

# SAFE ACCOMMODATION



INDUSTRY NORMS FOR MANAGING INFECTION CONTROL  
MEASURES AT NORWEGIAN HOTELS AND ACCOMMODATION  
PROVIDERS



UPDATED ON 16 JULY 2020



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**BY IMPLEMENTING INCREASED INFECTION CONTROL MEASURES, HOTELS AND ACCOMMODATION PROVIDERS IN NORWAY SHALL BE ABLE TO STAY OPEN AND RECEIVE GUESTS AND EMPLOYEES.**

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### **OBJECTIVES AND SUPPORTING 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**

These measures are based on risk assessments carried out in respect of the operations of hotels/accommodation providers.

We would like to emphasise that individual businesses must nevertheless undertake their own assessments and measures and implement any actions they deem necessary, based on the design of their premises, the size of their 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 municipality. Businesses should strive to achieve standards which are in line with the intentions laid out in these guidelines. Please note that some municipalities have their own regulations which specify special requirements for the tourism industry.

# INFECTION CONTROL MEASURES FOR ACCOMMODATION PROVIDERS

- Any guests and employees who are ill must stay at home.
- Avoid congestion in the reception and communal areas, etc.
- Consider adopting queuing measures.
- Card and other cashless payments.
- Encourage guests to wash their hands/use hand sanitisers upon arrival.
- Ensure frequent cleaning of all exposed surfaces.
- Ensure that hotel rooms are cleaned thoroughly between guests. Remove decorative cushions and bedspreads which are not washed regularly.
- If any cases of infection are confirmed, hotel rooms and other areas where the guest(s) in question have been staying shall be thoroughly cleaned to prevent the spread of infection.
- Licenced premises serving food and drinks shall have seats for all guests, and alcohol shall only be served at the tables.
- Food and non-alcoholic drinks can be served from a buffet or in an alternative manner.
- Serving food and drinks from a buffet is conditional on having good infection control measures. Please see the separate items on the following pages.
- Ensure that there is a distance of 1 metre between guests and between tables.
- The number of guests sitting round a table should not exceed the number which would enable the observance of good infection control measures, including having 1-metre social distancing between guests.
- 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.
- Employees must be able to comply with social distancing of 1 metre between each other when working for any length of time in kitchens, etc. It is OK to pass each other/stand close to each other for short periods of time.
- Ensure 1-metre social distancing between participants at meetings/on courses.
- Limit the number of people attending events in public places to 200.
- Ensure that all employees are well trained.
- Employees should work in regular “crews” whenever possible to avoid the spread of infection between employees.

## AREA

## RISK DESCRIPTION

## MEASURES

### Reception, public areas, lifts, general

Congestion at entrances when checking in/out can result in a risk of direct infection because guests are standing too close to each other.

Risk of indirect contact infection because guests and employees touch the same surfaces, e.g. the reception counter, check-in tablets, card terminals, pens, lift buttons, etc.

General risk of infection due to sick guests.

- Ensure that no congestion occurs. Consider the need to introduce a queuing system, distance markings on the floor, etc.
- Consider measures to limit the number of guests arriving/leaving at the same time, e.g. by giving each guest their own check-in/check-out time.
- Encourage guests to wash their hands upon arrival. If this is difficult, ensure that hand sanitisers are available at the entrance.
- Frequent cleaning of exposed surfaces, such as reception counters, lift buttons, equipment in frequent use, etc.
- Arrange for card payments and other electronic payment solutions. Consider banning cash.
- Guests must be notified in advance that they cannot stay at the hotel if they are displaying symptoms of respiratory infection.
- Information about guests who have stayed at the hotel and/or attended classes/meetings/events is kept for 10 days for use for infection tracing. Infection tracing must be carried out in cooperation with the municipality's Chief Medical Officer.
- Drop-in guests in restaurants do not need to be registered.

### Hotel rooms

Risk of indirect contact infection because hotel/guest rooms have not been cleaned well enough between guests

- Cleaning to be undertaken in accordance with a cleaning plan. If necessary, seek assistance from the supplier of the cleaning equipment. Ordinary cleaning products can be used. Please remember to clean all common touch points, e.g. light switches, door handles, remote controls, etc.
- Consider wearing gloves when cleaning rooms. Please be aware that special training on the correct use of gloves is required.
- You should consider removing decorative cushions on beds and bedspreads that are not washed regularly.
- If any cases of infection are confirmed, hotel rooms and other areas where the guest(s) in question have been staying shall be thoroughly cleaned to prevent the spread of infection. Consult suppliers of cleaning agents. Read the Norwegian Institute of Public Health's cleaning guidelines: <https://www.fhi.no/en/np/novel-coronavirus-facts-advice-and-information-to-other-sectors-and-occupational-groups/cleaning-and-disinfection/>

## AREA

## RISK DESCRIPTION

## MEASURES

### **Breakfast/ restaurants**

Risk of direct infection because too many guests are too close together over an extended period of time.

Risk of contact infection because guests help themselves to food using the same equipment and touching the same surfaces.

- Licenced food and drink premises shall have seats for all guests. Furthermore, alcohol shall only be served at the tables, as specified in Section 14a of the Covid-19 Regulations.
- Max. 20 people are allowed to sit at a table and only if it is still possible to observe good practices for infection control and 1-metre social distancing.
- Social distancing of at least 1-metre between tables. Alternatively, partitions or something similar can be set up. Guests sitting at the same table are required to observe 1-metre social distancing if they do not belong to the same household. Use your common sense.
- Consider how many guests could be in the restaurant and still be able to comply with the measures mentioned above.
- Use noticeboards, posters or disposable menus to prevent too many guests from touching the same menu. When using laminated menus, these can be cleaned/disinfected frequently.
- With effect from 13 July it will be possible to serve food from a buffet. It will also be possible to serve food and non-alcoholic drinks over the counter or in an alternative way. All alcoholic drinks must be served at the table.
- Serving food and drinks from a buffet is conditional on having good infection control measures. Please see the separate items further down.
- Guests are not allowed to help themselves to condiments/spices/ ketchup/water jugs/coffee pots, etc. They shall be served by an employee or use disposable alternatives.
- Table surfaces shall be cleaned with ordinary cleaning products between each group of guests.
- Exposed surfaces shall be cleaned frequently.
- Use disposable cloths, or cloths which have been washed after every use. Avoid using the same cloth on multiple surfaces/change cloths frequently.
- Consider wearing gloves when cleaning and tidying up. Please be aware that special training on the correct use of gloves is required.
- Hotels with large restaurants/cafés should also comply with the industry norms for serving food and drinks.

## AREA

## RISK DESCRIPTION

## MEASURES

### Kitchens

Risk of direct infection because of employees working too closely together.

Further risk of indirect contact infection because several people use the same equipment and/or do not observe good hygiene practices.

- Employees must be able to observe 1-metre social distancing while at work. They are allowed to pass each other for short periods of time.
- Ensure that all employees are well trained.
- Hands must be washed frequently and properly.
- Equipment must be cleaned between each employee who uses it. Consider whether everyone should have their own equipment when working.
- No outsiders to be allowed in the kitchen. This also applies to suppliers. Establish procedures to ensure that goods can generally be received outdoors.
- Please also see the item about employees.

### Serving food and drinks from the buffet

Risk of direct infection because people are standing too close together and, for example, they sneeze or cough.

Risk of indirect infection because too many people touch the same surfaces and come into contact with each other's food.

- The Norwegian Institute of Public Health (FIPH) has produced guidelines that apply to serving food from buffets: <https://www.fhi.no/en/op/novel-coronavirus-facts-advice-and-information-to-other-sectors-and-occupational-groups/advice-to-specific-sectors/>
- These measures mean that appropriate action is required to prevent queues and congestion at the buffet. Good hygiene measures also need to be implemented, including ensuring that guests have the opportunity to wash/sanitise their hands before serving themselves from the buffet.
- Businesses must ensure that as few people as possible come into contact with the same surfaces, i.e. serving cutlery must be changed and washed frequently, and food could be served in bowls/on plates, etc.
- Measures must be adapted to suit the number of guests and the serving concept. Read more on the [Norwegian Institute of Public Health's link](#).

## AREA

## RISK DESCRIPTION

## MEASURES

### Courses and conferences

Risk of infection because too many people are too close together over time.

General risk of indirect contact infection because too many people touch the same surfaces.

- There is a statutory limit of max.200 people attending events in public places. Read more about what the regulations say about events (Norwegian only): <https://www.nhoreiseliv.no/vi-mener/koronavirus/nyhet/2020/smittervernetegler-i-reiselivet/>
- Ensure that the participants on courses/at meetings/conferences can observe 1-metre social distancing. The set-up must ensure that it is easy to socially distance.
- Participants at events must be registered for any subsequent infection tracing.
- Encourage delegates to wash their hands before they enter the premises, and if necessary, ensure that hand sanitisers are available upon arrival.
- Ensure good infection control measures when serving food and drinks in meeting rooms. For example, by ensuring that participants do not touch each other's food or share equipment.
- Adopt plans for controlling the flow of delegates between meeting rooms, to dining rooms, and for the use of and cleaning of communal areas and toilet facilities.
- The premises must be cleaned between each meeting.
- Large hotels and conference facilities may hold several events provided they comply with the infection control rules which also apply to communal areas and toilet facilities, etc.

### Shared toilets

Risk of direct infection due to congestion because too many people are using too few toilets.

Risk of indirect contact infection relating to surfaces which are touched by many people.

- If the layout of the premises is such that congestion could occur in the toilets, consider a queuing system, e.g. by marking the floor.
- Ensure that there is always enough soap and disposable paper towels so that guests can wash their hands.
- Hang up posters asking guests to wash their hands well and use paper towels for turning off the taps, etc.
- Frequent and regular cleaning of exposed surfaces, such as door handles, rinsing buttons, taps, soap dispensers, toilet paper holders, toilet seats, etc. Cleaning intervals shall be determined by the individual business, depending on the design of the premises and the number of guests involved.

## AREA

## RISK DESCRIPTION

## MEASURES

### Wellness departments, gyms, etc.

Risk of infection because too many people are too close together.

Risk of indirect contact infection because several people touch the same surfaces and equipment.

During high intensity activities, there is an increased risk of infection from exhaled particles.

- 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.
- Be sure to avoid crowding. Consider measures such as pre-booking and imposing time limits, etc.
- Carry out risk assessments relating to the number of people in each room/facility, cleaning, use of changing rooms and communal equipment.
- Consider putting up signs indicating the maximum number of people allowed in pools/saunas/gyms, etc.
- The Norwegian Institute of Public Health recommends that swimming pools should always be staffed to comply with the minimum social distancing requirements and good hygiene practices.
- Ensure that social distancing can also be observed in changing rooms, something which might mean that not all lockers can be used.
- 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.
- See also the Norwegian Institute of Public Health's guide on sports and swimming: <https://www.fhi.no/en/op/novel-coronavirus-facts-advice/advice-and-information-to-other-sectors-and-occupational-groups/sport-and-organised-leisure-activities/>

### Employees

Risk of infection for employees due to contact with many people and working with unclean surfaces, e.g. when cleaning.

Risk of too many employees and guests being quarantined in the event of infection being diagnosed.

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.

- 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.
- Good training on all infection control procedures. Notices outlining the procedures should also be hung in relevant places.
- Special training on hygiene and cleaning procedures. Consider online courses, etc. for cleaners.
- Employees displaying respiratory symptoms should not go to work. Employees develop such symptoms shall be sent home from work.



**The Norwegian Hospitality Association's Procurement Chain's supplier, Lilleborg, has developed this list of hygiene measures and important focus areas for cleaning during the Coronavirus outbreak.**

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## **IMPORTANT AREAS TO FOCUS ON WHEN CLEANING**

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- 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.
- Apply disinfectant to ALL points of contact - remember how long it is effective for!
- Increase the frequency of cleaning and disinfection after use.
- Boil mops and cloths.
- Alternative disinfection products: VirkonS, Hurholdningsklor, 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 hotels and accommodation businesses 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 several other membership benefits.

Please see [www.nhoreiseliv.no](http://www.nhoreiseliv.no) for further information about membership and membership benefits.

- Legal guidance
- Contact with the authorities
- Procurement chain with online trading
- Pension
- Insurance
- Digital food control
- Handbooks
- Digital industry forums

If you have any questions about these guidelines, please contact our lawyer, Heike Bentsen at [heike.kristine.bentsen@nhoreiseliv.no](mailto:heike.kristine.bentsen@nhoreiseliv.no)



**Accommodation businesses are one of the pillars of Norwegian tourism. In the accommodation industry you will find independent hotels, hotel chains, camping companies, mountain chalets, holiday cabins and rented apartments. Accommodation businesses contribute towards considerable local and regional value added and are a key part of Norway's offering as a holiday destination.**

The Norwegian Hospitality Association has dedicated lawyers, industry managers and policy advisers with expert knowledge relating to accommodation businesses. As a member you have access to digital and physical meeting places, consultants, legal assistance, policy influence, 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.

