructuring operations

Tourism businesses of all types need to adapt their operations, review employee practices and consider the design of their business to provide a safe environment for guests and employees and ensure physical distancing and the prevention of the spread of COVID-19.

■ Putting dedicated resources in place

Tourism businesses must ensure that they have dedicated personnel to implement and operate a robust system that prevents the spread of COVID-19. Equally importantly, they need to put processes in place that can deal with individual and multiple cases of the disease that may occur.

■ Adapting and enhancing hygiene practices

Tourism businesses must adapt and implement enhanced procedures in general cleaning, storage and cleaning of equipment. In particular, they should introduce and implement touchless solutions where possible.

■ Focusing on best practice in food and beverage service

Tourism businesses must follow best practices in service and physical distancing to promote health of employees and guests.

■ Food Safety and COVID-19 Safety

There are no reports of transmission of COVID-19 via food. The main mode of transmission is from person to person. Food business operators must continue to apply their food safety management systems, based on the principles of HACCP. References to HACCP in this guidance are for the purposes of food safety and not the prevention of COVID-19.

In addition, food business operators will be required to introduce COVID-19 safety management systems in the form of enhanced hygiene, cleaning and disinfection, staff training and health checks, as well as physical distancing. This is to protect against the transmission of the virus to or between employees, guests and other people who enter their premises. Any COVID-19 precautions must not compromise food safety.

For advice and information on food safety during COVID-19 and for food businesses re-opening, the Food Safety Authority of Ireland (FSAI) website is a useful resource which is regularly updated [HERE](#).

■ Guidance on International Travel

A list of locations that are currently considered safer to visit during the COVID-19 pandemic (the Green List) was identified based on the current epidemiological situation and related public health information in each location. This list was published on 20th July 2020 and is available on the Department of Foreign Affairs website. This list will be reviewed every two weeks. Passengers arriving from these named locations will not have to restrict their movements on arrival into Ireland.

Further details on the protocols for international travel can be found [HERE](#).

The physical distancing measures outlined in these guidelines are applicable between people from different households. Physical distancing of 2 metres* does not apply to members of the same household.

These Guidelines have been created in line with the Government's Roadmap for Reopening Society and Business. This is a document that will evolve in line with the roadmap, taking into account any changes to the restrictions or physical distancing.

While we have attempted to cover all relevant issues, you must bear in mind that this is a non-exhaustive document and it may not cover all situations that you may encounter. As circumstances change, any procedures you implement must be monitored to ensure they remain up-to-date and in line with international best practice guidance and the Government's Public Health advice.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

2. Business Response/Action Plan

Creating an Action Plan will help to clarify what needs to be done to overcome the threat of COVID-19 and give your employees and guests confidence that they are safe.

In developing one, the first step that site owners, management and/or operators must take is to familiarise themselves with the latest guidelines from the following sources:

- Health Services Executive (HSE)
- Health and Safety Authority (HSA)
- Irish Government Departments
- World Health Organisation (WHO).

Information from these sources will help to shape your plan of action. You must also:

- **Complete a risk assessment** to identify what operational changes you need to make in your business.
- **Review of all standard operating procedures (SOPs)** to define and note what you are changing.
- **Create a communication plan** to inform employees and visitors of what you are changing, what you need them to do and how you expect everyone to act and behave.
- **The HSA provides** templates, checklists and advice on the Return to Work Safely Protocols. Please see [HERE](#) for more information.
- **For advice on safe working practices** in a number of activities e.g. workflows, operations, etc. visit the FSAI website [HERE](#)

The plan must reassure employees and visitors that safeguarding their health and safety is of the utmost importance. It must also ensure that your operations continue to run in an efficient and safe manner.

A link for the HSA Templates and Checklists can be found [HERE](#).

You must review the plan regularly and amend it as new regulations, guidelines and procedures come into force. Experience and feedback will inform how appropriate and effective the plan is.

For further information on the development of your Action Plan, visit the Fáilte Ireland COVID-19 Business Supports Hub [HERE](#).

Monitoring & Supporting

A COVID-19 Response Team/Coordinator must be appointed to ensure new procedures are adhered to. Adherence to this protocol will only be achieved if employers and workers have a shared responsibility to implement the measures contained in this protocol in their place of work. A collaborative approach to the implementation of the protocol is essential to achieve success and maximum buy in.

Each workplace should appoint at least one lead worker representative charged with ensuring that COVID-19 measures are strictly adhered to in their workplace. The person(s) undertaking the role must receive the necessary training and have a structured framework to follow within the organisation to be effective in preventing the spread of the virus. Employers should have regular and meaningful engagement with their worker representative, workers and/or their recognised Trade Union or other representative (including health and safety committee where it exists) about the measures being put in place to address the occupational exposure to COVID-19 in the workplace. Employers should provide COVID-19 induction training for all workers on their return.

The number of worker representatives for COVID-19 appointed should, ideally, be proportionate to the number of workers in the workplace and this person(s) should be clearly identifiable in the workplace. Employers and worker representatives will work together to ensure that all the actions in this protocol are fully adhered to in order to ensure the suppression of COVID-19 in the workplace.

Section E of the National Protocol sets out the steps for employers and workers to reduce the risk of exposure to COVID-19.

These provisions include:

- Consulting with the workplace representatives in the development of a COVID-19 response plan.
- Developing/Amending policies and procedures for prompt identification and isolation of workers who may have symptoms of COVID-19.
- Developing, consulting, communicating and implementing workplace changes or policies. Specific reference is made to agreeing with workers any temporary restructuring of work patterns that may be required to implement the COVID-19 prevention measures in the workplace. There is also provision for the lead worker representative to be involved in communicating the health advice around COVID-19 in the workplace.

Policies & Processes

Site owners and management need to review all business policies and standard operating procedures across each department to reflect operational changes. In particular, this means:

- Defining and documenting a clear plan of action in the event of a suspected case of COVID-19 among guests and/or employees.
- Defining and documenting the correct and appropriate use of Personal Protective Equipment (PPE). This must be in line with the Government's Public Health advice.
- Developing/updating current policy for the care of employee uniforms to ensure they are clear on the standards of appearance/dress expected while at work.
- Reviewing and updating cancellation and refund policies in line with business requirements.

Communication

- You must share the plan with all employees prior to them returning to work. If it's updated at any time, you must make sure everyone knows what has changed.
- Provide guidelines to employees on how they must communicate the Action Plan to guests will ensure everyone gives the same message and there is no inconsistency.
- Make sure an up-to-date list of the contact information of all employees, including emergency telephone numbers, is always readily available across all departments on the site.
- Regularly review all COVID-19 related signage and notices throughout the premises to ensure they display the latest Public Health advice from Government. Signs must be placed in prominent and relevant positions, be legible and be offered in multiple languages, as appropriate.

Training

Site owners and/or management must inform all employees of the measures being adopted to manage the threat of COVID-19. Use the most appropriate training channels to do this and ensure that employees are aware that they must not attend work if they are displaying any symptoms of COVID-19 such as coughing or shortness of breath. Instead, they must seek medical attention.

There is an obligation on employers to ensure that employees are aware that they must not attend work if they have symptoms. This is essential to ensure that the virus does not spread.

You must organise information briefings to cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. In particular, make sure you cover:

- Hand and respiratory hygiene and physical distancing measures
- Correct use of PPE

- Cleaning/disinfection protocols
- Employee health and what to do if feeling unwell
- Unwell guest/dealing with suspected cases/ liaising with authorities.

If training is needed for specific procedures or if your site has specific requirements, it must be included in the training programme.

Cleaning & Frequency

- Ensure contact/touch surfaces such as table tops, work equipment, door handles and handrails are visibly clean at all times and are cleaned and disinfected at least twice daily.
- Implement modified cleaning intervals for rooms and work areas. This applies especially for washroom facilities and communal spaces. Cleaning must be performed at least twice per day.

Cleaning of work areas must be conducted at regular intervals. Further information on cleaning in non-healthcare settings is available from the ECDC [HERE](#) or from the Government [HERE](#).

Resources

Property owners/management should review rotas in line with The National Protocol Section E Subsection 3 which provides that full consultation on these matters is required to ensure sufficient employees are available to maintain physical distancing while completing the tasks to the required standards. Employee scheduling must ensure more time is allocated for cleaning and encourage employees to work alone if possible.

To achieve this, you should:

- Implement **phased shifts**.
- Schedule **small teams**.
- **Keep the same team combinations** where possible to limit employee interaction. This will assist should contact tracing be required.

You will also need to plan for the impact of employee absences; this may involve reallocating employees from non-essential tasks. Where appropriate, cross-training employees will help maintain staffing levels within your site.

If you can't ensure that employees stay 2 metres* apart at all times, you must apply the Return to Work Safely Protocol. For more information see [HERE](#).

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3. Site Owner/Management, Employee & Guest Health

The health and safety of employees and guests is the number one priority for the owner of the site. The following steps will help ensure everyone remains fit and well:

Face Coverings

Face coverings should be worn by employees in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres* is not possible.

Government Public Health advice recommends the wearing of face coverings if it is difficult to practice physical distancing. This may help prevent people who do not know they have the virus from spreading it to others. As part of your business risk assessment, you should determine the requirement for face coverings in all individual business activities. Ensure that guests are clearly informed of your policy in advance of arriving at your property.

Notices should be placed in prominent areas to signify the requirement to wear face coverings in certain areas if applicable to your business e.g. retail areas and food service areas within the site.

The Return to Work Safely Protocol states:

Make face masks available to the worker in line with Public Health advice. If masks are worn, they must be clean and they must not be shared or handled by other colleagues. Employers and employees must keep up to date with the latest Government Public Health advice issued in regard to face coverings.

For guidance on the safe use of face coverings please see [HERE](#).

Physical Distancing

Physical distancing guidelines (in line with Government Public Health advice) must be incorporated into the Action Plan for each department within a site. Specific areas must also comply with mandatory capacity limits.

Guests must be advised to stand at least 2 metres* away from other groups of people who are not from the same household at all times. Careful consideration needs to be given when standing in queues, using facilities such as the campers' kitchen or moving around the site. Ensure there are systems in place to prevent intermingling in communal areas (e.g. entrances, exits and toilet facilities).

Seating and tables in public areas and other physical layouts must be rearranged to ensure appropriate distancing.

Employee Physical Distancing

As far as reasonably possible, a distance of 2 metres* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

Minimise any direct employee contact and provide hand washing facilities, and other hand hygiene aids such as hand sanitisers, wipes, etc. Ensure these are readily accessible so employees can perform hand hygiene as soon as a task is complete.

Make face masks available to employees in line with Public Health advice. You should note that wearing masks is not a substitute for the other measures outlined above.

Employers and employees must keep up-to-date with the latest Public Health advice issued by Government in relation to face coverings.

Providing Hand Sanitisers

Hand sanitiser dispensers (touchless whenever possible), must be placed at all entry points to a site, at specific points within the public areas of the site where required.

All hand sanitisers must have a minimum alcohol content of 60%.

Site Signage

You must display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout your site. Where feasible, television screens and monitors can communicate these messages in reception and public areas.

Employee & Guest Health Concerns

All employers and employees must follow the Return to Work Safely Protocol. Please see [HERE](#) for more information.

When they return to work, employees must be trained on what to do if they or a guest becomes unwell.

If, as a site owner or manager, you are alerted to a suspected case of COVID-19 on your site, a clinician from a local medical centre should be contacted. The clinician will advise on the next steps. Further information is available on the HSE website.

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Note: Your reception desk needs to have the telephone numbers of the health authorities, medical centres and public and private hospitals readily available in case a guest or employee falls ill.

Please see Government advice [HERE](#) and HSE [HERE](#) for more information.

Contact Tracing

Businesses must keep contact tracing records for guests.

Explain that the reason for keeping these records is to provide them to Public Health for contact tracing in the event that someone becomes ill with COVID-19.

The name and contact details of solo guests or one person from each booking (e.g the person who makes the booking) must be recorded for both walk-ups and pre-bookings. The person who makes the booking should be advised to keep a record of who is their group in case it is required for contact tracing in the future.

Details must be securely retained for one month.

Isolation Area

If possible, identify an area / room where any guest or employee showing possible COVID-19 symptoms can be isolated from other people. From there, the individual can travel home to seek medical attention elsewhere. It is essential to clean and disinfect this isolation area thoroughly after it has been used.

4. Owner & Employee Responsibilities

The effective delivery of the Action Plan depends on the professionalism, conduct and behaviour of the site owner/ management and employees. Paying attention to the following issues is especially important:

Hand Hygiene

Correct hand hygiene and frequent hand washing with soap is vital to help combat the spread of COVID-19.

This involves hand washing with soap and water for a minimum of 20 seconds, or the use of hand sanitiser (if hands are visibly clean), as required and frequently.

Hands must be washed as often as necessary and always:

- Before starting work
- Before handling cooked or ready-to-eat food
- Before eating
- After handling or preparing raw food
- After handling waste
- After cleaning duties including sweeping/mopping, etc.
- After using the toilet
- After blowing nose, sneezing or coughing
- After eating, drinking or smoking
- After handling money
- At the end of a shift

This list is not exhaustive.

Please see [HERE](#) for more information from the FSAI.

For additional COVID-19 hand hygiene measures, hands must be washed before putting on or after removing PPE.

Please see [HERE](#) for more information from the HSE.

COVID-19 Training

All employees need to receive training on COVID-19 safety and cleaning protocols. You must give more comprehensive training to teams in frequent guest contact; these include the Reception Team, Maintenance & Operations and Site Security.

Personal Protective Equipment (PPE)

If required by their roles, appropriate PPE must be worn by employees. You must assess each section of a site to decide what is needed. Training on how to properly use, apply and dispose of all PPE is also essential.

As part of the business risk assessment consideration needs to be given to the level of PPE required for various tasks e.g. power hosing which can cause an aerosol affect.

Employee Welfare Facilities & Timekeeping

Employers and employees must follow the Return to Work Safely Protocol. Please see [here](#) for more information.

It's also essential to display prominent signage relating to hand and respiratory hygiene as well as physical distancing Back of House.

Employee welfare facilities (such as employee areas and locker rooms) need to be re-organised to suit physical distancing measures and be frequently cleaned and disinfected. Staggered start times and break times can also be very helpful and you must review the use of clocking-in machines.

Staff meetings should be held online if possible. If physical meetings need to take place, physical distancing measures must be taken.

Reception Area

Your reception area must always have a medical kit available that includes:

- Germicidal disinfectant/wipes for surface cleaning tissues.
- Face/eye masks. Note that disposable face masks can only be used once.
- Gloves (disposable).
- Protective apron (disposable).
- Biohazard disposable waste bags.

5. Physical Distancing

The site owner or management needs to meet Public Health advice on maintaining physical distancing of 2 metres* between people. Physical distancing of 2 metres* does not apply to members of the same household.

Queuing

Any area where guests or employees queue must be clearly marked for appropriate physical distancing. This includes reception, public areas and Back of House.

Use floor markings where appropriate to facilitate compliance with the physical distancing advice of 2 metres*, particularly in the most crowded areas. Use vertical signage to direct guests to facilitate movement while maintaining 2 metre* distance.

Reception Area

Employees should have a self-sufficient alternate workstations to ensure separation and have their own individual equipment (e.g. computer, telephone and all ancillary equipment)

As far as reasonably possible, a distance of 2 metres* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

Physical barriers such as sneeze guards / plexiglass and partitions can be useful, particularly in areas where it is difficult for individuals to remain apart. These physical barriers need to be regularly cleaned and disinfected.

On-site Shop

Review the operation of your on-site shop and, where possible, eliminate physical interaction between employees and guests by:

- Making more use of online or phone orders.
- Introducing contactless deliveries.

- Managing entry numbers e.g. restricting how many customers can be in the shop.
- Offer a shopper service where the customer provides a list and your employee gathers the items so the customer doesn't need to enter the shop.

Install clear markings to ensure that contact between employees and guests is kept to a minimum and to ensure that queues adhere to physical distancing requirements. You should display signage referring to COVID-19 measures in visible locations.

Face coverings should be worn by employees in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres is not possible.

Guests must wear a face covering when visiting the on-site shop or any retail area within the site.

For guidance on the safe use of face coverings please see [HERE](#).

Food & Beverage Areas

If your Caravan & Camping Park provides a Food & Beverage service, full details on the Guidelines for Re-opening Restaurants & Cafes, can be viewed on www.failteireland.ie.

Seating capacities in the Food & Beverage areas must be reviewed to ensure a minimum of 2 metres* between each seated group of guests. Supervisors and managers need to ensure that guests do not congregate in groups.

Install clear markings to ensure that contact between guests

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is minimised and queues follow physical distancing guidelines. Signage referring to COVID-19 physical distancing measures must be displayed in visible locations.

An employee should be assigned to greet and seat guests so that people are dispersed correctly throughout the food and beverage areas.

Following updated Government Public Health measures, businesses must ensure that there is a maximum of 6 people from no more than 3 households allowed at a table. This is applicable to pre-bookings and walk-in customers.

Face coverings should be worn by employees in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres is not possible. Face coverings should also be worn by customers when arriving to and leaving their table.

Campers' Kitchen

Businesses must adhere to Government Public Health advice on capacity to facilitate appropriate physical distancing. Site owners / management should manage the capacity by limiting the number of guests using the Campers' Kitchen at any one time.

Seating should be reduced within the Campers' Kitchen to meet the Governments Public Health advice on physical distancing between each seated group of guests. Review the placement of furniture, tables and chairs to ensure physical distancing measures are followed.

Following updated Government Public Health measures, businesses must ensure that there is a maximum of 6 people from no more than 3 households allowed at a table.

Consider implementing a booking system for the use of the Campers' Kitchen to facilitate compliance with Public Health measures.

Physical distancing should be managed at entry, exit, in queues and within the kitchen. Where possible, an employee must be assigned to manage the access and dispersion of guests within the facility.

Install clear markings to ensure contact between guests is minimised and that queues follow physical distancing requirements. Display signage referring to COVID-19 physical distancing measures in visible locations within the kitchen.

Guests should be advised to wear a face covering when moving around the Campers' Kitchen and when arriving to and leaving their table.

Toilet & Shower Block(s)

Businesses must adhere to Government Public Health advice on capacity to facilitate appropriate physical distancing. Site owners / management should manage the capacity by limiting the number of guests using the Toilet & Shower Block facilities at any one time.

As far as reasonably possible, a distance of 2 metres* should be

maintained between guests. Where 2 metres* is not possible all other measures to protect guests should be in place.

Install clear markings to ensure contact between guests is minimised and that queues follow physical distancing requirements. Display signage referring to COVID-19 physical distancing measures in visible locations within the facilities. Use vertical signage to direct customers to facilitate movement within the facilities while maintaining 2 metre* distance.

Guests should be advised to wear a face covering when moving around the public areas of toilet and shower blocks.

To ensure physical distancing, consider the following:

- One-way entry and exit routes to the shower block
- A strict queuing system and limitations on number of users
- Create schedules for smaller blocks and manage these during busy periods
- Encouraging the use of alternate sinks and showers cubicles, where appropriate
- Where a self-contained camper unit is on site, advise the owners to use their own sanitary facilities.

Laundry Room

Businesses must adhere to Government Public Health advice on capacity to facilitate appropriate physical distancing. Site owners / management should manage the capacity by limiting the number of guests using the Laundry Room at any one time.

As far as reasonably possible, a distance of 2 metres* should be maintained between guests. Where 2 metres* is not possible all other measures to protect guests should be in place.

Install clear markings to ensure contact between guests is minimised and that queues follow physical distancing requirements. Display signage referring to COVID-19 physical distancing measures in visible locations within the facilities. Use vertical signage to direct customers to facilitate movement within the facilities while maintaining 2 metre* distance.

Guests should be advised to wear a face covering when visiting the laundry room.

For guidance on the safe use of face coverings please see [HERE](#).

To ensure physical distancing, consider the following:

- One-way entry and exit routes to the laundry room
- A strict queuing system and limitations on number of users
- Create schedules for smaller laundry rooms and manage these during busy periods
- Encouraging the use of alternate machines, where appropriate

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Back of House

Physical distancing protocols that follow the Governments Public Health advice must be observed in back office spaces e.g. shared office spaces, employee locker rooms, store rooms, employee kitchens, delivery areas, stock and equipment rooms, and any other areas where employees gather and work.

As far as reasonably possible, a distance of 2 metres* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

Timekeeping Facilities

If queuing takes place at the machine, have clear floor markings that illustrate the recommended physical distancing between employees. See Queuing section above to ensure appropriate risk mitigation measures are in place. If you use clocking-in machines, a strenuous cleaning and disinfection regime must be put in place. In effect this means cleaning and disinfecting the machine regularly.

To view Government Public Health measures currently in place, click [HERE](#).

6. The Guest Journey – Arrival & Departure

To follow the Government's Public Health advice throughout the guest journey, sites must minimise the number of access points for arriving and departing guests. Each access point must be equipped with hand sanitiser, along with signage instructing all visitors to use it as they enter and leave.

Signage

Appropriate COVID-19 signage must also be prominently displayed outlining the physical distancing and hygiene practices that apply throughout the site.

General Recommendations

- Before guests book or arrive, your website must explain the guidelines that apply. Details would include that physical distancing must be adhered to on site. This information must also be outlined in public areas on site.
- Physical distancing of 2 metres* does not apply within members of the same household. Physical distancing is required between individuals that are not from the same household.
- You should consider requesting the estimated time of arrival of each booking so you can stagger the arrival of guests.
- Review check-in times to allow an extended check-in window. This will help reduce large queues of guests arriving at peak times. Encourage just one representative of each group to approach reception for check-in while the others adhere to physical distancing measures.
- Install clear markings to minimise contact between employees and guests. Queues for reception, campers' kitchen, on-site shop, laundry areas and at entrances to toilet and shower blocks must all adhere to physical distancing requirements.
- Each guest should receive a 'Welcome and Safety Information' sheet explaining what is expected of them when interacting with employees and other guests. Guests may also find it reassuring to read about the rigorous cleaning procedures on the site.

Carpark & Outdoor Areas

All outdoor areas, grounds, gardens, greens, verges, roads and car parking areas within the site must be kept clean and well maintained.

This means ensuring that lidded bins are available for the disposal of gloves, masks, tissues, etc. that may be contaminated. You must ensure all rubbish bags are immediately disposed of in an appropriate external facility such as a waste removal skip.

Where possible limit access to all areas of the site to registered guests on the site only. Signs must be displayed advising walkers of the restrictions.

Payment

Guests should be encouraged to use card / contactless payment and pay in advance where possible. If handling cash, employees should be provided with gloves. **Good hand hygiene is essential whether wearing gloves or not.**

Debit/credit card machines must be cleaned and disinfected after each use.

Guest Hygiene Amenities

Hand sanitiser must be provided at public entrances and exits and at key locations throughout the site.

Subject to availability, hand sanitiser and wipes also should be provided for guest use. It's important to ensure that these are stored out of reach of small children.

7. Cleaning Products & Protocols

Cleaning products and protocols must be suitable and manufacturer approved for use against viruses, bacteria and similar risks.

It's important to follow manufacturer instructions with regard to dilution, application and duration of use. Site owners and managers must review cleaning and disinfection procedures within all departments and update these if any cleaning products are changed.

It's also important to work with suppliers, vendors, and distribution partners to ensure an uninterrupted supply of cleaning supplies and PPE.

Public Spaces & Communal Areas

Cleaning and disinfection must take place in all public spaces at least twice per day and whenever facilities are visibly dirty. Particular attention must be paid to frequently touched surfaces such as reception desk and counters, door handles, toilet and shower blocks, laundry facilities, campers' kitchen, the on-site shop and other facilities.

Laundry Facilities

Where bed linen is provided for guests in static accommodation, all linen must be washed at a high temperature and in accordance with the Government's Public Health advice. Dirty linen must be bagged immediately to eliminate excess contact while it's transported to the site's laundry facility.

Within guest laundry facilities where multi-use items/shared items (e.g. laundry detergent) are usually provided, these should be removed. Guests should be notified that these items may be requested or purchased.

Cleaning and disinfection must happen at least twice per day and whenever the laundry facilities are visibly dirty, with an emphasis on frequently touched surfaces (e.g. washing machines, dryers, etc.).

Back of House & Employee Areas

Back of House areas must also be cleaned and disinfected at least twice per day and whenever facilities are visibly dirty. Particular attention must be paid to the staff room, locker rooms, employee bathrooms, delivery areas, shared office spaces and other relevant facilities.

Equipment Shared by Employees

Clean and disinfect shared equipment and tools before, during and after each shift or any time the equipment is transferred to another employee.

This includes items such as phones, computers and other communication devices, keys, payment terminals, kitchen implements, tools, safety buttons, cleaning equipment, time clocks and all other direct-contact items used.

Shared food and beverage equipment in Back of House areas (e.g. kettle, microwave, etc.) need to be cleaned and disinfected after each use. The same applies to clocking-in machines which must be accompanied by hand sanitisers and antibacterial wipes.

Control of Waterborne Hazards

It is critical that businesses review the guidance on 'Control of Legionella Bacteria During and After the COVID-19 Pandemic' and review their own systems in line with this.

This guidance highlights the requirement to continue managing Legionella control to avoid the potential for Legionnaires' disease.

The following is a non-exhaustive list relevant to the tourism sector of potential sources of aerosols which may contain Legionella bacteria: wet cooling systems (for example, cooling towers and evaporative condensers); spa pools; showers, taps and toilets; machine cooling systems; spray booth water curtains; humidifiers in food cabinets; ornamental fountains and water features; dust suppression systems; horticultural misting systems, lawn sprinklers; clinical humidifiers; sprinklers and hose reels; and power hoses.

Legionnaires' disease can be fatal and hospitalisation is generally required to treat symptoms. With the health service currently dealing with a Public Health emergency, it is vital that employers take appropriate action to maintain and operate their water systems especially wet cooling systems, so far as reasonably practicable, during this Public Health emergency.

For further advice, please see HSA information [HERE](#) and HSE information [HERE](#).

8. Suppliers of Goods & Services

Deliveries

- If possible, delivery drivers should not be allowed to enter the site (with the exception of food deliveries which adhere to HACCP delivery protocols). Employees must not come in close contact with the driver.
- HACCP is in the context of food safety and re-opening only, not COVID-19 prevention.
- All delivery personnel must follow the Governments Public Health advice on physical distancing.
 - Wear suitable, clean and protective clothing where necessary.
 - Maintain a high degree of personal cleanliness.
 - Wash hands before and after each delivery transaction. The use of gloves is not recommended as this can give a false sense of security. Instead, hand washing is best practice.
- All food items (where food service is on site) must be checked in by employees with crates and boxes remaining outside the door.
- If your site provides food service please refer to the operational re-opening guidelines for restaurants on www.failteireland.ie.

Dealing with Drivers

- Delivery personnel must use hand sanitiser if required to exit their vehicle and enter the site buildings.
- Signage must make drivers aware of the following
 - Physical distancing when picking up deliveries and passing deliveries to employees,
 - the need to maintain a high degree of personal cleanliness
 - the need to wear clean protective clothing.
- An alcohol-based hand sanitiser must be available in the delivery area. Drivers must clean their hands before passing delivery documents or goods to employees. They must also be made aware of the potential risks involved in contact transmission of COVID-19.
- Hand hygiene, in conjunction with physical distancing, is also of paramount importance.
- Disposable containers and packaging should be used to avoid the need to clean any returns. In the case of reusable containers, appropriate hygiene and cleaning protocols must be followed by employees.

9. Locations for Distribution of PPE

If required, PPE should be distributed at the following locations:

- Entry and exit points
- Office area (if applicable)
- Cleaning and Maintenance

Note: Hand sanitiser should be provided in all entry and exit points of the site including reception, laundry facilities, campers' kitchen, on-site shop, toilet and shower blocks, etc.

Hand sanitiser must only be used on visibly clean hands. If hands are visibly dirty/contaminated they must be washed.

10. Employee Uniforms

Cleaning & Disinfection Protocol

Consider the use of a disposable apron for employees with cleaning responsibilities in line with the Government's Public Health advice. The policy on the care of uniforms must be updated to ensure every employee is clear on the standards of appearance and dress expected while at work.

Physical Distancing Protocol

Where a locker/changing room is provided, mark floors to indicate available and unavailable spaces that should be used when changing into work attire/PPE. It may be necessary to roster access times for access to these rooms so physical distancing takes place.

11. Reception Area & General Offices

Appropriate COVID-19 signage must be prominently displayed outlining current physical distancing and hygiene practices in use throughout the site.

Cleaning & Disinfection Protocol

Cleaning and disinfection of the Reception Area must take place at least twice per day and whenever facilities are visibly dirty. This must place particular emphasis on frequently touched surfaces especially counters, desks, equipment, communication devices, door release buttons, etc.

Where appropriate, the sharing of office equipment should be avoided and each workstation must be self-sufficient with an individual computer, telephone and all ancillary equipment. Where shared equipment is necessary, it must be cleaned and disinfected before, during and after each shift or any time the equipment is transferred to another employee.

Physical Distancing Protocol

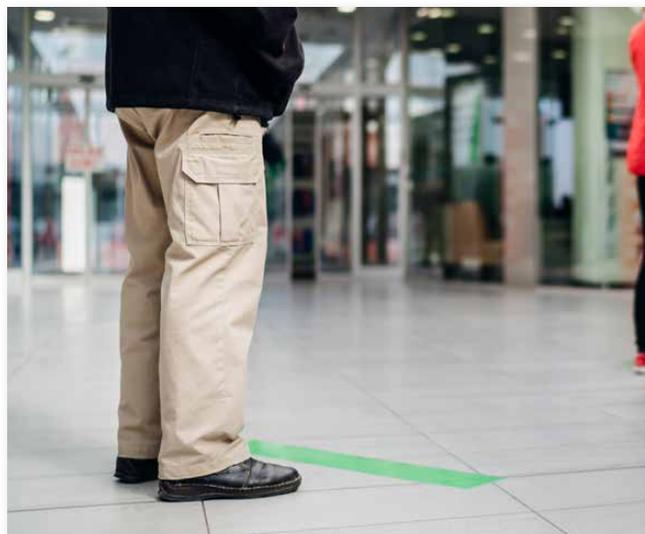
- Physical distancing protocols that follow the Governments Public Health advice must be observed in shared office spaces, employee locker rooms and other relevant employee facilities.
- As far as reasonably possible, a distance of 2 metres* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.
- Physical barriers such as sneeze guards / plexiglass and partition can be useful, particularly in back of house areas where it is difficult for individuals to remain apart. These physical barriers need to be regularly cleaned and disinfected.
- Employees should have a self-sufficient workstation where possible, with an individual computer, telephone and all ancillary equipment. Employees sharing workspaces should

be grouped in fixed teams that are as small as is reasonably practicable

- A designated employee, where possible, should be stationed at the front office to control physical distancing measures
- In offices where meetings/consultations take place, the physical distancing protocol is to be adhered to and entry numbers limited.

Guest Considerations

Debit/credit card machines should be moved to the front of the counter and cleaned and disinfected after each use. The use of cashless/contactless payment systems is recommended. Online payment should also be considered.



12. Public Areas

Cleaning & Disinfection Protocol

The frequency of cleaning and disinfection must be increased within all public areas throughout the site to at least twice daily e.g. reception, laundry room, toilet and shower block, food service, retail and recreation areas, smoking areas, etc.

Particular attention must be paid to the following frequently touched items and surfaces:

- Internal and external doors (e.g. door plates, handles, releases)
- Hard surfaces (e.g. tables, countertops, light switches)
- Stair handrails
- Interior seating (e.g. arms of chairs)
- Exterior seating/benches
- Toilets and Shower block facilities
- Public amenities (e.g. internet station, ATM machine, cigarette machine, vending machine, washing machine)

Interior and exterior refuse bins must also be emptied, cleaned and disinfected at regular intervals

Physical Distancing Protocol

- Use floor markings inside the premises to facilitate compliance with the physical distancing advice of 2 metres*, particularly in the most crowded sections of public areas. Use vertical signage to direct customers to facilitate movement within the premises while maintaining 2 metre* distance.
- Display signage referring to COVID-19 physical distancing measures in visible locations (e.g. on notice boards).
- A strict queuing system and limitations on number of users within public toilets should be put in place to ensure that physical distancing takes place.

Outdoor Public Areas

- All outdoor areas, grounds, gardens, greens, verges, roads and car parking areas within the site must be kept clean and well maintained.
- This means ensuring that lidded bins are available for the disposal of gloves, masks, tissues, etc. that may be contaminated. You must ensure all rubbish bags are immediately disposed of in an appropriate external facility such as a waste removal skip.
- In recreational areas, consider introducing a one-way system for guests. Mark any paths or walkways to maintain physical distancing.
- It is important to plan how to manage the capacity of guests in recreational areas at peak periods



13. Toilet & Shower Block

Site Management of Blocks

Businesses must adhere to Government Public Health advice on capacity to facilitate appropriate physical distancing. Site owners / management should manage the capacity by limiting the number of guests using the Toilet & Shower block(s) at any one time.

Cleaning & Disinfection Protocol

The frequency of cleaning and disinfection must be increased in toilet and shower blocks to at least twice daily. Place special emphasis on frequently touched surfaces such as doors, taps, plugs, sinks, toilets and urinals, grabrails, tiles, flooring, shower cubicles. You must ensure splashes are avoided during cleaning.

Hand sanitiser dispensers (touchless whenever possible) must be placed at toilet and shower block entry points as required.

These must have a minimum alcohol content of 60%.

Physical Distancing Protocol

To aid physical distancing limit the number of guests using toilet and shower blocks to avoid overcrowding and ensure that facilities do not exceed their recommended capacity.

As far as reasonably possible, a distance of 2 metres* should be maintained between guests. Where 2 metres* is not possible all other measures to protect guests should be in place.

Install clear markings to ensure contact between guests

is minimised and that queues follow physical distancing requirements. Display signage referring to COVID-19 physical distancing measures in visible locations within the facilities.

Use vertical signage to direct customers to facilitate movement within the facilities while maintaining 2 metre* distance.

Guests should be advised to wear a face covering when moving around the public areas of toilet and shower blocks

To ensure physical distancing, consider the following:

- One-way entry and exit routes to the shower block
- A strict queuing system and limitations on number of users
- Create schedules for smaller blocks and manage these during busy periods
- Encouraging the use of alternate sinks and showers cubicles, where appropriate
- Where a self-contained camper unit is on site, advise the owners to use their own sanitary facilities.

Guest Considerations

- Display information signage referring to COVID-19 physical distancing and hygiene measures in visible locations.

To view Government Public Health measures currently in place, click [HERE](#).

14. Rubbish/Water Disposal

Caravan and camping parks provide a range of rubbish and water disposal facilities at their central service bay. These include a fresh water supply, grey and black water disposal and rubbish disposal facilities.

Cleaning & Disinfection Protocol

- Site owners/management must ensure that all rubbish and water disposal facilities are reviewed, cleaned and disinfected at least twice per day.
- Ensure water points are kept hygienic, and cleaned and disinfected at least twice per day. If a pitch is occupied for several days and there is no risk of contamination, equipment should not be disconnected.

- Hand sanitiser dispensers (touchless whenever possible), must be placed at rubbish and water disposal facilities. These must have a minimum alcohol content of 60%.

Physical Distancing Protocol

- Limit the number of guests using rubbish and water disposal facilities to avoid overcrowding.
- Install clear markings to minimise contact between guests and to ensure that queues follow physical distancing requirements.

- Scheduling may be required for smaller facilities and this may need to be supervised. Where practical, provide one-way entry and exit routes to the rubbish and water disposal facilities to avoid overcrowding.

15. Recreational Areas

Caravan and camping parks offer a range of recreational areas such as internal playrooms and games rooms, TV rooms, external play areas, cinema areas, etc.

Cleaning & Disinfection Protocol

- Recreational areas must be cleaned and disinfected at least twice per day. Particular emphasis must be placed on frequently touched surfaces such as remote controls, toys, sports equipment, etc.
- Hand sanitiser dispensers (touchless whenever possible) must be placed at all entry points. **Ensure that all hand sanitisers have a minimum alcohol content of 60%.**
- Seating areas to be cleaned and disinfected at the conclusion of each performance/event and as required.

Physical Distancing Protocol

- Following updated Government Public Health advice, the number of people allowed to gather in a venue at one time is 6 people indoors or 15 people outdoors.
- The capacity of recreational areas needs to be managed by site owners and management to allow appropriate physical distancing between groups of guests based on Government Public Health advice.
- As far as reasonably possible, a distance of 2 metres* should be maintained between guests. Where 2 metres* is not possible all other measures to protect guests should be in place.
- Display signage referring to COVID-19 physical distancing measures in visible locations within the recreational areas. Install clear markings to ensure contact between guests is minimised. Use vertical signage to direct customers to facilitate movement within these areas while maintaining 2 metre* distance.

Guest Considerations

- All recreational areas need to be reviewed to ensure hand and respiratory hygiene and adherence to physical distancing measures.

Guest Considerations

Display information signage referring to COVID-19 physical distancing and hygiene measures in visible locations.

- Employees must assist in guest movement and flow to ensure physical distancing protocols are followed within all recreational areas.
- Signage referring to COVID-19 physical distancing and hygiene measures must be displayed in visible locations. Provide 'Child Friendly' signage in children's recreational areas.
- Performers must follow in-house employee hygiene policy.
- Theatre refreshment stations, where provided, must follow food & beverage protocols. Please refer to the Guidelines for Reopening Restaurants & Cafés on www.failteireland.ie.

To view Government Public Health measures currently in place, click [HERE](#).



16. Outdoor Activities

Cleaning & Disinfection Protocol

- Equipment loaned to guests must be cleaned and disinfected before and after use by a designated employee.
- During busy periods, guest contact areas, locker rooms and changing facilities must be cleaned and disinfected after each use.
- Hand sanitisers must be made available throughout the site facilities for both guests and employees. Employees must carry their own personal hand sanitiser at all times.

Physical Distancing Protocol

- Following updated Government Public Health measures, businesses must ensure that there is a maximum of 15 people within an outdoor activity group.

- As far as reasonably possible, a distance of 2 metres* should be maintained between guests. Where 2 metres* is not possible all other measures to protect guests should be in place. Physical distancing of 2 metres* does not apply within members of the same household.
- If required, clear and very visible queuing arrangements must be put in place at all queuing points including equipment pickup areas, activity starting points etc. This must highlight the recommended 2 metre* physical distancing.
- Use markings where appropriate to facilitate compliance with the physical distancing advice of 2 metres*, particularly in the most crowded areas. Use vertical signage to direct guests to facilitate movement while maintaining 2 metre* distance.

To view Government Public Health measures currently in place, click [HERE](#).

17. Technical & Maintenance Services

Water Disinfection

Maintain the concentration of disinfectant in water for consumption within the limits recommended according to international norms and standards. Preferably this should be at the upper limits of the range.

Dishwashing & Laundry Equipment

Dishwashing and laundry equipment must be checked to ensure it is operating properly. You must pay particular attention to operating temperatures, as well as using the correct dosage of cleaning and disinfection chemicals.

Dispensers

Soap and hand sanitiser dispensers, disposable tissue dispensers, and other similar devices must be regularly checked, cleaned and maintained. Defective units must be rapidly repaired or replaced.

The Action Plan should include installing units to dispense hand sanitiser as required throughout the site, paying particular attention to public areas, employee areas, etc. These include entrances/exits to the reception building, recreational facilities, laundry room, on-site shop, campers, kitchen, etc.

Air conditioning (where available)/Ventilation

- Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth, the condition of filters must be monitored and the proper replacement rate of indoor air be maintained.
- Increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended, either by natural or mechanical ventilation.
- Ensure that air conditioning filters are cleaned regularly according to manufacturer's instructions.
- When air conditioned air is used for ventilation, minimise recirculation as much as possible.

Please see [HERE](#) for more information.

Additional Recommendations

It is the responsibility of each individual business to provide sufficient facilities throughout the site and ensure these facilities are appropriately maintained to minimise the risk of infection.



Coronavirus
COVID-19
Public Health
Advice

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