



Ministry of
Health



Ministry of
Economic development

MONTENEGRO

SAFE AND RESPONSIBLE

TOURIST DESTINATION

GUIDE TO SAFETY AND HEALTH PROTOCOLS FOR COVID-19





Ministry of
Health



Ministry of
Economic development

MONTENEGRO SAFE AND RESPONSIBLE TOURIST DESTINATION

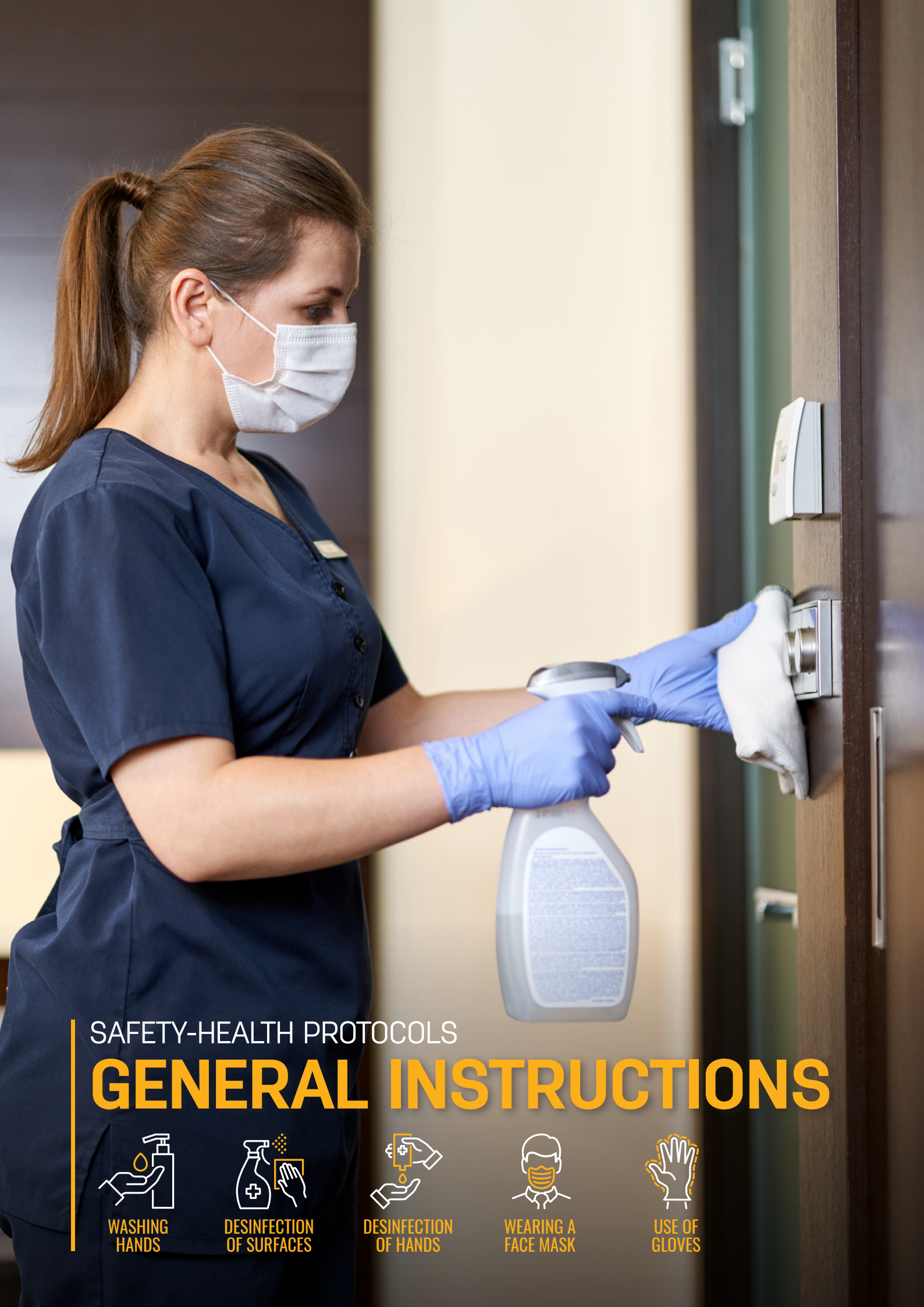
GUIDE TO SAFETY AND HEALTH PROTOCOLS FOR COVID-19

INTRODUCTION	03
SAFETY-HEALTH PROTOCOLS IN CASE OF INFECTION OF GUESTS IN ACCOMMODATION FACILITY.....	05
SAFETY AND HEALTH PROTOCOLS IN TOURISM AND HOSPITALITY - GENERAL INSTRUCTIONS.....	07
INSTRUCTIONS FOR EMPLOYEES.....	07
NOTICES IN FACILITIES.....	07
SANITARY PROTOCOLS IN FACILITIES.....	07
SAFETY-HEALTH PROTOCOLS IN ACCOMMODATION FACILITIES.....	09
HOTELS AND SIMILAR ACCOMMODATION.....	10
PRIVATE ACCOMMODATION / RURAL HOUSEHOLDS	12
SAFETY-HEALTH PROTOCOLS IN HOSPITALITY - RESTAURANTS, BARS, WINERIES, PICNIC AREAS.....	13
SAFETY AND HEALTH PROTOCOLS IN PASSENGER FACILITIES AND MEANS OF TRANSPORT	15
AIRPORTS	16
TRAIN AND BUS STATIONS	17
PORTS.....	17
CRUISE SHIPS	18
MARINAS - SHIPS, BOATS AND YACHTS.....	19
SAFETY-HEALTH PROTOCOLS - SPORT, RECREATION.....	20
BEACHES AND SWIMMING AREAS.....	21
SWIMMING POOLS AND AQUAPARKS.....	21
NATIONAL PARKS AND NATURE PARKS.....	22
SAFETY-HEALTH PROTOCOLS - TOURIST GUIDES, AGENCIES AND INFORMATION CENTERS	23
TOURIST GUIDES	24
TRAVEL AGENCIES AND TOURIST INFORMATION CENTERS.....	24

INTRODUCTION

Safety and health protocols include a set of measures and activities that reduce risks of coronavirus infection, and are based on the principles of control and prevention of disease transmission. In order to create a safe health environment, the Government of Montenegro is implementing a national strategy within which the safety and health protocols are its communication backbone. Complete information of the local population, tourism industry and guests are a prerequisite for preserving the health of all, and realization of a successful tourist season.

The following material was prepared by the Ministry of Health and the Institute for Public Health of Montenegro, in cooperation with the Ministry of Economic Development.



SAFETY-HEALTH PROTOCOLS

GENERAL INSTRUCTIONS



WASHING
HANDS



DESINFECTION
OF SURFACES



DESINFECTION
OF HANDS



WEARING A
FACE MASK



USE OF
GLOVES

SAFETY-HEALTH PROTOCOLS IN THE EVENT OF A GUEST DISEASE WHILE STAYING IN A TOURIST ACCOMMODATION FACILITY

For all tourists who become ill with COVID-19 infection during their stay in Montenegro, the Government of Montenegro will bear the costs of hospital treatment.

For other urgent medical conditions, the treatment is carried out in accordance with the valid interstate agreements.

The tourists coming from the following countries: **Republic of Serbia, Republic of Slovenia, Republic of Croatia, Republic of North Macedonia, Republic of Austria, Federal Republic of Germany, Czech Republic, Republic of Hungary, Kingdom of the Netherlands, Kingdom of Belgium, Grand Duchy of Luxembourg, Republic of Italy, Republic of Turkey, Republic of Bulgaria, Slovak Republic**, as well as French insured persons who are **our citizens on temporary work in the Republic of France, during their stay in Montenegro**, have the right to **emergency health care**, in accordance with the concluded interstate agreements on social insurance with these countries, on the principle of insurance

Tourists from these countries will not pay for emergency health care if they bring with them a form, i.e. a certificate of the right to health care during the temporary stay in Montenegro, issued by the competent health insurance institution (fund) of their country. Upon arrival in Montenegro, the tourists from the above countries, submit this certificate or European health insurance card to the branch of the Health Insurance Fund in the place of temporary stay, which issues another certificate to tourists (health certificate - form INO 1). With the health certificate issued to foreign tourists by the Fund's branch, he directly realizes the health care in health institutions of the public health system and other health institutions with which the Fund has concluded a contract on the provision of services.

In situations when tourists from these countries do not bring a form in accordance with the interstate agreement, and have the need to have an emergency health care, this form can be subsequently provided by the competent health insurance provider of a foreign country as follows:

The health institution that received the foreign tourist for treatment addresses the Fund's branch in the municipality of providing emergency medical care with the medical report, which will, upon receipt of this report, contact the competent foreign insurance fund and request the subsequent issuance of a certificate to the right on health care during temporary stay in Montenegro.

The tourists coming from the following countries: **Republic of Poland, the United Kingdom of Great Britain and Northern Ireland**, with which the interstate agreement was concluded on the principle of reciprocity, during a temporary stay in Montenegro, have the right to **emergency health care** without paying the services, and the costs of health care are borne by the Health Insurance Fund of Montenegro.

In order the tourists from these countries are entitled to health care, they need to have a proper travel document and health card or some other proof that they are insured in their country.

These tourists are also obliged to contact the branches of the Health Insurance Fund with the mentioned documents, in the place where they should be provided with health care, which will issue a certificate (health certificate-form INO 1) to them on the basis of which they will directly use the health care in health care institutions of the public health care system and in other health care institutions with which the Fund has concluded a contract for the provision of services.

Procedure in case of symptoms of COVID-19 virus infection:

- The responsible person, or the person whom he authorized in the accommodation facility, in case of symptoms of infection in tourist, notifies the doctor in the competent health center / epidemiologist in order to report a suspicious case and receive instructions on the necessary procedures.
- If the competent doctor / epidemiologist expresses a suspicion that a person is infected with the SARS-CoV-2 virus, the person is referred to the competent Health Center - Covid clinic.
- The competent doctor examines the patient to determine whether the criteria for suspecting COVID-19 are met and, depending on the clinical condition of the tourist, performs a rapid antigen test on SARS-CoV-2 or refers to an epidemiologist for PCR testing and further procedure. ***In case of necessity, the responsible person in the accommodation facility organizes the transport of tourist to the competent doctor/epidemiologist.***

- If COVID-19 is suspected, sick tourist and his close contacts are assigned isolation in the accommodation units until the test results are obtained. Employees of the accommodation facility, i.e. accommodation service providers do not enter accommodation unit occupied by the SARS-CoV-2 positive persons / their contacts, and tourists are informed that bed linen change and room cleaning will not take place at the usual intervals and in usual way.
Each such tourist must maintain the cleanliness of the accommodation unit in which he resides with the cleaning agents provided by the accommodation facility. Meals will be served by delivery to the accommodation unit, and guests who do not have half board or full board accommodation will buy (order) meals from the accommodation restaurant with delivery of meals to the door of the accommodation unit. In smaller accommodation facilities, the owner or the person responsible for accommodation will organize the delivery of food and other necessities for the guest to the room door.
- If there is a need for contact with a guest, only one person should be designated to deal with that guest with the use of a protective medical mask and gloves and maintain a distance of at least one meter from the patient, preferably two meters. Masks, gloves and similar protective equipment should be sealed in plastic bags immediately after use and placed in a waste bin with a lid intended for infectious waste and should not be reused. After throwing of protective equipment in the waste bin, the employees should wash their hands thoroughly with soap and water for at least 20 seconds.
- ***All accommodation facilities are obliged to free up ten percent of the available accommodation capacity in case of illness of their guests, which means at least one room, regardless of the total accommodation capacity.***

If tourists or their contacts positive on SARS-CoV-2 are accommodated in a hotel, they can be accommodated in a separate part of the hotel (for example the hotel top floor, one wing of the hotel, special dependences, etc.) where they remain in isolation / quarantine under measures of health and sanitary supervision until leaving Montenegro or returning home. **Accommodation costs are borne by the tourist.**

If tourists or their contacts positive for SARS-CoV-2 are accommodated in a small hotel or registered private accommodation - they can stay in their rooms in isolation under the measures of health and sanitary supervision until leaving Montenegro or returning home. **Accommodation costs are borne by tourists.**

Tourists from Montenegro, who have been diagnosed with COVID-19 with mild symptoms or who do not have symptoms of the disease, in agreement with the competent doctor are sent to isolation in their place of residence, by their own transport and without the use of public transport. In this case, further health care to patients is provided by their chosen doctor or the competent doctor according to the place of isolation (in consultation with the competent epidemiologist). Tourists from Montenegro who have been in contact with Covid 19 patient are also sent in quarantine to the place of residence, and their health condition is further taken care of by their chosen doctor (in consultation with the competent epidemiologist).

Foreign tourists diagnosed with COVID-19 disease and foreign tourists close contacts of COVID-19 patient, before the expiration of the patient's isolation, i.e. quarantine / self-isolation for healthy close contacts, may return to their countries after notifying the public health authorities of their country of origin via IHR system (international health regulations) in cooperation with the Ministry of Interior.

- All tourists diagnosed with COVID-19 and whose health condition requires hospitalization are transported to a health institution in accordance with the doctor's instructions, and depending on the severity of the disease, symptoms, using a personal vehicle, or an emergency medical service is called. Transport by public transport **is not allowed**. After transporting the sick tourist, perform the disinfection of the transportation mean in accordance with the recommendations of the Institute for Public Health.

GENERAL INSTRUCTIONS FOR COMPLIANCE WITH SAFETY AND HEALTH PROTOCOLS IN TOURISM AND HOSPITALITY

INSTRUCTIONS FOR EMPLOYEES

- **Informing and training of employees on the implementation of procedures for the protection of employees and visitors and procedures in case of employee or guest infection:** Employees should be sufficiently informed about COVID-19 disease, the procedures to be implemented to prevent infection, procedures for dealing with potentially infected person. They must be able to inform guests / users who inquire about the rules regarding the implementation of preventive measures or other services that guests may request (e.g. medical and doctor services available in the area or in the facility itself, telephone numbers of on-duty medical institution, emergency medical services, etc.).
- **Physical distance (especially of the employees who are in contact with visitors from other employees):** It is necessary to keep a recommended distance between staff and service users, as well as among employees themselves. The maximum number of people indoors is regulated and limited in accordance with the current recommendations of the Institute for Public Health.
- **Wear protective masks and gloves indoors:** Indoors, employees must wear medical or face masks that cover both mouth and nose as well as gloves. It is necessary to provide a sufficient amount of masks and gloves for employees.
- **Measuring body temperature before arriving at work place:** Staff should be provided to have their body temperature measured before entering the facility where they work. If the measured body temperature is higher than 37,5° C, if the person has any signs of illness (refers to all symptoms and signs of illness, not only on respiratory diseases), he should call his superior by phone and return home.
- **Disinfection of hands and work surfaces:** Work surfaces should be disinfected at regular intervals (e.g. every hour), and the area (contact surfaces) should normally be disinfected after each guest. Personnel who are in constant contact with guests should regularly properly wash and disinfect their hands with an alcohol-based disinfectant, in a concentration of not less than 70% or other agent with a declared virucidal effect and suitable for use on the skin.
- **Limit the number of people indoors:** It is worked with a reduced number of staff (if necessary). Employers are obliged to organize work in shifts, i.e. groups, where possible. Staff divided into shifts should not be met when taking over the shift.
- **Airing of rooms:** regularly airing all rooms.

NOTICES IN FACILITIES

In accordance with the current measures, all notices and instructions on keeping a physical distance, using disinfectants and other instructions related to safety and prevention of spread the COVID-19 virus infection must be displayed in visible places in the facility. On each, approximately, 30m², should be provided one or more instructions. A person responsible for compliance and control of prescribed measures shall be appointed in the facility, who has to appoint those responsible for the implementation and control of measures in each sector / business unit.

SANITARY PROTOCOLS IN FACILITIES - GENERAL GUIDELINES

- **Increase the frequency of** cleaning and disinfection of common areas, facilities and equipment with prescribed disinfectants, including handrails, chairs, tables, counters, sanitary facilities, ventilation systems, POS devices, self check in devices, elevators, floors, etc.
- **Aeration:** regular airing of all rooms, where possible.
- **Disposal of waste:** ensure that used face masks and gloves are disposed correctly in the appropriate waste bins with a lid.
- **Regular cleaning and disinfection of air conditioners, ventilation and heating filters:**
- **Dispensers and spare masks:** In a facility, on a determined area, place dispensers with alcohol-based hand sanitizers, in a concentration of not less than 70% or other agent with declared virucidal action and suitable for use on the skin. Also, at the marked locations, provide a reserve amount of protective masks.
- **Use disposable materials (paper towels) in sanitary facilities**

PROCEDURE FOR WASHING AND CLEANING THE ROOM WHEN A PERSON IS SUSPECTED OR DIAGNOSED WITH CORONAVIRUS

Surfaces potentially contaminated with the COVID-19 virus must be cleaned and disinfected. Once a potentially infected person has been isolated, no other persons should be allowed to enter or stay in the rooms where that person have stayed until cleaning and disinfection has been carried out.

- Put on a mask and gloves before cleaning. Avoid touching your face and eyes while cleaning.
- Keep windows open to air a room and / or turn on ventilation.
- Clean the floor with a neutral detergent and then disinfect.
- Clean and disinfect all potentially contaminated surfaces: door handles, telephones, handrails in hallways and stairways.
- Clean toilets, including the toilet bowl and all accessible surfaces in the toilet with detergent and then disinfect.
- Do not use the spray to apply the disinfectant as the splashes may occur which may further spread the virus.
- Remove linen, pillow cases, blankets and other fabrics and wash them. Use a washing machine (60 - 90° C) and laundry detergent for washing. If it is not possible to wash in the washing machine, you can use steam cleaning.
- Wash the cloth after cleaning at 90° C.
- Take off your gloves and mask and put them in a plastic bag, then wash your hands with soap and water.
- After cleaning, all disposable personal protective equipment, used cloths, and other debris should be placed in plastic garbage bags with a sealing tape.
- Take a shower and change your clothes immediately after cleaning.
- Leave the window open and / or the ventilation switched on to thoroughly ventilate the room.



SAFETY-HEALTH PROTOCOLS

IN ACCOMMODATION FACILITIES



HOTELS AND SIMILAR ACCOMMODATION



PRIVATE ACCOMMODATION / RURAL HOUSEHOLDS

GENERAL RULES FOR GUESTS

- **Wear protective masks in all common areas**
- **Mandatory hand disinfection**
- **Limit the number of people in the common areas of the facility** At the entrance to the facility and at the entrances to the common areas for guests as well as in elevators, it is necessary to place instructions on the limited number of people inside the room. The maximum occupancy of the facility shall be defined in relation to the current measures and recommendations of the Institute for Public Health.
- **Mandatory physical distance**



HOTELS AND SIMILAR ACCOMMODATION

All accommodation facilities are recommended to harmonize their own protocols and procedures with Safe Travels protocols and to contact the National Tourist Organization of Montenegro regarding their implementation. By accepting the mentioned protocols and procedures, the facilities acquire the right to be branded with the Safe Travels label, as a recognizable sign that measures to prevent the spread of Covid-19 virus are practiced in the facilities.

1. Reception - hotels

- **Check in** If possible, support online check in or self check in or arrange check-in by shortening the time of the guest lingering at the reception, maintaining the physical distance. If the hotel already has technological capabilities, it should emphasize to make registration and booking from home via the Internet, contactless payment, payment by pro forma invoice, self-scanning of documents, etc.
- **Protective partition on the reception desk** Place partitions made of plexiglass or similar material at on the reception desk, which provides the necessary sanitary distance.
- **Pre-announced check out so that the bill can be prepared in order to keep the guest at the reception as short as possible.** Guests should be advised to announce their check-out from the hotel in advance so that the bills can be prepared on time and thus avoided any unnecessary lingering at the reception.
- Regular cleaning and disinfection of the reception area, especially surfaces that are in frequent contact (counter, protective partition, handles, handrails, etc.)
- Room key cards or keys should be disinfected after each guest check-out or each time after use if left at reception.
- Computer equipment, as well as other devices (telephone, photocopier, etc.) should be disinfected at the beginning and end of each shift. If used, it is recommended the use of individual headphones.
- Mandatory disinfection of POS terminals after each use
- When transporting guests' luggage, service personnel should wear protective gloves
- Unless necessary, hotel staff should avoid handling the guests' cars.
- Provide a disinfection doormat at hotel entrance.

2. Accommodation unit

In case of symptoms of COVID-19 infection in guests, the hospitality facility should have a defined personal plan of action and communication in which the key elements are behavioral procedures in case of any symptoms of the virus in guests (fever, cough and shortness of breath).

In that case:

- Guests are obliged to stay in the room and contact the hotel reception, which further follows this protocol.
- During registration, guests are given the instructions (so-called "Dear guest letter") where the emphasis shall be placed on contacting a specially designated hotel employee who shall:
 - inform the competent doctor and / or epidemiologist,
 - ensure isolation of a person in room,
 - provide a person with symptoms with all the necessary comfort: delivery of food, medicine, and assistance in going to the nearest health center

Provide a Safety Kit (protective masks, gloves, disinfectant) that may or may not be charged. Hand over the security kit to the guest at the reception upon arrival or place it in a visible place inside the accommodation unit.

Fill the mini bar only when maintaining the hygiene of the room

For security reasons, reduce the staff entry into rooms

Regular disinfection of critical (contact) points in the accommodation unit

Critical (contact) points inside the accommodation unit/facility should be regularly disinfected with an alcohol-based disinfectant, and obligatorily after each guest's shift.

Critical (contact) points:

- Switches: sockets, lamps, lighting, kitchen appliances;
- Telephones and remote controls: telephones, TV controls, tablets;
- Air conditioning controller;
- Mini bar;
- Handles: doors, cabinets, drawers, nightstands, blinds;
- Bed: bed linen, pillow cases, mattress, covers
- Surfaces in the bathroom: sink, faucets, mirror, towel rail, toilet, shower, tiles and coverings;
- Amenities in the bathroom: glasses, dispensers, cosmetics;
- Cabinets: drawers, hangers, safe;
- Work surfaces: tables, nightstands, armchairs, chairs, sofa;
- Kitchen utensils and equipment: sink, kitchen appliances, refrigerator, cutlery and cooking utensils;
- Terrace: tables and furniture, barbecue, viewpoint, swing hanging net.

Cleaning of an accommodation unit in agreement with guests. It is recommended that cleaning of an accommodation unit shall be done in agreement with guests. It should be agreed on the manner and time of cleaning the accommodation unit and changing towels. It should be performed the intensified washing and disinfection of bed linen and towels for guests. Special attention is to be paid to intensive washing at recommended temperatures and disinfection of bed linen and towels (and bathrobes), and they should be placed in room/bathroom just before guest arrival with a label like "Disinfected for you". A systemic approach should be defined in order to avoid cross-contamination, where the clean bed linen is put after the room has been cleaned and disinfected. Dirty laundry needs to be put in bags before being placed on the cleaning trolley. Used bed linen and towels in the bathroom shall be stored in a closed compartment separate from the trolley with clean bedding; dirty and clean bedding shall always be separated and shall not come into contact.

- It is recommended to remove additional blankets and pillows from rooms, and to provide the same at the request of a guest. Waste bin in bathroom should have a lid, a bag and a step mechanism with a pedal for hygienic opening.
- It is recommended to remove baskets for paper from room.

3. Hospitality facilities

- **Room service:** It is recommended to provide room service in case of isolation/quarantine of a guest
- **Serving food and drinks:** Buffet is prohibited; food is served by waiters
If it is necessary to conduct a buffet service, it is recommended that employees serve, i.e. pour it into a plate, a food at a guest choice.
- **Removal of menus and price lists from tables, available at request of a guest (options: digital form, QR codes or disposable ones in printed form or plasticized)**
It is recommended that menus are displayed at the entrance or other visible place in an appropriate way in plasticized form.
- **Setting tables, serving utensils:** Tables are kept empty until guests arrive, and utensils are served when guests are seated.
- **Disinfection of tables, menus and price lists after each guest and replacement of the table setting is mandatory**
- **Space distance between tables in accordance with current recommendations**
- **Kitchen:** The HACCP system needs to be updated with the aim of prevention of COVID-19 disease

4. Common areas

- **Pools and beaches:** In addition to enhanced hygiene measures and engagement of personnel in charge of enforcing responsible behavior, it is recommended that a friendly, audible reminder concerning general measures is emitted periodically.
- **Pre-arrange terms of services with sufficient time interval for disinfection of equipment and facilities, as well as for ventilation of rooms after each guest.** It is recommended to have pre-agreed terms for use of common areas (fitness, wellness areas...) in order to reduce as much as possible the interaction among guests and thus more easily to take care of a limited number of people within the room. It is necessary to regularly maintain hygiene and disinfect contents such as deck chairs, chairs, side tables, etc. The use of towels and bathrobes is mandatory when using the listed facilities.
- **Gyms** - harmonize the use of a hotel gym with current health and epidemiological measures that apply to gyms.

PRIVATE ACCOMMODATION / RURAL HOUSEHOLDS

All privately owned accommodation facilities and rural households are recommended to harmonize their own protocols and procedures with Safe Travels protocols and to contact the National Tourist Organization of Montenegro regarding their implementation. By accepting the mentioned protocols and procedures, the facilities acquire the right to be branded with the Safe Travels label, as a recognizable sign that the measures to prevent the spread of Covid-19 virus are practiced in them.

1. Accommodation facility/unit

- **It is mandatory to provide a safety kit (Safety Kit - protective masks, gloves, disinfectant)**
- **Regular disinfection of common areas**
 - It is necessary to regularly disinfect common areas, and pay special attention to equipment / places that are frequently touched. Disinfect often with an alcohol-based disinfectant, and always after each guests' shift.
 - The keys of accommodation units/rooms should be disinfected after each guest check-out or each time after use if left at the reception. Rooms should have a written addressing to guest with a guarantee that necessary hygienic and disinfection measures have been performed.
- **Cleaning of an accommodation unit/facility in agreement with guests**
 - It is recommended that cleaning of an accommodation unit is performed in agreement with guests. Agree on the manner and time of cleaning the accommodation unit and changing towels.
- **Intensified washing and disinfection of bed linen and towels for guests**
 - Special attention shall be paid to intensive washing at recommended temperatures and disinfection of bed linens and towels (and bathrobes) and they shall be placed in a room/bathroom just before a guest arrival with a label like **"Disinfected for you"**. A systemic approach should be defined in order to avoid cross-contamination, where the clean bed linen is put after the room has been cleaned and disinfected. Dirty laundry needs to be put in bags before being placed on the cleaning trolley. Used bed linen and towels in the bathroom shall be stored in a closed compartment separate from the trolley with clean bedding; dirty and clean bedding shall always be separated and shall not come into contact.
 - It is recommended to remove additional blankets and pillows from rooms, and to provide the same at the request of a guest.
 - The waste bin in bathroom should have a lid, a bag and a step mechanism with a pedal for hygienic opening
 - It is recommended to remove baskets for paper from room

2. Recommendations for serving breakfast in the household facility and food in rural households

- Serving in accordance with current recommendations, mandatory disinfection of tables after each guest and change of setting
- Setting up tables and utensils only upon arrival of guests
- Space distance of tables in accordance with current recommendations



SAFETY-HEALTH PROTOCOLS

IN HOSPITALITY



RESTAURANTS



BARs



WINERIES



PICNIC AREAS

All hospitality facilities are recommended to harmonize their own protocols and procedures with Safe Travels protocols and to contact the National Tourist Organization of Montenegro regarding their implementation. By accepting the mentioned protocols and procedures, facilities acquire the right to be branded with the Safe Travels label, as a recognizable sign that measures to prevent the spread of COVID-19 virus are practiced in them.

1. General rules for guests staying in a facility

- Wear protective masks except during consumption
- At the entrances of a facility enclosed spaces, as well as in a facility, it is necessary to install dispensers with disinfectant (alcohol-based in a concentration of not less than 70% or other agent with declared virucidal action and suitable for use on the skin). Disinfection is recommended upon entering a facility, during the stay in a facility, as well as before consuming food and beverages.
- The number of people should be limited in accordance with available space and current recommendations of the Institute for Public Health.
- The instructions on recommendation of keeping a physical distance should be placed at a facility entrance, common facilities' entrance and elevators.

2. Recommendations for serving guests

- **Serving in accordance with current recommendations of the Institute for Public Health, removal of menus and price lists from tables, available at the request of a guest**

It is recommended that menus are displayed at the entrance or other visible place in an appropriate way in plasticized form, i.e. it is recommended to remove the classic forms of menus. After each departure of a guest or group of guests, it is obligatory to disinfect (plasticized) menus, price lists, drink card and table surface. It is necessary to remove all decorative items from tables;

- If possible, use disposable table mats when serving food
- Setting tables upon arrival of guests as well as serving utensils
- Put tables away from each other in accordance with current recommendations



SAFETY-HEALTH PROTOCOLS

IN PASSENGER FACILITIES AND MEANS OF TRANSPORT



AIRPORTS



BUS AND TRAIN STATIONS



TAXI AND RENT-A-CAR



PORTS



CRUISE SHIPS



MARINAS

In all passenger facilities and means of transport, it is recommended to harmonize their own protocols and procedures with the Safe Travels protocols and to contact the National Tourist Organization of Montenegro regarding their implementation. By accepting the mentioned protocols and procedures, facilities acquire the right to be branded with the Safe Travels label, as a recognizable sign that they practice the measures to prevent the spread of Covid-19 virus.



SAFETY-HEALTH PROTOCOLS - AIRPORTS

1. Before, during and after the flight

- **EASA & IATA standards:** Airlines and airports are expected to implement EASA (European Union Aviation Safety Agency) and IATA (International Air Transport Association) travel protocols.
- **Wearing protective masks:** wearing protective masks except for children up to 6 years old, during the entire stay in passenger cabin of the aircraft in accordance with the applicable measures. If, for health reasons, a face mask cannot be worn, a medical certificate which is shown when checking in for flight, boarding and entering the plane is required.
- **Surfaces:** avoid unnecessary contact with surfaces and use of ventilation openings
- **Serving food:** in accordance with recommendations and advices of domestic and international public health and regulatory authorities, it is allowed to serve pre-packaged and sealed products for food and beverage consumption during the summer
- **Available information and instructions for travelers to not to travel if:**
 - diagnosed with COVID-19 in the last 14 days before the flight,
 - any of the symptoms characteristic of COVID-19 (fever, newly developed cough, loss of taste or smell, shortness of breath) have occurred in the last 8 days before the flight
 - the passenger has been in close contact (less than 2 meters and more than 15 minutes) with a person who has COVID-19 in the last 14 days before the flight
- **Early boarding:** boarding of passengers on plane starts earlier because the boarding procedure is applied in smaller groups from the rear to the front (5-10 passengers)
- **Physical distance:** it is necessary to maintain physical distance in the passenger terminal and when boarding the plane, as well as in all rooms at the airport
- **“Middle seat” rule:** When checking in, whenever booking and aircraft configuration allow, ensure that the middle seat between passengers is empty.
- **Allowed size and amount of hand luggage: adapt to the current situation and conditions of transport - women’s handbags, smaller backpacks and laptop bags that can be carried on the shoulder are acceptable, larger hand luggage must be handed over at the check in counter**
- **Check in: it is recommended to enable online check in / self check in**
- **Movement in an airplane: reduced movement in the passenger cabin except when necessary**
- **Leaving the airplane: after landing the aircraft departure is organized in small groups according to the call of the cabin crew**
- **Information notifications:** By voice message via loudspeakers in airplanes, the cabin crew informs passengers of the obligation to comply with measures throughout the journey. Place the information on the available areas in airplane (In-flight material, billboards, “pockets” of airplane seats, seat surfaces, etc.)

General rules for airports

- **Provide additional information and assistance from trained staff**
 - **Direction of travel:** particularly indicate the direction of moving through the passenger terminal
 - **Notices in terminal:** place posters and informative displays on hygiene measures and procedures, regularly publish sound announcements and video notices on screens as a reminder to maintain space and wash / disinfect hands
 - **Dispensers:** provide disinfection dispensers at all possible points of the passenger terminal
 - **Counters:** install protective transparent partitions on counters, including all commercial facilities and passenger terminal services (shops, hospitality facilities, exchange offices, ticket sales, parking fees, rent-a-car, agencies, etc.)
 - Limited direct contact with surfaces and other people: it is recommended to touch surfaces as little as possible.
1. **Hospitality and trade facilities:** protocols for hospitality facilities are applied
 2. **Defining a place for isolation:** determine an adequately isolated place and equip it with necessary facilities where passengers who are prevented from traveling are kept for a short time, until further action.



BUS AND TRAIN STATIONS

1. General rules for bus and train stations

- **Provide additional information for passengers** by trained staff
- **Direction of movement:** it is necessary to mark and separate the direction of movement through the passenger terminal
- **Information notices:** in the terminal place posters and informational displays on hygiene measures and procedures, regularly publish sound announcements and video notices on screens as a reminder to maintain space and wash / disinfect hands
- **Dispensers:** provide disinfection dispensers at certain points of the passenger terminal
- **Counters:** place protective transparent partitions on counters, including all commercial facilities and passenger terminal services (shops, hospitality facilities, exchange offices, ticket sales, parking fees, rent-a-car, agencies, etc.)
- It is recommended to enable and use online shopping and / or contactless payment for tickets and services
- It is recommended to provide the possibility to purchase protective masks and prescribed disinfectant for hand hygiene;
- **Waste disposal:** provide waste bins with a step lid-lifter and a bag, with a label for proper disposal of used face masks and gloves;
- Disinfectants are to be available at intended locations and zones.
- Heating, cooling and ventilation of the station space are mandatory

2. Hospitality and trade facilities: protocols for hospitality facilities and general measures for prevention of COVID-19 are applied.

3. In public transport (buses, trains): it is necessary to adhere to general epidemiological measures (wearing a protective mask, hand disinfection and physical distance).

Also, regular airing of vehicles is recommended, as well as disinfection of seats and surrounding areas.



TAXI AND RENT-A-CAR

Disinfection of all surfaces in vehicle before and after renting (control panel, gearbox, key, locks ...)



PORTS

General rules for ports

- **Information notices:** in a terminal area it is necessary to place posters and informative displays on the prescribed hygienic measures and procedures. Regular publication of audio announcements and video notifications on screens as a reminder to maintain distance and wash / disinfect hands.
- **Counters:** place protective transparent partitions on counters; Wearing of protective masks is mandatory for employees as well as for passengers;
- **Disinfection:** Disinfectant or dispensers with antiseptic and disinfectant must be available to all users of the facility, including employees, in several places that are clearly and visibly marked. Periodic disinfection of employees' hands is mandatory, as well as passengers' hands when entering and leaving the facility.
- **Direction of movement:** it is necessary to mark and separate the direction of movement through the passenger terminal;
- **Maintenance of hygiene:** Regular cleaning and disinfection (with a disinfectant based on 70% alcohol or other disinfectant with virucidal action, e.g. chlorine solution) of terminal area as well as parts that are in frequent contact.
- Removing items that are frequently touched or shared (e.g. magazines, brochures, etc.)
- Coordinate the reception of passengers with port terminal's patrol service in order to avoid congestion in terminal area (determine the maximum allowed number of present passengers based on the area of a terminal facility). Avoid prolonged lingering of passengers in terminal premises.
- Regular maintenance and cleaning of air conditioners / ventilation systems / central heating and cooling systems is recommended according to the manufacturer's recommendations with respect to protection measures
- In case of disembarkation of passengers with suspected or confirmed infection with COVID-19 virus, it is necessary to implement all necessary security measures in order to minimize contact and exposure of other persons and avoid contamination of port area or terminal.



CRUISE SHIPS

General rules

- It is allowed to open ports for cruise ships with strict compliance with measures to control the spread of COVID-19 infection by crew and passengers
 - The cruise line crew is obliged to acquaint passengers thoroughly with the applicable health regulations, protocols and measures in force in the country;
 - Upon request, the Port Authority submits the Safety and Health Protocol to cruise company / agent and informs on current epidemiological and health measures.
 - Mandatory submission of information by cruise line / ship on the exact date of arrival / departure of a ship with number of persons traveling (passengers and crew).
 - Mandatory submission of information on health status of passengers and crew, i.e. on number of persons infected with COVID-19 virus (confirmed cases) and number of persons considered suspicious of COVID-19.
- **Cruise passenger disembarkation procedure:**
 - Before cruise ship arrival, it is recommended to check the current information regarding the conditions for entry of tourists from certain countries to Montenegro;
 - Mandatory wearing of a protective mask and respecting the prescribed distance;
 - If it is possible to provide more than one exit for cruise passengers;
 - If it is possible not to disembark all passengers from cruiser at the same time, but in groups whose number corresponds to the maximum allowed number of present passengers in terminal premises;
 - Mandatory measurement of body temperature at the entrance of passengers to port terminal;
 - Terminal access is restricted to passengers in case of symptoms: fever ($> 37,5^{\circ} \text{C}$), cough, shortness of breath, etc., unless he needs hospital treatment;
 - Direction of movement: it is necessary to mark and separate the direction of movement through passenger terminal;
 - Agents of cruise companies are obliged to inform the port terminal at least 24 hours before the cruise ship arrival on the arrival of buses, taxis, travel agencies, etc. for the purpose of further collection of passengers.
 - Equipment brought from ship to terminal (portable laptop) should be pre-disinfected.
 - **Check-in procedure:**
 - At the check-in counter, passengers, as well as check-in staff, are required to wear protective masks and respect social distance;
 - Coordinate the reception of passengers with port terminal's patrol service in order to avoid crowds in terminal area;
 - Hygiene of terminal area - Terminal interior should be regularly cleaned and disinfected after receiving all passengers from the same cruiser;
 - Information notices: place posters and information displays on hygiene measures and procedures in terminal, regular publication of sound announcements and video notices on screens as a reminder to maintain distance and wash / disinfect hands;
 - Dispensers: provide disinfection dispensers (products with at least 70% alcohol content) at certain points of passenger terminal. Disinfection of passengers' hands is mandatory when entering and leaving terminal facility;



General rules for marinas

1. Cleaning

- Regular disinfection of frequently touched spaces and equipment is required.
- Disinfectants must be placed at the entrance to common facilities, hospitality facilities and sanitary facilities for tourists.
- It is necessary to provide a sufficient amount of paper towels and other disposable materials, means and equipment for cleaning, washing and disinfection.

2. Reception

- Guests should be encouraged and informed about possibilities of online check-in service.
- It is necessary to place a protective partition on reception desk.
- Recommend to guests to announce check out in advance, so that an invoice can be prepared in order to keep tourists at reception as short as possible.
- Encourage online payment or contactless payment.

3. Hospitality facilities - recommendations for serving guests

- Application of safety and health protocols intended for hospitality facilities.

4. Work of agencies within marina (travel agencies, charter companies, rent-a-car, etc.)

- All agencies operating within marina must adjust the organization of work in accordance with the measures and procedures prescribed for the operation of marina reception.



SAFETY-HEALTH PROTOCOLS

SPORT AND RECREATION



BEACHES AND SWIMMING AREAS



SWIMMING POOLS AND AQUAPARKS



NATIONAL PARKS AND NATURE PARKS



BEACHES AND SWIMMING AREAS

1. General rules

- In a visible place at the entrance, as well as in the area where guests / tourists are staying, it is necessary to place information on hygienic procedures with guidelines on proper behavior and protection measures which should be adhered to. If possible, occasionally advertise messages regarding general epidemiological measures.
- For sea and freshwater swimming areas, the maximum number of persons allowed to stay at the same time is determined according to principle of 15 persons per 100 m² of net area.
- Visibly posted General Measures to Prevent the Spread of COVID-19 Disease according to the instructions of the Institute for Public Health of Montenegro is mandatory.

2. Spatial and technical conditions of sea and freshwater beaches and swimming areas

- It is necessary to install a dispenser with a disinfectant (e.g. based on alcohol in a concentration of not less than 70 percent or other agent with a declared virucidal effect according to the manufacturer's instructions and suitable for use on the skin)
- The tenant should separate the deckchairs in a way to provide physical distance (provide a person who can supervise the prescribed measures) and disinfect the deckchairs several times a day, always after a certain guest no longer uses the deckchair. If the beach and swimming areas have other seats as well, they should also be arranged at a distance of 2 m.
- In all open spaces of the beach and swimming area it is necessary to install waste bins with a suitable lid that is regularly emptied and waste is disposed of in the prescribed manner (at reasonable intervals)
- **Regular disinfection of premises and equipment, as well as maintenance of hygiene of sanitary facilities:** it is necessary to intensify cleaning and disinfection of sanitary facilities, locker rooms and equipment every two hours, and more often if necessary, as well as increase the number of employees for daily cleaning in each sanitary facility and at the same time limit the use of sanitary facilities in accordance with the size and prescribed sanitary conditions.
- Regular monitoring of swimming and recreation water - monitoring is performed by authorized laboratories in compliance with the usual protection and safety measures.

3. Food and beverage service areas and commercial facilities on sea and freshwater beaches and swimming areas: protocols for hospitality facilities are applied.



SWIMMING POOLS AND AQUAPARKS

All pools and water parks should harmonize their own protocols and procedures with Safe Travels protocols and contact the National Tourist Organization of Montenegro regarding their implementation. By accepting the mentioned protocols and procedures, the facilities acquire the right to be branded with the Safe Travels label, as a recognizable sign that measures to prevent the spread of COVID-19 virus are practiced in them.

1. General rules for users

- The number of people staying in the pool at the same time depends on the size of the pool and it is recommended to meet the criteria of 7m² area per person in outdoor and indoor pools and it is recommended to maintain a distance of 2m between swimmers, except for members of the same family.
- Provide a disinfectant (based on alcohol in a concentration of not less than 70% or another agent with declared virucidal action and suitable for use on the skin), on the surfaces around the pool.
- If it is possible to provide online payments or contactless ticket payment.
- Before entering the swimming area, it is obligatory to take a shower and go through the deso-barriers.

2. Spatial and technical conditions of swimming pools and aqua parks

- In all indoor and outdoor areas at reasonable intervals, it is recommended to place waste bins with appropriate lids.
- Special attention should be paid to the condition of the filter and attention should be paid to maintaining the correct condition of the air renewal rate indoors.

- It is necessary to regularly maintain hygiene and disinfect contents such as deck chairs, chairs, side tables, etc.
- Informative displays, video notifications and voice messages on general measures to prevent the spread of COVID-19
- Regular ventilation of all rooms, where possible

3. Food and beverage service areas and commercial facilities: Protocols for hospitality facilities are applied.



NATIONAL PARKS AND NATURE PARKS

1. General rules for visitors

- In all enclosed spaces (receptions, entrances, visitor centers, toilets, museums, boats, hospitality and trade facilities...) it is necessary to respect the wearing of the mask in accordance with current measures
- Provide a disinfectant (based on alcohol in a concentration of not less than 70% or another agent with declared virucidal action and suitable for use on the skin)
- It is necessary to limit the number of visitors through a limited number of tickets for a certain day at a certain time, depending on recommendations of the Institute for Public Health with respect to physical distance
- Appropriate disposal of waste (use of face mask, etc.) is required in designated bins with lids.
- Strict adherence to the rules of conduct in protected areas
- Emphasized prohibition of equipment touching - touchscreens and / or other equipment used for visitors' information, presentation and / or visualization of cultural amenities.

2. Reception / Entrance of protected area, where it exists

- **Payment by credit cards and other contactless methods is recommended**
- **Information notices:** posted posters and informative displays or video notices on general measures to prevent the spread of COVID-19 and information on appropriate waste disposal (masks, etc.)

3. Hospitality and trade amenities and facilities: protocols for hospitality facilities are applied

4. Other amenities, programs and trainings General measures for prevention of COVID-19 are applied



SAFETY-HEALTH PROTOCOLS

TOURIST SERVICES



TOURIST GUIDES



TRAVEL AGENCIES AND INFO CENTERS



ORGANIZED TRIP / BOAT CRUISE



ORGANIZED TRIP / YACHT OR BOAT CRUISE



TRAVEL AGENCIES - ORGANIZERS OF MEETINGS AND BUSINESS EVENTS / BUSINESS TOURISM



TOURIST GUIDES

General rules for guides

- Tourist guides should be thoroughly acquainted with all epidemiological measures in force and inform the tourist group about them;
- It is mandatory to wear masks outdoors and indoors in accordance with current measures
- Measuring the body temperature of tourists before joining the group
- Distribution of safety kit to group members if necessary
- Frequent hands disinfection of group members;
- Limiting the number of tourists in a group (do not form groups of more than 20 persons)
- Use the receiver with headphones and disinfect them after each use
- Announcement of the exact time of the group's arrival when visiting sights, restaurants, using the services, etc.
- Preparation of a one-way sightseeing route in order to avoid making crowds and crossings with other tourist groups



TRAVEL AGENCIES AND TOURIST INFORMATION CENTERS

1. General rules for users and technical conditions

- Knowledge of all epidemiological measures in force
- At the entrance to the facility, emphasize the measures related to the control of COVID-19 infection
- Wearing masks, physical distance, frequent disinfection of hands and work surfaces in accordance with current measures
- Aeration of the facility, as well as control of the proper functioning of ventilation equipment
- Recommended communication by phone, e-mail and / or video connection
- Limit the number of clients who can stay at the facility at the same time in accordance with the recommendations;
- Disinfectant dispensers must be installed at the main entrances of the facilities, as well as in the facility
- At the entrance to the facility, as well as in the facility, it is necessary to place the instructions on the recommendation to maintain physical distance and respect other current measures.
- Between the tourist shifts, provide a time interval for aeration and disinfection of the area.
- It is recommended that payment is performed by credit cards and other contactless methods;
- It is mandatory the disinfection of POS terminals after each use
- It is recommended to provide the tourist brochures and other material in electronic form;

2. Providing travel agency services through branches in other locations

Branches of travel agencies within shopping centers, hotels, at stations, terminals, airports and similar locations are required to comply with safety and health protocols applicable to the facilities in which they are located.

3. Services

Tourist transfers (by agency vehicles)

- The vehicle must be carefully and thoroughly disinfected before and after each transfer.
- During the stay in the vehicle, the driver and passengers should wear protection face masks in accordance with current recommendations.
- At the entrance to the vehicle it is necessary to install a dispenser with a disinfectant (based on alcohol in a concentration of not less than 70% or other agent with a declared virucidal effect and suitable for use on the skin). Hand disinfection is required when entering the vehicle.

Organized tour (by agency vehicles)

- It is necessary to carefully and thoroughly disinfect the vehicle before and after each tour.
- Wear protective masks in accordance with current measures
- It is recommended to measure the body temperature of guests before going on a tour.
- At the entrance to the vehicle it is necessary to install a dispenser with a disinfectant (based on alcohol in a concentration of not less than 70% or other agent with a declared virucidal effect and suitable for use on the skin). Hand disinfection is required when entering the vehicle.
- Adherence to safety protocols when visiting national parks, nature parks, museums and other institutions



ORGANIZED TRIP / BOAT CRUISE

1. General rules for ship guests

- It is recommended to wear protective masks when moving in common areas for tourists in accordance with current measures.
- At the entrance to the ship and in common areas (salon, sanitary facilities) it is necessary to install dispensers with disinfectant (based on alcohol in a concentration of not less than 70% or other agent with declared virucidal action and suitable for use on the skin).
- At the entrance to the salon and at the entrances to the common facilities for tourists, it is necessary to place instructions on the limited number of people inside the space in accordance with the current recommendations of the Institute for Public Health.
- At the entrance to the ship and the entrance to the common areas, place instructions on the recommendation of keeping a physical distance.
- It is recommended to measure the temperature of tourists upon arrival on the ship. In case of suspicion of health problems, the guest is obliged to inform the crew member or captain, in order to follow the accepted procedure for combating COVID-19.

2. Reception of guests on board

- Guests will be asked to respect the check-in time as stated in the cruise program and not to group and to always take care of physical distance. The leader of the voyage registers the guests on the ship in the open part of the ship in front of the saloon. It is recommended that the welcome drink and welcome speech be held on the deck of the ship or in small groups in the saloon taking into account the measures of physical distance

3. Hospitality facilities

- Depending on the size of the group and the available space on board, meals will be served twice or simultaneously in the saloon and in the open area of the boat. It is necessary to respect physical distance. All snacks and snacks (so-called finger food) will be completely removed, as well as maps, books, magazines, board games, etc.
- Menus and price lists will be removed from the tables
- After each departure of a tourist or a group of tourists, it is obligatory to disinfect (plasticized) menus and drinks, as well as the table surface.

4. Common contents

- Swimming breaks will be regulated by the ship's crew or voyage leader (the number of people who can use the swimming platform at the same time will be limited to ensure physical distance). Sun loungers on the sun deck will be 2m apart. The procedure related to getting on and off the boat will be organized by the tour guide and explained in detail through the sound system on board.



ORGANIZED TRIP / YACHT OR BOAT CRUISE

1. General rules for guests on a yacht or boat

- When moving to common areas for tourists (reception area, in hospitality facilities to table accommodation, toilets...) and in communication with employees of the Police Administration, Customs Administration and the Port Authority as well as with the skipper and crew during the operation of entering and leaving the vessel from the marina and refueling, tourists should wear protective masks in accordance with current measures. Guests are required to bring protective masks.
- Tourists are required to disinfect their hands when getting off the boat and using the facilities in the marina.
- When using common facilities in the marina, it is mandatory to follow the instructions related to the restrictions on the number of people inside the room.
- In case of suspicion of health problems, the guest is obliged to inform the company in order to proceed with the accepted procedure for combating infections.

2. Reception

- It is necessary to inform guests before arrival and upon arrival about the safety protocols used by the marina and charter companies and about the general rules for tourists that they should follow. Ask guests to respect the check-in time as agreed without making groups and crowds, as well as to always keep in mind the physical distance. Guests should be encouraged and informed about the possibilities of paying for a daily connection via internet applications and contactless payment for services.
- If necessary, allow guests to deliver groceries to the boat.
- During the check out, the crew leaves the ship following the instructions of the employee and one crew member remains to hand over the vessel.



TRAVEL AGENCIES - ORGANIZERS OF MEETINGS AND BUSINESS EVENTS / BUSINESS TOURISM

1. General rules for organizers of meetings and business events

- Communicate with clients and partners by telephone and / or e-mail and, if necessary, by video link whenever this type of communication is possible
- Strengthen control of the list of participants
- Provide sufficient quantities of disinfectants
- Control of the implementation of security protocols with all partners involved in the organization of the meeting

2. Transfer organization

- Before and after each transfer, the vehicle must be thoroughly and thoroughly disinfected.
- Employees and passengers must wear medical masks in accordance with current measures
- At the entrance to the vehicle it is necessary to install a dispenser with a disinfectant (based on alcohol in a concentration of not less than 70% or another agent with a declared virucidal effect and suitable for use on the skin). Hand disinfection is required when entering the vehicle.
- Where possible place a plexiglass partition/ free passenger seat
- Aeration of the vehicle space

3. General rules for participants

- It is recommended that clients wear protective masks when staying indoors in accordance with current measures
- At the entrances to the premises and halls for meetings, conferences, meetings, etc. it is necessary to install dispensers with a disinfectant (based on alcohol in a concentration of not less than 70% or another agent with a declared virucidal effect and suitable for use on the skin).
- Limit the number of participants in the common premises of the facility in accordance with the current epidemiological measures of the Institute for Public Health
- In the event space (meeting, conference, meeting, event...) it is necessary to adhere to the prescribed physical distance.

4. Registration of participants before and during the meeting

- Enable online registration and communication to the greatest extent possible via e-mail, applications, video connections, telephone.
- Contactless payment of registration fee and other costs is recommended
- Pre-prepared conference and other materials
- Enable contactless sharing of conference and other materials
- Enable contactless control of entrances and passages within the facility, as well as checking the list of participants
- Installation of protective partitions on registration desk