

SAFE CAMPING

INDUSTRY NORMS FOR MANAGING INFECTION CONTROL
MEASURES AT NORWEGIAN CAMPSITES



UPDATED ON 17 JULY 2020



OBJECTIVES AND UNDERLYING PRINCIPLES

The industry norms are based on three supporting pillars of infection control on which the Norwegian Directorate of Health has based its guidelines:

- **Good hygiene**
- **Reduced frequency of contact between people**
- **Sick people shall be isolated/quarantined**

BY IMPLEMENTING MEASURES TO INCREASE INFECTION CONTROL, CAMPSITES IN NORWAY WILL BE ABLE TO STAY OPEN AND RECEIVE GUESTS AND EMPLOYEES.

These measures are based on risk assessments carried out in respect of campsite operations and areas. We would like to emphasise that though each individual business must, nevertheless, undertake their own assessments and implement any measures which they believe are necessary, based on the size of the business, the number of guests involved and practical considerations.

Measures must be based on the principles laid down by the Norwegian Directorate of Health and by the local municipality. Businesses should strive to achieve standards which are in line with the intentions laid out in these guidelines.

INFECTION CONTROL MEASURES FOR CAMPITES

- Frequent cleaning of service buildings and toilet facilities, etc.
- If satisfactory cleaning is not possible, the business should consider other measures such as reduced usage, or closure of service buildings and toilet facilities.
- Reduce contact surfaces in cafés/food service facilities.
- According to the regulations, alcohol shall only be served at the tables.
- Good hygiene by frequently cleaning equipment and table surfaces in cafés.
- Ensure that there is no congestion and that guests can keep 1 metre apart when standing in queues, e.g. in cafés, when checking in/out, etc.
- Ensure adequate social distancing between guest units.
- Regular cleaning of equipment for hire.
- Compulsory cleaning of cabins between guests.
- Organise employees to work in regular crews whenever possible. Ensure good, written procedures and good training for all employees.
- Display notices aimed at guests which encourage them to wash their hands and to maintain social distancing.

AREA	RISK DESCRIPTION	MEASURES
Service buildings	<p>Service buildings with kitchens and recreational rooms, toilets and washing facilities could pose a risk of infection because many people use such facilities.</p> <p>The risks include the risk of direct infection because many people are gathered in one place, and the risk of indirect infection because they are used by many people.</p>	<p>The Covid-19 Regulations do not contain any special provisions about camping and service buildings. However, all companies involved in tourism must ensure good infection control. The Norwegian Institute of Public Health writes that campsites must provide better cleaning, etc.</p> <p>Ensure that soap and paper towels are always available.</p> <p>Frequent cleaning and disinfection of all exposed surfaces. This must be organised based on the size of the business and the number of guests. Examples of cleaning procedures include "after the morning and evening rush", 3 times per day, etc. The Norwegian Institute of Public Health recommends that communal showers should be cleaned at least once a day.</p> <p>If proper cleaning is not possible, consider full or partial closure of service buildings/toilet facilities, so that access is only permitted to guests who have their own facilities in their caravans/motorhomes/cabins. Alternatively, only have the toilets open. See also the Norwegian Institute of Public Health's guidelines on cleaning.</p>
Cafés / preparing and serving food	<p>Risk of direct infection caused by employees and guests being too close together.</p> <p>Risk of indirect infection caused by several people touching the same objects, e.g. salt containers, ketchup bottles, water jugs and kitchen equipment, etc.</p> <p>Risk of indirect infection caused by inadequate hygiene and inexperienced employees.</p>	<p>Ensure that employees can keep an adequate distance between themselves and their colleagues in kitchens/at the workplace.</p> <p>Ensure that guests who do not belong to the same household can keep 1 metre apart. There should be a minimum of 1 metre between tables. Use outdoor service whenever possible.</p> <p>Consider if there is a need to implement measures when queuing for the checkout, e.g. by marking out distances.</p> <p>One good infection control measure is to avoid too many guests sharing equipment such as menus, serving cutlery, ketchup bottles, water jugs, salt containers and all other food and equipment intended for sharing.</p> <p>Ensure frequent cleaning/disinfection of accessories and serving cutlery or consider disposable solutions or that food is served by employees.</p> <p>Frequent cleaning of tables, chairs and exposed surfaces. Arrange for card payments and other electronic payment solutions. Consider banning cash.</p> <p>Training for all employees. Employees shall wash their hands frequently and properly.</p> <p>All campsites which serve food and drinks should also comply with the industry norms for serving food and drinks.</p>

RISK DESCRIPTION

MEASUERS

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Motorhome parking	<p>If motorhomes are parked too close together, outdoor areas can pose a risk of direct infection as a result of too many people being too close to each other.</p> <p>Being outdoors probably involves a lower risk when compared to people gathering together indoors.</p> <p>Using service buildings, etc. represents a separate risk associated with all campsite usage.</p>	<p>The ordinary social distancing requirements which apply to caravans and motorhomes are sufficient. Consider putting up notices reminding guests to keep their distance.</p> <p>Consider extra hygiene measures or the closure of service buildings, cf. the item about serving food and drinks and service buildings.</p>
Cabin hire	<p>In cabins with a kitchen, toilet and bathroom, there is risk of indirect infection from contact with surfaces and equipment that are not cleaned well enough between each group of guests.</p> <p>Cabins without facilities - risks associated with the use of service buildings, etc.</p>	<p>Ensure good cleaning between each group of guests, including cleaning all surfaces. Use suitable cleaning equipment. To ensure that cabins are cleaned well enough, campsites should not exclusively rely on guests to do the cleaning themselves.</p> <p>Avoid guests bringing their own bed linen, because they would then have to handle the duvets/pillows themselves. Alternatively, you could consider just putting mattress sheets on the beds and removing the duvets and pillows so that guests must provide their own equipment. You should consider removing decorative cushions on beds and bedspreads that are not washed regularly.</p> <p>Kitchen equipment which is used regularly should be washed between each group of guests, e.g. coffee percolators.</p> <p>Hang up a notice requesting guests to wash their own crockery and cutlery in the dishwasher on the highest temperature setting. If there is no dishwasher available, then washing up liquid and water should be used. In such cases businesses should ensure that they carry out manual cleaning at regular intervals. Equipment cleaning procedures could, for example, involve removing crockery, cutlery and kitchen equipment from cabins and washing them after every third group of guests. Each individual business must consider cleaning procedures based on visitor numbers and facilities. Standard cleaning products can be used.</p> <p>If any cases of infection are confirmed, then the cabin in question shall be deep cleaned to prevent the spread of infection. Consult suppliers of cleaning products.</p>

Please also read the [Norwegian Institute of Public Health's cleaning guidelines](#). Implement special measures for cabins without facilities, see Item 1 about service buildings.

AREA

RISK DESCRIPTION

MEASURES

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Outdoor playgrounds, activity facilities, tennis courts, hiring bicycles and boats, etc.	<p>There is probably a lower risk of infection when outdoors, compared to indoors.</p> <p>However, there is a risk of direct infection if too many people use playgrounds/ facilities at the same time and are thus too close together.</p> <p>Consider the risk of indirect contact infection from touching equipment.</p>	<p>Put up signs asking people to limit their numbers and observe social distancing.</p> <p>Ensure regular cleaning of exposed surfaces.</p> <p>Consider having antibac or similar hand sanitisers available at facilities.</p> <p>Playground and other outdoor equipment should be cleaned in line with ordinary cleaning procedures.</p> <p>Tennis and other activities which involve the use of equipment: when renting out rackets, etc., businesses should ensure that they are cleaned/disinfected between each guest.</p> <p>Bicycles and boats, etc. should be cleaned between guests.</p>
Swimming pools, hot tubs, gyms, etc.	<p>Risk of infection because too many people are too close together.</p> <p>Risk of indirect contact infection because several people touch the same surfaces and equipment.</p> <p>During high intensity activities there is a risk of infection from exhaled particles.</p>	<p>Spas and wellness departments, swimming pools and gyms may stay open if they ensure that guests are able to keep 1 metre away from people who do not belong to the same household, and that good hygiene and cleaning procedures are in place.</p> <p>Avoid congestion. Consider measures such as pre-booking and imposing time limits, etc.</p> <p>Carry out risk assessments relating to the number of people in each room/facility, cleaning routines, use of changing rooms and communal equipment.</p> <p>Consider putting up signs indicating the maximum number of people allowed in pools/ saunas/gyms, etc.</p> <p>The Norwegian Institute of Public Health recommends that swimming pools should always be staffed to ensure that social distancing requirements are met and that good hygiene practices are maintained.</p> <p>Ensure that social distancing can also be observed in changing rooms, something which might mean that not all lockers can be used.</p> <p>According to the recommendations of the Norwegian Institute of Public Health, exercise groups should have no more than 20 members. Ensure a distance of at least 1 metre between people who are exercising and at least 2 metres between people during high intensity workouts. Please also see the Norwegian Institute of Public Health's guidelines on sport and swimming.</p>

AREA

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MEASUERS

AREA	<h2>RISK DESCRIPTION</h2> <h2>MEASUERS</h2>	
Employees	<p>Risk of infection for employees due to contact with many people and working with unclean surfaces, e.g. when cleaning.</p> <p>Risk of too many employees and guests being quarantined in the event of infection being diagnosed.</p> <p>Many young employees and temporary summer workers who are not very familiar with the business. Risk that not everyone will know about the infection control procedures.</p>	<p>Whenever possible, employees should work in regular "crews" so that they only come into contact with as few of their colleagues as possible. Apart from addressing the infection control situation, this will help to avoid too many employees being quarantined at the same time.</p> <p>Good training on all infection control procedures. In addition to training, procedures should be hung up in relevant places.</p> <p>Special training on hygiene and cleaning procedures. Consider online courses, etc. for cleaners.</p> <p>The Norwegian Hospitality Association and Lilleborg have also produced a cleaning poster which businesses are being encouraged to use.</p> <p>Employees displaying respiratory symptoms should not go to work.</p> <p>Employees displaying respiratory symptoms should not go to work.</p>
Waste disposal points, water taps and electricity poles, rubbish bins, etc.	<p>Risks primarily associated with surfaces which are touched by many people.</p>	<p>Hang up posters requesting people to wash their hands before and after using these facilities. If the nearest wash basin is too far away, provide antibac or similar hand sanitisers.</p>
Other	<p>General risk of infection due to sick guests.</p>	<p>Guests displaying respiratory symptoms must stay in quarantine/isolation in their own caravans/motorhomes, without going outside. Businesses can elect to send guests home. Information about this should be available on notices.</p> <p>Guests displaying symptoms of infection who are not staying in their own caravan/motorhome shall be denied access or sent home.</p> <p>In cases of confirmed infection in employees or guests, cleaning designed to prevent the spread of infection shall be undertaken in all areas where the employee/guest concerned has been staying. The municipal doctor shall also be informed.</p>



The supplier to NHO Reiseliv's Procurement Chain, Lilleborg, has developed this list of hygiene measures and important focus areas for cleaning campsites during the Coronavirus outbreak.

IMPORTANT AREAS TO FOCUS ON WHEN CLEANING

- Observe frequent, correct hand hygiene.
- Clean rooms as normal, preferably using centrifuge-dry microfibre cloths.
- Work your way round from clean surfaces to unclean surfaces.
- Change cloths frequently and definitely between each room.
- Apply disinfectant to ALL points of contact - remember how long it is effective for!
- Increase the frequency of cleaning and disinfection after use, e.g. indoor communal areas and canteens.
- Boil mops and cloths.
- Alternative disinfection products: VirkonS, Suma Alcohol Wipes, Suma Alcohol Spray and Divodes FG



The Norwegian Hospitality Association's solicitors and lawyers specialise in the tourism industry and provide our members with legal help and assistance.

These industry norms on infection control measures at campsites have been produced by The Norwegian Hospitality Association's Legal Department, and are based on the three supporting pillars of infection control on which the Norwegian Directorate of Health, Helsenorge and the WHO have based their guidelines.

As a member of NHO Reiseliv you have access to free legal guidance. - as well as a number of other membership benefits, including:

- Legal guidance
- Contact with the authorities
- Procurement chain with online trading
- Pension
- Insurance
- Digital food control
- Handbooks
- Digital industry forums
- Listings on camping.no, in Campingguiden and apps

Please see www.nhoreiseliv.no for further information about membership and membership benefits



Camping is a growth industry which invests heavily in quality, adventure and new customer groups. The camping industry contributes considerably towards the local and regional economy and plays a key part in Norway's offering as a holiday destination. The Norwegian Hospitality Association helps to bring together and strengthen the Norwegian camping industry.

The Norwegian Hospitality Association has its own department dedicated to camping companies. As a member you have access to digital and physical meetings places, consultants, legal assistance, star classification, environmental certification, marketing at home and abroad, procurement benefits and a number of other benefits. Please contact us for more information.



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Habits which help prevent **infection**



A paper tissue

over your mouth and nose protects others when you cough or sneeze. Throw the tissue away immediately. Then wash your hands.



Use a flexed elbow

when you cough or sneeze and do not have a tissue handy.



Wash your hands

thoroughly and often, particularly when around other people.



Hand disinfection

with alcohol-based products is a good alternative when you are unable to wash your hands, for example when you are travelling.