GUIDELINES FOR REDUCING CORONAVIRUS INFECTION IN THE TOURISM INDUSTRY
The Government, through the Ministry of Industry, Trade and Tourism, is working together with the Autonomous Communities and tourism agents in the day after this crisis, so that tourism can be reactivated as soon as possible, and with greater strength.

In order to face the crisis caused by COVID-19 in the tourism sector, work is being done on the Tourism Relaunch Plan, promoted by the Ministry in coordination with the Autonomous Communities and the industry. This Tourism Relaunch Plan consists of four pillars:
HEALTH SECURITY

Health Security

Safe person, safe destination
HEALTHY SECURITY
Safe person, safe destination

Health safety is going to be an even more important factor in the tourism industry. In order to ensure the competitiveness of the tourism industry while guaranteeing the safety of all, destinations will have to offer services that meet high health standards.

The entire tourism value chain needs to have a set of health recommendations and protocols that will give the traveler confidence. Furthermore, these measures are essential so that employers and workers are able to provide their services safely, protect themselves and their environment and adapt faster to new conditions.
According to our experience, protocols and guides must be homogeneous for the entire national territory and ought to be prepared by each of the sub-sectors with the support and assistance of the Ministry.

Continuing with the idea of homogeneity, we firmly believe that all countries should have common health guides and protocols that give confidence and peace of mind to tourists.

It is therefore necessary to work on individualized health measures for all sectors, subsectors and activities that make up the sector’s value chain (international and national mobility, accommodation services, leisure and recreational facilities, restaurants, etc.), as well as on complementary measures to ensure the full effectiveness of the "safe people, safe destinations" policy.
HEALTH SECURITY
Guides with recommendations

The following is a list of the different guides with recommendations that have been promoted, following the possible services that a tourist could use in a destination. All these recommendations will be compiled to create a holistic guide, "Safe Person, Safe Destination: Security 360°", which will be displayed by subsector:

1. Recommendations for Airports
2. Recommendations for international mobility
3. Recommendations for Ports.
4. Recommendations for Railway Stations
5. Recommendations for trains
6. Recommendations for buses.
7. Recommendations for "rent a car" vehicle rental
8. Recommendations for cabs and ride-hailing services
9. Recommendations for tourist accommodations
10. Recommendations for tourist homes
11. Recommendations for campsites
12. Recommendations for catering establishments
13. Recommendations for nightlife
14. Recommendations for museums and cultural institutions
15. Protocol and recommendations for beaches
16. Recommendations for Theme Parks
17. Recommendations for Golf Courses
18. Recommendations for Fairs and Congresses
Guías para la reducción del contagio por el coronavirus SARS-CoV-2 en el sector turístico

Medidas para la reducción del contagio por el coronavirus SARS-CoV-2

La Secretaría de Estado de Turismo en coordinación con el Ministerio de Sanidad ha elaborado las guías de especificaciones para la reducción del contagio por el coronavirus SARS-CoV-2. Las guías contienen especificaciones de servicio, limpieza y desinfección, mantenimiento y gestión del riesgo para los diferentes subsectores del sector turístico.

Estas guías completan las medidas dispuestas por las órdenes del Ministerio de Sanidad, y, en todo caso, se supeditan a las mismas.

En su elaboración han participado las Comunidades Autónomas, Federación Española de Municipios y Provincias (FEMP), los agentes sociales, las asociaciones de cada subsector, expertos participantes en los grupos de trabajo y la Asociación Española de Servicios de Prevención Laboral (AESPLA), coordinados por el Instituto de Calidad Turística, entidad a la que la Secretaría de Estado de Turismo ha encomendado esta labor.

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- Campings [PDF] (770.25 KB) 10/05/2020 20:14:41
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HEALTH SECURITY

Contents

The 11 guides published so far have a common core of content and a specific part for each sub-sector that includes the health measures required for each particular service for both workers and users. The most outstanding elements:

1. Need to establish risk management committees.

2. The contingency plan must, among other measures, allocate human and material resources for protection and implement an action protocol in the event that people show symptoms compatible with COVID-19.

3. Additionally, measures for the planning of tasks and processes to guarantee the safety distance are contemplated.

4. In addition, specific measures are contemplated for staff, with particular sections for cleaning and kitchen staff and their training.

5. Clients must be informed of all the measures of the plan that affect them.

6. Disinfectant dispensers must be installed in the common areas of establishments.
HEALTH SECURITY
Contents – Examples of measures
HEALTH SECURITY

Conclusions

This guidelines aims to demonstrate Spain's strong commitment to safe and quality tourism.

Working together in the generation of these guides at an international level is indispensable. We hope our guides can lay a common foundation.

This will also contribute to the recovery of the tourism industry, by guaranteeing that traveling is safe. We will build together the model of a safe destination through safe people.