

## State Government of Rhineland-Palatinate

### Hygiene Concept for Gastronomy and Hotel Businesses

[https://corona.rlp.de/fileadmin/rlp-stk/pdf-Dateien/Corona/8\\_Bekaempfungsverordnung/Hygienerregeln\\_Gastronomie-Hotellerie\\_8.CoBeLVO.pdf](https://corona.rlp.de/fileadmin/rlp-stk/pdf-Dateien/Corona/8_Bekaempfungsverordnung/Hygienerregeln_Gastronomie-Hotellerie_8.CoBeLVO.pdf)

– Translation by Kilian Bluemlein, 86 AW/PA

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#### Hygiene and Protective Measures for Gastronomy and Accommodation Businesses

##### A. **GASTRONOMY**

Gastronomy businesses (\*) in Rhineland-Palatinate may open by observation of the following provisions:

1. Operating hours are restricted to the time from 6 a.m. to 10.30 p.m.
2. Guests will be informed about access restrictions and physical distancing by appropriate and well visible signs.
3. Control of Access in-doors and out-doors:
  - a) Pre-booking and reservation is required. With so-called “spontaneous visits” registration on arrival is sufficient.
  - b) Outdoor areas must also be separated by a well visible designation. There will be one central access way.
  - c) Controlled access to inside and outside areas will be implemented by access control, reservations and/or signs (“Wait to be seated” or similar).
  - d) Assemblies of waiting guests are to be avoided. Guests must also observe a minimum distance of 1.5 meter while waiting. This has also to be assured in the waiting areas.
4. Individual Personal Measures:
  - a) When entering the premise’s in-door and out-door area guests must wash their hands or disinfect them. Suitable dispensers for disinfectant are to be provided by the operator of the business.
  - b) Guests are required to wear mouth and face coverings, which are only dispensable at the table proper.
  - c) Minimum distance of 1.5 meter between persons is to be assured in waiting lines as well as between tables. Larger tables must not be shared.

- d) Personnel and guests are to be informed about protective measures in effect and rules of behavior (including general rules of infection protection like "sneezing etiquette", evaluation of symptoms of a cold etc.) by appropriate signs.
- e) Personnel having direct contact with guests (less than 1.5 meter distance) are required to wear mouth and face coverings.

5. Collecting Contact data

- a) The business is required to collect contact data of all guests at reservation or registration including date and time (Name, First Name, Address, Telephone Number)
- b) These data are to be kept for the duration of one month starting with the day of the visit of the guests in the business and will be deleted thereafter under the provisions of DSGVO [Basic Ordinance for the Protection of Data K.B.]. These data may not be used for other purposes. Requirements to save and store data in accordance with other legal provisions, e.g. Art 30, Paragraph 4 of the Federal Reporting Law are not affected by this rule.

6. Guests are not allowed to remain in bar and counter areas.

7. Occupancy of table is driven by the applicable provision of the State of Rhineland-Palatinate concerning sojourn time of persons in public. Minimum physical distance of 1.5 meter may fall below the minimum physical distance of 1.5 meter at the table. Businesses owners are to consider a more liberal set-up of seating.

8. Haptic contact of guests with articles of daily use (like menus, cruet stands, trays, napkins...) is to be reduced to the absolute necessary.

9. All rooms where guests or personnel stay longer have to be ventilated in regular intervals.

10. In principle catering is done by service personnel at the table. Buffets and sales from the counter without self-service (served buffets) is authorized. Compliance with physical distancing is to be assured. Rules for distancing may be shown by markings on the floor at intervals of 1.5 meter similar to provisions for cashier areas in food markets.

11. Cleaning of used dishes (flatware, glasses, plates etc.) is to be done by a dishwasher at a temperature of at least 60 degrees centigrade.

12. Use of Guest Toilets

- a) An appropriate access rule is to be set up.
- b) Simultaneous use of the rest rooms is to be limited according to the size of the room and the number of personnel allowed to be in the rest room at one time. Rules of physical distancing are to be complied with. If necessary individual toilet stalls and urinals are to be blocked, e.g. every second stall/urinal.
- c) Cleaning in regular intervals must be assured. It is mandatory to post a listing showing the cleaning cycles with the signature of the cleaning personnel. It will be assured that liquid soap and one-way towels or air dryers for guests will be available. Guests will be informed about proper hand washing and physical distancing in the sanitary area. Disinfectant dispensers should be placed between the toilet area and the guest room in good visibility.

13. The guidance edited by the Workmen's Compensation Board for Food Operation and Catering (BGN) "SARS – CoV2 – Work Protection Standards for the Catering Branch in its current edition is to be observed.

14. General Rules:

- a) Guests not willing to comply with the above rules are to be denied access in accordance with domestic authority.
- b) Further, the responsible authority may allow exceptions in justified individual cases by request or it can give other hygiene requirements as far as a provisions by CoVBeLVO [Corona Virus Abatement Ordinance of the State of Rhineland-Palatinate K.B.] are not mandatorily to be implemented, if the similar level of protection will be achieved and if the intention of the CoVBeLVO will be met. Hygiene concepts are to be coordinated with the offices of public order prior to opening of the facility as far as this is explicitly required in the applicable version of CoVBeLVO.

(\*) These provisions apply to all gastronomy facilities, in particular to vintner's cottages, wine tasting facilities, vinoteques as well as on recreational cruise ships.

## **B. Lodging Businesses**

Lodging businesses (hotels, breakfast hotels, vocational homes, summer residences, camping grounds, trailer homes, private quarters, recreational, holiday and educational institutions, recreational sites, youth hotels, cabins and the like) in Rhineland-Palatinate may open under observation of the following provisions:

1. Guests will be informed about protective and hygiene provisions by appropriate, well visible signs. Operators will place disinfectant dispensers at the access areas.
2. In all public areas (reception, conference rooms, breakfast rooms, restaurants, bars, outdoor and leisurely areas, sanitary areas) observance of rules for physical distancing and hygiene between guests and staff as well as among guests and among personnel are to be assured. Distance markers and, if necessary, separations guarantee orderly and safe movement of guests.
3. Contacts between guests and staff during check-in and haptic contacts with items of everyday use are to be restricted to the absolute necessary.
4. Registration and reservations are mandatory.
5. Collection of Contact Data
  - a) The business is required to collect contact data of all guests per reservation or registration including date and time (Name, First Name, Address, Telephone Number).
  - b) These data are to be kept for one month starting with the day of the visit and are to be deleted following this period under observation of DSGVO. Data must not be used for other purposes. Requirements to store data resulting from different legal sources e.g. Art 30 Paragraph 4 of the federal registration law are not affected by this rule.

6. Only guests not included by contact restrictions in accordance with applicable provisions of the State of Rhineland-Palatinate may be lodged together in one lodging unit.

7. Personal Individual measures

- a) In publicly accessible areas guests are required to wear a mouth and nose covering.
- b) Staff members with direct customer contact (less than 1,5 meter) are required to wear mouth and face covering
- c) Minimal distance of 1.5 meter between persons has to be assured in particular in potential waiting areas.
- d) Personnel and guests are to be informed about applicable protective measures and rules of behavior (including general rules of infection protection like "sneezing etiquette", evaluation of symptoms of a cold etc.) by appropriate signs.

8. All rooms in which guests or staff members remain for some time are to be ventilated in regular intervals.

9. For gastronomy areas (breakfast service, restaurant, bar) general rules and provisions of the current Corona Abatement Ordinance of the State of Rhineland-Palatinate apply as well as protective and hygiene provisions for gastronomy businesses.

10. Simultaneous use of personal elevators by several persons is to be restricted in accordance with the size of the elevators so that physical distancing can be complied with, as far as these persons do not belong to the same household.

11. Use of items in hotel rooms which are used by different people (e.g. pens, magazines, newspapers, blankets, cushions) is to be reduced to a minimum respectively has to be cleaned after each use or will be exchanged. The same applies to items in other areas (e.g. conference rooms).

12. Use of Guest Toilets

[There are no paragraphs a) to c) in the German original K.B.]

- d) An appropriate access rule is to be set up.
- e) Simultaneous use of the rest rooms is to be limited according to the size of the room and the number of personnel which is allowed to be in the rest room simultaneously. Rules of physical distancing are to be complied with. If necessary, individual toilet stalls and urinals are to be blocked, e.g. every second stall/urinal.

- f) Cleaning in regular intervals must be assured. It is mandatory to post a list showing the cleaning cycles with the signature of the cleaning personnel. It will be assured that liquid soap and one-way towels/air dryers for guests will be available. Guests will be informed about proper hand washing and physical distancing in the sanitary area. Disinfectant dispensers should be placed between the toilet area and the guest room in good visibility.

### 13. Use of Swimming Pools Saunas Fitness- and Wellness Areas

The possibility to use hotel owned pools and saunas as well as fitness and wellness areas follows the current Corona Abatement Ordinance of the State of Rhineland-Palatinate.

14. Permissibility of massages and beauty applications follows the current Corona Abatement Ordinance of the State of Rhineland-Palatinate. Services rendered in close proximity to the body permissible by this ordinance are also authorized in hotels. Provisions for protection given therein (e.g. mouth and nose covering and hand protection) will be abided by. Access will be controlled by bookings in advance.

15. Permissibility of individual and outdoor sports as well as stationary" outdoor sports without direct contact (e.g. Yoga, Pilates, archery) is also driven by the current Corona Abatement Ordinance of the State of Rhineland-Palatinate.

16. The guidance edited by the Workmen's Compensation Board for Food Operation and Catering (BGN) "SARS – CoV2 – Work Protection Standards for the Catering Branch" in its current edition is to be observed.

### 17. General Rules:

- a) Guests not willing to comply with the above rules are to be denied access in accordance with domestic authority.
- b) Further, the responsible authority may allow exceptions in justified individual cases by request or it can give other hygiene requirements as far as a provision by CoVBeLVO is not mandatorily to be implemented, if the similar level of protection will be achieved and if the intention of the CoVBeLVO will be met. Hygiene concepts are to be coordinated with the offices of public order prior to opening of the facility as far this is explicitly required in the applicable version of CoVBeLVO.