

SAFE ADVENTURES



INDUSTRY NORMS FOR MANAGING INFECTION CONTROL MEASURES
AT NORWEGIAN NATURE-BASED ADVENTURE COMPANIES



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BY IMPLEMENTING INCREASED INFECTION CONTROL MEASURES, ADVENTURE COMPANIES IN NORWAY SHALL BE ABLE TO STAY OPEN AND RECEIVE GUESTS AND EMPLOYEES.

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**

These measures are based on risk assessments carried out in respect of ordinary industry activities. We would like to emphasise that individual businesses must nevertheless undertake their own assessments and measures based on 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 any municipal measures, and companies should strive to achieve standards which are in line with the intentions laid out in these guidelines.

COMMON INFECTION CONTROL MEASURES FOR NATURE-BASED ADVENTURES

- Anyone displaying symptoms of respiratory infection should not participate in activities. This applies to both guests and employees.
- Ensure that no congestion occurs. Adjust the number of participants in a group/activity to ensure compliance with the social distancing requirements and other infection control measures.
- Ensure that guests who do not belong to the same household can keep 1 metre apart.
- Encourage guests to wash their hands before participating in an activity. If this is difficult, alternative hand hygiene methods should be arranged, e.g. a combination of wet wipes and hand sanitisers.
- Put up notices for guests encouraging them to wash hands, show consideration and socially distance.
- Ensure that service buildings and toilets, etc. are cleaned frequently and thoroughly.
- Ensure that exposed surfaces are cleaned between each group of guests.
- Ensure that equipment is cleaned between each guest. Any equipment which comes close to one's face should be cleaned particularly well. Alternatively, such equipment could be placed in quarantine for 24 hours. Other equipment shall be cleaned regularly in accordance with ordinary cleaning procedures.
- Food and drinks must be served so that guests do not come into contact with each other's food/serving equipment. Large companies which serve food and drinks are recommended to comply with the advice contained in the industry norms for serving food and drink.
- Organise employees to work in regular crews whenever possible. Ensure good, written procedures and good training for all employees.

RISK DESCRIPTION

One common feature of many nature-based adventures is that they are usually only attended by a limited number of people. However, any companies who become aware of tendencies towards congestion or queues must implement the necessary measures to prevent this.

People being too close together pose a risk of direct infection. There is also a risk of indirect contact infection because too many people touch the same surfaces.

At the same time the risk of infection is limited because these activities take place outdoors where more air circulates, and the virus survives for a shorter time due to the wind and weather. On this basis we have prepared some advice on how to practice good infection control while undertaking various activities.

Generally speaking, one should strive to achieve 1-metre social distancing during all activities for people who do not belong to the same household, and equipment must be cleaned between each guest.

Equipment/clothing which comes close to the face/hands, e.g. helmets, headgear, gloves, goggles, etc., must be cleaned particularly well or placed in quarantine for 24 hours.

AREA

MEASURES

Boat hire

- Boats are normally hired out to families and small groups. The hire company could consider putting up notices/posters encouraging guests to hire boats for just themselves and the people they live with.
- Important contact surfaces in boats must be cleaned between each guest, e.g. rudders/sonar, handles, etc. Use soap and water for cleaning.
- Life jackets shall be wiped/cleaned in the recommended way, and hung up to dry between each group of guests.

Hire of canoes, kayaks, bicycles and other equipment intended for use by 1-2 people

- Frequently touched surfaces must be cleaned between each guest, e.g. oars, bicycle handlebars, etc. Use soap and water, or a cleaning product suitable for the equipment. Life jackets shall be wiped/cleaned in the recommended way and hung up to dry between each group of guests.

Organised boat trips, sailing trips, fishing trips, whale safaris, RIBs, etc.

- Ensure that guests who do not belong to the same household can keep 1 metre apart. However, it is OK to pass each other/stand close for short periods of time. Adjust the number of people on the boat according to the size of the boat.
- Provide clear information for guests about where they can sit, and how they can move in the boat to minimise congestion. Draw up plans on how guests can see, for example, whales without having to sit close together.
- In RIBs/smaller boats, where it may be difficult to keep an adequate distance apart, the number of participants must be reduced so that there is at least one seat between guests who do not belong to the same household.
- Surfaces that are touched must be cleaned between each group of guests, such as handles and toilets, etc. Use soap and water, or a cleaning product suitable for the equipment. Life jackets must be wiped/cleaned in the recommended way and hung up to dry between each group of guests.

Tour guiding

- Ensure that guests who do not belong to the same household can keep 1 metre apart. However, it is OK to pass each other/stand closer for short periods of time.
- Adjust the number of people in the group so that it is easy to observe social distancing, while simultaneously ensuring that everyone can hear what is being said, etc.
- Guest must be encouraged to show consideration towards other people in the group, and to observe adequate social distancing.



AREA

MEASURES

Snowmobile trips, dog sledding, horse riding and carting/sledging, etc.

- Ensure that only guests from the same household share snowmobiles or dog sledges.
- Ensure that equipment is cleaned in the recommended manner between each guest. Cleaning is particularly important for equipment which comes close to one's face, e.g. helmets, goggles, and balACLAVAS, etc. The same applies to gloves. Contact the equipment supplier for information about how to clean their equipment. Alternatively, such equipment can be placed in quarantine for 24 hours

Climbing courses, via ferrata, etc.

- Ensure that guests who do not belong to the same household can keep 1 metre apart. Although, it is OK to pass each other/stand closer for short periods of time.
- Care should be taken to ensure that congestion does not occur. Adjust the number of people who can participate in activities, so that it is easy to observe social distancing. Guest must be encouraged to respect others in the group and to observe adequate social distancing
- It is not necessary to clean equipment such as ropes, etc. more than usual. Wipe off any ropes using a clean cloth. Equipment that comes close to the face, e.g. helmets, must be cleaned particularly well. Contact the supplier for information about how to clean their equipment. Alternatively, the equipment can be placed in quarantine for 24 hours

Climbing parks, teambuilding activities, farm tourism, etc.

- Ensure that guests who do not belong to the same household can keep 1 metre apart. However, it [A1] is OK to pass each other/stand closer for short periods of time, but care should be taken to ensure that congestion does not occur. Adjust the number of people who can participate in activities, so that it is easy to observe social distancing. Guest must be encouraged to respect others in the group and to observe adequate social distancing.
- It is not necessary to clean equipment and ropes, etc. more than usual. Touch points which are particularly exposed shall be cleaned using standard cleaning products. However, equipment that comes close to the face, e.g. helmets, must be cleaned particularly well. Contact the supplier for information about how to clean their equipment. Alternatively, such equipment can be placed in quarantine for 24 hours.

Rafting

- Measures designed to prevent people who do not belong to the same household from sitting and standing too close to each other also apply to rafting and other activities where it is usually difficult to observe adequate social distancing. This includes avoiding as much as possible situations where guides need to help swimmers out of the water.
- It is easier to comply with infection control measures on gentler trips than on challenging stretches of water. This needs to be addressed as part of the risk assessment.
- Using participants as "guinea pigs" during demonstrations should also be avoided, and participants should handle and adjust their own equipment, etc.

AREA

MEASURES

Overnight trips

- Special considerations apply to overnight trips. It might be a good idea to look at, for example, the industry norms which apply to camping in order to gain some insight when undertaking risk assessments. The [industry norms for camping are available online here](#).
- The main principles relating to social distancing and how to avoid sharing equipment are fixed. This means that no plans should be made for people who do not live together to share tents, or for many guests to sleep in the same room.
- When cooking, good hand hygiene must be observed, and guests must have as little contact as possible with each other's food and share equipment as little as possible. This also applies to coffee pots and water containers, etc.



The supplier to the Norwegian Hospitality Association's Procurement Chain, Lilleborg, has developed this list of hygiene measures and important focus areas for cleaning 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.
- 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 for infection control at nature-based adventure companies have been produced by NHO Reiseliv'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 the Norwegian Hospitality Association you have access to free legal guidance - as well as a number of other membership benefits.

Please see 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



Adventures are the driving force behind the desire to travel. Good experiences determine where tourists travel and whether or not they will return. Adventure companies therefore provide value added to the whole tourism industry, including accommodation, restaurants, shopping and transport.

The Norwegian Hospitality Association is proud of the fact that many of our members are adventure companies. Our adventure company members are both large and small, and they deliver adventures throughout the year to many different target groups.

As a member of The Norwegian Hospitality Association, 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.

