

**GOVERNMENT GAZETTE  
OF THE HELLENIC REPUBLIC**

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**DECISIONS**

**No 1881/29.5.2020**

**Special health protocols on the operation of tourism companies in the context of measures against COVID-19.**

**THE MINISTERS FOR  
FINANCE - HEALTH - TOURISM**

Having regard to:

1. The provisions of:

- a. Article 60 of Law 4688/2020 "Special forms of tourism and provisions for tourism development" (Government Gazette, Series I, No 101).
- b. Law 3861/2010 "Strengthening transparency by the mandatory posting of laws and acts of governmental, administrative and self-governing bodies on the Internet" (Government Gazette, Series I, No 112).
- c. Presidential Decree 142/2017 "Organization of the Ministry of Finance (Government Gazette, Series I, No 181).
- d. Presidential Decree 121/2017 "Organization of the Ministry of Health (Government Gazette, Series I, No 148).
- e. Presidential Decree 127/2017 "Organization of the Ministry of Tourism (Government Gazette, Series I, No 257).
- f. Presidential Decree 83/2019 "Appointment of the Deputy Prime Minister, Ministers, Deputy Ministers and Assistant Ministers" (Government Gazette, Series I, No 121).
- g. Legislative Decree 356/1974 "On the Public Revenue Collection Code" (Government Gazette, Series I, No 90).
- h. Joint Ministerial Decision No 340/18.7.2019 of the Prime Minister and the Minister of Finance "Assignment of responsibilities to the Deputy Minister of Finance, Theodoros Skylakakis" (Government Gazette, Series II, No 3051).

2. The approval of the special health protocols for tourism companies by the National Commission for the Protection of Public Health against COVID-19, at its 60th Meeting, on 28 May 2020.

3. The fact that the provisions hereof do not cause any expense to the state budget, according to Recommendation No 8025/29-5-2020 of the Head of the General Directorate for Financial and Administrative Services of the Ministry of Tourism, we decide as follows:

**Article 1**

**Scope - definitions**

1. To establish special health protocols for the operation of the tourism companies under Article 1(1) of Law 4276/2014 (Government Gazette, Series I, No 155), which are supplementary to, and prevail on a case-by-case basis, over the applicable operating conditions of these companies.
2. The following definitions shall apply to this decision:
  - a) Personal Protective Equipment (hereinafter PPE): mask (typical surgical or cloth/fabric), disposable gloves. Especially for the staff of the reception service, a face mask/shield can be used.
  - b) Basic measures to prevent coronavirus - COVID-19 transmission: hand hygiene, use of antiseptics, avoidance of handshakes, keeping physical distance, avoid contact of hands with the face and generally observe personal and respiratory hygiene measures.
  - c) Suspected COVID-19 case management: the procedure described in Annex III hereto, which is an integral part hereof.
  - d) COVID-19 incident book: (uncertified) book, which records the incidents related to the prevention or treatment of a possible case
  - e) Personnel of the tourist accommodation: all employees, including interns.
3. The protocols are implemented until 31.12.2020, in the context of taking measures to fight against COVID-19 and are included in the relevant Annexes to this decision, which are an integral part of it.

**Article 2**

**Special health protocols**

1. For the hotels of Article 1(1)(a)(aa) of Law 4276/2014, Annex I, which is an integral part hereof, shall apply.

2. For the other categories of accommodation (except for organized tourist camps), Annex I, which is an integral part hereof, shall apply, depending on the services provided by the accommodation.
3. For the organized tourist camps (campsites) of Article 1(2) of Law 4276/2014, Annex I, which is an integral part hereof, shall apply.
4. Tourism and charter agencies operate in accordance with the current legal framework, indicatively, regarding the keeping of distances indoors, the use of PPE, the encouragement of electronic transactions and electronic/telephone information with partners, suppliers, customers.
5. The tourist offices and Tourist Road Transport Enterprises that operate closed and/or open type tourist buses, in accordance with the current legal framework regarding, indicatively, the maximum number of passengers allowed and the use of PPE and which moreover:
  - Are informed about the COVID-19 epidemic and provide guidance to their staff on the identification of signs and symptoms.
  - The staff is informed according to the instructions of the National Public Health Organization (EODY) for the meticulous observance of the hygiene measures, the hand washing techniques, the correct use of PPE, the cases of using antiseptics, the avoidance of contact with patients who have respiratory symptoms, the appropriate waste management.
  - The staff is informed about the procedures followed for the handling of a suspected case - when a bus passenger shows signs and symptoms indicative of COVID-19 infection, to provide assistance and to ensure proper selection and use of PPE, according to the instructions of EODY.
  - Develop a written plan for the handling of a suspected COVID-19 case, according to the instructions of EODY.
  - Ensure the adequacy of antiseptics, disinfectants, protection equipment and cleaning products.
  - Ensure that there are antiseptics available at the entrance of the tourist buses.
  - It is recommended to install a special transparent divider between the driver and passengers (plexiglass or other similar material of sufficient thickness and durability) and the driver's door remains closed.
  - In the case of special open-air tourist buses, they ensure that at stops passengers will only be allowed to embark after all those getting off have done so.
  - It is recommended that drivers use gloves when refueling, as well as in other cases where there is a need to touch the surface of equipment used by many people and if there is no hand-washing facilities or antiseptic station nearby.
  - It is recommended that tourist buses always be naturally ventilated. In the case of vehicles with fixed windows where air conditioning is used, air recirculation must be switched off.
  - Meticulous and complete disinfection after each transfer or after the end of the shift. It is recommended, after each route, to clean all surfaces and frequent contact points within the vehicles (eg handrails) with antiseptic.
6. Car rental offices operate in accordance with the current legal framework, indicatively regarding the maximum number of passengers allowed, the use of PPE and the observance of distances and they are also required to clean and disinfect vehicles between uses by different customers.
7. Companies renting motorcycles, three-wheeled and four-wheeled vehicles over 50 cc are required to clean and disinfect vehicles between uses by different customers.

2A. Especially for the Youth Hostels of Article 1(2)(a)(cc) of Law 4276/2014 (Government Gazette, Series I, No 155), the following measures shall also apply:

- a. It is forbidden to operate the living room - dining area for other activities and the shared kitchen (par. 2 and 4 of article 3 of Ministerial Decision No 26036/2014, Government Gazette, Series II, No 3510).
- b. The laundry-dryer and ironing area for customer use, the luggage storage compartment with access to the reception area, the cleaning area with cleaning and water supply items for cleaning with a corresponding sink should be cleaned and the space should be ventilated as well as operating according to a schedule and in a way that does not create congestion (keeping distances of at least 1.5 m per person).
- c. As for the bedrooms - dormitories, their capacity is limited to 50% and a distance of 1.5m must be kept between the beds. d. At the entrance of guests in the Youth Hostel, their temperature must be taken with a thermometer and a health questionnaire be filled in." (JMD 8958, Government Gazette, Series II No 2370/16.06.2020)

### **Article 3**

#### **Training of tourist accommodation in complying with the health protocols**

1. Attendance of an educational program for the health protocols applicable to tourist accommodation is obligatory and is connected with the safe and legal operation of every business.
2. The certified education process is the responsibility of the Ministry of Tourism, which may entrust the Hellenic Chamber of Hotels and its partner bodies with its execution.

### **Article 4**

#### **"Health First" Certification Sign**

1. A Certification Sign with the title "Health First" is established and will be mandatory for the tourist accommodation companies that will operate during the year 2020
2. The Sign is posted in a prominent place in the common reception area of the accommodation and proves that the company adheres to the health protocols, as shown on a case-by-case basis in Annexes I and II.
3. The preparation of the health protocol for the main hotel accommodations and the granting of the Sign is carried out electronically through a special online application of the Hellenic Chamber of Hotels. The competent services of the Ministry of Health/EODY can obtain the obligatory contact information of the person responsible for the implementation of the case handling plan and the collaborating physician of similar specialty or experience, where possible, or secondary health care provider of each accommodation via a web service.
4. For the non-primary hotel accommodations, the Sign is granted by the Ministry of Tourism at the request of the company, through its official website (<http://www.mintour.gov.gr/>).
5. The Sign is provided in Annex IV, which is an integral part hereof.
6. The Regional Tourism Service, in whose territorial jurisdiction the accommodation operates, is automatically informed about the issuance of the Sign.
7. This Article shall enter into force on 20 June 2020.

## **Article 5**

### **Authorities empowered to impose sanctions**

1. The authorities empowered to impose the administrative fine, as well as the administrative measure of the suspension of operation for violations of the provisions hereof, are the locally competent Regional Tourism Services of the Ministry of Tourism. Where the administrative measure of the suspension of operation is provided for herein, it shall mean the cessation of operation of the tourist accommodation with its sealing pursuant to Decision No 7471/15.4.2019 of the Minister for Tourism "Procedure for sealing tourist enterprises, as well as stores of health interest and swimming pools located within tourist accommodations" (Government Gazette, Series II, No 1479).
2. The authorities empowered to impose the penalties for breaches of provisions provided for in other regulations (and referred to herein as "in accordance with applicable legislative framework") are the authorities specifically defined by the relevant provisions and the procedures laid down in the current legislation shall be followed.

## **Article 6**

### **Inspection procedures - certification of breaches**

1. The competent authorities referred to in Article 5 shall carry out regular inspections, emergency inspections and inspections upon complaint and shall notify the relevant Regional Tourism Service in writing of the results of the inspections. During the inspections, they must carry and display their official identity card or other document proving their capacity.
2. These inspections are carried out in the context of the audit mission of the competent authorities, in accordance with the provisions hereof and their respective operating bodies and depending on their responsibilities.

## **Article 7**

### **Imposition of fines**

1. The administrative fine is imposed by a reasoned act of the relevant Regional Tourism Service for any violation of the measures provided for herein. Fines are considered public revenue (Legislative Decree 356/1974) and are included in the Analytical Revenue Account 1560989001 "Other fines and penalties".
2. Individuals or legal entities that violate the terms of the special health protocols, as shown in the Annexes to this Decision, shall be subject to a reasoned act of the Head of the relevant Regional Tourism Service of the Ministry of Tourism, an administrative fine of five hundred (500) to five thousand (5,000) euros and suspension of operation of the tourist business for a period of fifteen (15) to ninety (90) days.
3. The sanction shall be imposed on the basis of the scale included in the Table as follows:

Breach of the provisions of the special health protocol No 1	Fine of 500 euros
Breach of the provisions of the special health protocol No 2	Fine from 501 to 1,000 euros
Breach of the provisions of the special health protocol No 3	Fine from 1,001 to 2,000 euros
Breach of the provisions of the special health protocol No 4	Fine from 2,001 to 3,000 euros
Breach of the provisions of the special health protocol No 5	Fine from 3,001 to 4,000 euros
Breach of the provisions of the special health	Fine from 4,001 to 5,000 euros.

protocol No 6	In case of recurrence, the operation of the tourist accommodation shall be suspended for fifteen (15) days.
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4. Breach of the provisions of Article 2(5), (6) and (7) on the cleaning and disinfection of vehicles shall be deemed to be a breach No 5.

5. An appeal may be lodged against the decisions imposing administrative sanctions before the Appeals Committee of Article 4 (6) of Law 3270/2004 (Government Gazette, Series I, No 187), as amended and in force.

#### Article 8

##### Public information authority

The Ministry of Tourism is designated as the authority responsible for informing the public regarding the implementation of this Decision, through the four-digit telephone number 1572 and other electronic means ([www.mintour.gov.gr](http://www.mintour.gov.gr)).

The Hellenic Chamber of Hotels is responsible for informing its members about the implementation of this Decision.

#### Article 9

##### Effect

This decision shall be effective from its publication in the Government Gazette until 31.12.2020.

#### ANNEX II

##### Special health protocol for the operation of organized tourist camps (campsites).

##### ANNEX II:

S/N	Protocol ref.	Scope	Mandatory application (M) Optional application (O)	Scaling up of sanctions
A	Plan for the management of a suspected COVID-19 case (written plan). EODY's plan for dealing with a suspicious case (Annex III) shall be faithfully followed.	Management/Administration	M	5
A.1.	Appointment of the person in charge of implementing the COVID-19 suspicious case management plan of the campsite. The person in charge of implementing the COVID-19 suspicious case management plan is mentioned in the plan.		M	6
B	The cases and measures taken are recorded in the COVID-19 incident book	Management/Administration	M	4
C	Adequate and proper use of PPE: There should be sufficient PPE and be provided to the staff of the campsite according to their duties.		M	5
D	Informing customers about the obligation to implement COVID-19 protection measures. Customers shall be informed about the health protocol and the preventive measures for COVID-19 infection that are applied in the campsites, but also about the measures that are in force in Greece before their arrival, if possible.			
D.1	The health protocol shall be notified to the permanent customers, to the travel organizers and travel agents, associations, etc., as well as to those		M	1

	customers who have made or will make a reservation by email.			
D.2	Instructions shall be posted on the official camping website or on social media		O	
D.3	Health protocols and the relevant instructions will also be posted in prominent places of the accommodation (entrance, reception area, places of health interest, etc.) or will be provided with a print information document		M	3
D.4	Notification of the website of the Greek government containing information about the COVID-19 infection and the measures concerning foreigners who visit Greece in English.		O	
D.5	It is recommended to update the website of the accommodation with a special COVID-19 section in which it will post the health protocols, the instructions, the measures and the policy of the accommodation, also including a link to the official websites of the Greek government.		O	
E	Appointment of the campsite coordinator who will be responsible for the prevention of COVID-19 cases and the observance of the special protocol and the instructions of EODY.		M	6
F	Adoption by the staff of the basic measures to avoid COVID-19 spread and the use of PPE.		M	5
G.1	Keeping a social distance of 1.5 meters in all indoor and outdoor areas between people who do not live in the same camp or do not belong to the same family/company.	Social distance	M	1
G.2	In the indoor covered shared areas of the campsite, a social distance should be maintained by adopting special marking and controlled entry measures, so that there is a minimum distance of 1.5 meters between the people, who must also use a cloth mask.		M	1
H	Reporting breaches: any breach of the instructions and regulations should be reported to the coordinator.		M	1
I.1	Staff training The training of staff according to their duties will involve the following: - the plan for handling a suspected COVID-19 case, - the use of PPE, - the observance of the basic measures to prevent COVID-19 spread, - other special campsite regulations for the prevention of COVID-19 infection - the obligation to report any relevant symptoms of COVID-19 infection to their supervisor, both for themselves and for their clients, if they notice any such symptoms.		M	4

I.2	Deadline for completion of training of the coordinator, who will then train the rest of the staff: 20/06/2020		M	4
I.3	Staff members having symptoms of a respiratory infection should be immediately removed from their workplace.		M	4
J	All transactions in person should be avoided. It is recommended to prefer electronic transactions and telephone communication, in terms of orders, purchases of services and goods, equipment, etc.		O	
K	It is not allowed for non-residents to enter, pass through, stay or use the camping facilities. Non-residents may use the adjacent beach without going through the campsite. In case access to the beach is from the same entrance as the campsite, it should be ensured that visitors to the beach do not come into contact with customers and do not use its facilities.		M	4
L	The campsite's beach shall be arranged (seatings, etc.) in accordance with the current legal framework		M	4
M	The accommodation's management shall keep in the campsite a record of all persons residing or having resided in it - name, nationality, date of arrival and departure, contact details (address, telephone, email) at each tent or bungalow, both customer-owned or business-owned.	Management/Administration	M	4
N	Tent locations The distance between each type of units (caravans, motorhomes, tents, etc.) should be at least 5 meters from the entrance door of the camp and 3 meters from each other side. Alternatively, the number of customers, including permanent customers, should be reduced by 20% from the approved capacity in individuals, provided that the aforementioned distances of 5 meters and 3 meters are kept. The social distance of 1.5 meters between people who do not live in the same camping unit or do not belong to the same family/group must also be kept in all areas.	Tent locations	M	4
O	The instructions of Circular No no. Δ1γ/Γ.Π/οικ 19954/20.03.2020 of the Ministry of Health "Measures of cleaning and disinfection in areas and surfaces during the evolution of the pandemic of SARS-CoV-2" (Internet Posting No: 6ΚΨ6465ΦΥΟ-1ΝΔ), as in force, must be followed.	Cleaning and disinfection	M	4
P	In the event that these tents are rented or provided, they should be cleaned and disinfected between their uses by	Rented camping facilities	M	4

	different customers, according to the manufacturers' instructions. In case where aerosols are created from cleaning (e.g. cleaning with water under pressure), cleaning should be carried out at a place away from the customers and the necessary PPE should be used. Other equipment that is leased or provided (such as mattresses, pumps, tables, etc.) should be cleaned and disinfected between their uses by different customers.			
Q.1	Sanitary facilities (toilets, showers, hand washing facilities, locker rooms, sinks for washing dishes) must be kept clean and in good condition in accordance with the Sanitary Provisions and adequately ventilated during use.	Sanitary facilities	M	4
Q.2	Sanitary facilities must be cleaned and disinfected. A specific written cleaning and control schedule should be followed at such a frequency as to ensure that the facilities are kept in proper sanitary condition throughout the day.		M	4
Q.3	Waste bins must be placed at various accessible points both in the covered and outdoor shared spaces.		M	2
Q.4	Washbasins must be constantly supplied with soap, hand towels and foot-operated waste bins.		M	2
R	The provisions of Annex I on swimming pools and hot tubs shall apply	Swimming pools-recreational water facilities	M	4
S	They must be operating according to the current legal framework	Restaurants, shops and other facilities	M	5

### **ANNEX III Suspected COVID-19 case handling**

If a visitor presents symptoms compatible with COVID-19 infection, the following steps shall be taken:

1. The tourist accommodation's physician shall be called to evaluate the case.
2. If the patient is in urgent need of hospitalization, presenting a severe clinical picture, he/she shall be referred to the relevant health unit, as a suspected COVID-19 case. If it is not possible for a COVID-19 case to be addressed by the health units of the area, there must be a provision for transporting the patient (National Emergency Aid Centre, floating ambulance, air transport) to the nearest health unit where he/she can be addressed.
3. If the patient has a mild clinical picture, a sample for laboratory confirmation of COVID-19 shall be obtained by the physician.
4. If the physician assesses the patient as a possible COVID-19 case, the hotel health officer shall IMMEDIATELY communicate with EODY at 210 5212054 or the special four-digit number 1135 (24 hours a day), to obtain instructions on how to address the suspected case.
5. Patients with a mild clinical picture shall remain in their room until the results of the laboratory test are announced.
6. Meanwhile, entry of staff into the patient's room, unless there is significant reason, shall be avoided. If necessary, a staff member of the accommodation shall be advised to address exclusively the possible case.
7. The hotel's physician and staff entering the room of a possible or subsequently confirmed case must use high-protection personal protective equipment (PPE) (masks, glasses, waterproof disposable robes). The same applies to staff cleaning the COVID-19 patient's room.
8. If confirmed as a case of COVID-19, the patient shall be transferred to the special quarantine hotel and later to a health facility that will accommodate patients with COVID-19 if they need treatment. If not confirmed as a COVID-19 case, he/she shall be treated at the hotel according to the instructions of the treating physician.
9. Patients shall be transported using PPE (simple surgical mask) and private means of transport.

10. If there is a person wishing to accompany the patient to take care of him/her (e.g. spouse), he/she should be given a simple surgical mask and advised to wash his/her hands every time he/she comes in contact with the patient's secretions (e.g. saliva) and definitely before such person touches his/her face or eats and/or drinks.

11. The contact details of a patient's relative should always be recorded, so that he/she can be contacted if consent is required for interventions where the patient cannot communicate.

12. Used protective equipment (simple disposable surgical mask, gloves) should be discarded in a bin and should never be reused.

13. Hands should be washed thoroughly with soap and water after disposing protective equipment. It is emphasized that the use of gloves does not replace hand washing, which is a very important means of prevention.

#### **ANNEX IV**

#### **Health First Certification Sign.**



This decision is to be published in the Government Gazette.  
Athens, 30 May 2020

#### The Ministers

Deputy Minister for Finance      Health  
**THEODOROS SKYLAKAKIS VASILIS KIKILIAS**  
Tourism  
**THEOCHARIS THEOCHARIS**