

Survey on the gradual reopening of businesses after the COVID-19 outbreak

(last update – 12 May 2020)

On **24 April 2020**, HOTREC sent a survey to its Members on the **gradual reopening of hospitality businesses at national level** after the COVID-19 outbreak.

31 HOTREC Members from **24** European countries replied to the survey so far.

Please send us your further replies when you are ready. We also look forward to receive any guidelines for hotels, restaurants and cafés that you might have.

Question 1 – How many hotels are closed (rough percentage rooms or numbers) and when do you expect closed hotels to start reopening? What are the occupancy rate in opened hotels?

Country/association	Reply
Austria/APHA & APRA	All Hotels in Austria have to be closed until 28 May. Exceptions: <ul style="list-style-type: none"> • For the purpose of care and assistance to persons in need of support, • For professional reasons or • To satisfy an urgent housing need.
Azerbaijan/AHA	Approximately 80% Hotels are closed for the moment. Over 40 hotels are used for frontline health workers and quarantine area for citizens travelling back from abroad.
Bulgaria/BH&RA	95% of the hotels are closed; 5% are still open and the occupancy rate is about 15%.
Croatia/UPUHH	Approx. 97% of hotels are closed. Occupancy of hotels that are working is approx. 20%.
Czech Republic/AHR CR	95% of hotels are closed and expect to reopen on 25 May. Average occupancy rate is up to 5%.
Denmark/HORESTA	Hotels in Denmark are not forced closed. But due to closed borders and restrictions on gathering, 411 hotels in Denmark are currently closed, which counts for about 53% of the total amount of hotels. An estimate is, that the occupancy rate at the moment is between 5 and 10 %. Revenue is down by 90%. The "normal" level for March / April is approx. 50-60%, distributed by approx. 65-70% in Copenhagen and 40-50% in the province.
Finland/MaRa	Approximately 80% of hotels are closed at the moment. We expect that hotels will start reopening in early June at the same time as the ban on restricting the opening hours of restaurants is coming to an end. The occupancy rate in the hotels which are open is about 2–5%.

Georgia/HOREKA	All hotels – about 4000 – are closed in Georgia. 83 of them are serving as quarantine spaces for Health system professionals and citizens under the quarantine regime.
Germany/IHA	As of 21 April 2020, approximately 35% of all hotels are open. Occupancy rate is 4%.
Greece/HCH	All the hotels in Greece (10.000 units) remain closed until the end of May. According to Ministerial Decision only 70 hotels remained open in the capital of each regional unity for social needs and 300 hotels for the accommodation of police force, Frontex, civil servants, refugees etc. The government announced that on the 1st June the hotels that operate all year round are scheduled to open and at the end of June the seasonal hotels.
Iceland/SAF	Roughly 95% of rooms in Iceland are closed at the moment. The occupancy rate for April is around 2%.
Ireland/IHF	85% of hotels are closed (those open are providing services to the essential services), hotels will open on 20th July for social and tourist activities initially on a limited occupancy basis (or number of people per square metre) and then increasing over time (and where social distancing is complied with). Hotel bars remain closed until 10th August.
Italy/Federalberghi	Despite hotels are not required to close, 95% of these are shut. The occupancy rate of the opened ones is no more than 5%. Hotels will reopen only when the demand for accommodation services will rise again.
Liechtenstein/LHGV	22 out of our 23 hotels are closed.
Norway/NHO Reiseliv	47 % of hotels are completely closed, additional 2 % will close within the next week. 41 % have reduced their staff and services and 10 % are open as usual. 99 % of hotels have experienced less demand than before. 90 % have lost more than 50 % of their revenue, 81 % between 76 %- 100 % loss.
Slovakia/AHRS	All hotels are closed from 16 March, due to government measures. Long-term accommodation (minimum of 10 nights) is an exception. As of 6 May, hotels could be open and offer accommodation services to the guests. There is some restriction in place concerning other services: <ul style="list-style-type: none"> - Room cannot be used for minimum 24 hours after last guest departure - Pools, gyms, wellness service and other recreational services are not allowed (massage is allowed) - Restaurants, bars are closed for sit in service - Foods and drink are allowed to be served to the guest rooms General requirements as for other type of operations and shops are in place: <ul style="list-style-type: none"> - All guests entering the hotel and in hotel premises have to wear masks, - Social distance of 2m is recommended - Disinfection items for hands or disposal gloves at the entry to the hotel Majority of the hotel declared that they will not open earlier then from 1 June.
Slovenia/TGZ	In Slovenia all hotels are closed from 16 March. Most probably – unofficially – small hotels will reopen on 15 May and all the rest on 1 June.
Spain/CEHAT	99% of hotels are closed, only 300 are open for essential use. No data on occupancy rate available yet.
Sweden/VISITA	There is and has been no lock-down from authorities concerning hotels in Sweden, but at least 30 hotels have closed due to the situation (most of

	them in the Stockholm-area). The occupancy rate in the open hotels is about 7%.
Switzerland/GastroSuisse	Approximately 50%.
Switzerland/HotellerieSuisse	There currently are no guidelines for hotels regarding closure operations, but most hotels in vacation areas (seasonal closure) and also in cities were closed until last week [week of 4 May 2020]. Holiday and business tourism has completely collapsed, in particular because the Federal Council always recommends that citizens stay at home if possible and avoid unnecessary travel.
UK/UKHospitality	The only hotels allowed to open are those housing National Health Service Staff or the homeless. There are no specific numbers but they will be very very low.

Question 2 – When will Restaurants reopen for sit in service?

Country/association	Reply
Austria/APHA & APRA	Restaurants may reopen on 15 May.
Azerbaijan/AHA	As of 4 May, restaurants are allowed to have sit in service except 4 big cities and regions including capital Baku.
Bulgaria/BHRA	We expect the restaurants to reopen around beginning of July.
Croatia/UPUHH	Croatian Government announced on 23 April that restaurants will be able to reopen on 11 May – but just for sitting outside (terraces).
Czech Republic/AHR CR	Restaurants gardens to reopen on 11 May. Full reopening expected on 25 May.
Denmark/HORESTA	Everything is closed until 10 May, and no indication yet from the government on what will happen.
Finland/MaRa	The ban on restricting for sit in service is valid until 31 May.
France/UMIH	Expected to be beginning of June – more information to come in 10 days.
Georgia/HOREKA	If the epidemiological situation in Georgia won't deteriorate, it might be possible to reopen open-types of restaurant/food and beverages facilities (with on-site service) as of 8 June 2020. Two weeks later (from 22 June-end of June) it might then be allowed to reopen all types of restaurant/food and beverage facilities (with on-site service).
Greece/HCH	Restaurants will open on the 21 st of May only for their outdoor areas
Iceland/SAF	It is not clear when full service will reopen. There will be a limit of 2 meters (6 ft.) for an unlimited time. Starting from 4 May, gatherings of groups up to 50 people will be allowed – as of from end of May, gatherings of groups up to 100 people.
Ireland/IHF & RAI	On 29 June, cafés and restaurants providing on- premises food & beverages where they can comply with social distancing measures and strict cleaning in operation will reopen.
Italy/FIPE	From 4 May, all restaurants and bars will be allowed to provide for take away services. On 26 April, the Italian government announced that restaurants and bars will open on 1 June, but FIPE launched a petition to reopen restaurants and bars already on 18 May.
Liechtenstein/LHGV	Hotels and Restaurants will reopen on 9 June at the earliest, but this date is not confirmed yet.

Luxembourg/HORESCA	The reopening of restaurants and bars is planned on 1 June – or maybe earlier, on 25 May.
Norway/NHO Reiseliv	Restaurants are allowed to be open for sit in service, but with clear restrictions on at least 1 meter distancing between guests and staff. From 7 May the maximum number of people per party is increased from 5 to 50, depending on upholding of strict rules, a designated "arranger" and a list of names. There are no maximum limit for number of guests in a restaurant as total, as long as they may keep the required distance.
Slovakia/AHRS	As of 6 May, restaurants, cafes are open for sit in service but only on terraces.
Slovenia/TGZ	Restaurants are expected to reopen on 15 May.
Sweden/VISITA	There is and has been no lock-down from authorities concerning restaurants in Sweden. Restaurants are allowed to be open for sit in service (also terraces), but with restrictions – must not be crowded, distance between guests must be respected and standing in bars is not allowed. A number of restaurants closed down their businesses partly or completely due to the situation. Click on this link for more information about the restrictions (in English).
Switzerland/HotellerieSuisse	Restaurants in Switzerland reopened as of 11 May.
UK/UKHospitality	The UK Government has not given any indication when restrictions might be lifted.

Question 3 – What are the restrictions for reopening?

Country/association	Reply
Austria/APHA & APRA	The following measures have already been announced for restaurants: <ul style="list-style-type: none"> • Restaurants may only be entered by small groups (max. 4 adults and their children) • A minimum distance of 1 metre must be maintained between groups of people at all times. • Guests are directed to the table according to the "Wait to be seated" principle • Tables must always be reserved in advance. • The carrying of a facemask/face shield is obligatory, when guests are away from the tables e.g. on the way to the sanitary rooms. • In areas with customer contact, facemask/face shield is obligatory for the employees.
Azerbaijan/AHA	There is no strict reopening restrictions at the moment however The Administration of the Regional Medical Divisions announced guideline for operation as social distancing and seating arrangement (minimum 2 metres between tables) as well as wearing masks for service staff.
Croatia/UPUHH	We still do not know. Next week, the Croatian Institute for Public Health will issue obligatory guidelines.
Czech Republic/AHR CR	Currently negotiating a proposal on: <ul style="list-style-type: none"> • Table distance, maintaining a high level of hygiene – operational hygiene / regular disinfection of tables and areas, regular ventilation of establishment, complete disinfection after closing hours etc.;

	<ul style="list-style-type: none"> Personal hygiene of staff, staff in mask and disposable gloves, symptom control and rules for staff (hand disinfection, standardized procedure and staff training, protective equipment for suppliers and a ban on their entry into the premises etc. <p>Contactless payments only are recommended.</p>
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen.
France/UMIH	Sanitary measures to be reinforced + social distancing.
Georgia/HOREKA	Rules for re-opening weren't declared yet, but there are the overall mandatory rules, namely: <ul style="list-style-type: none"> Observing the established rules of social distancing; Wearing face masks in public places.
Greece/HCH	There will be protocols for the prevention of the spread of COVID-19 issued by the National Organization for Public Health and we were asked to submit our proposals.
Iceland/SAF	Social distancing: 2 meters (6 ft.). Food Safety requirements are yet to be issued.
Ireland/IHF	<p>Family-type social gatherings and other (non-commercial) social events</p> <p>From 20 July, small social gatherings by family and close friends limited to a maximum number of attendees for a limited period of time where social distancing can be maintained (e.g. small weddings, baptisms) and also small social (non-family) gatherings limited to a maximum number of participants for a limited period of time where social distancing can be maintained are permitted.</p> <p>From 10 August, large social gatherings (e.g. large weddings and large social (non-family) gatherings to be restricted due to risk) are permitted.</p> <p>From 10 August, indoor recreational venues (roller skating, bowling alley, bingo halls where numbers can be limited, cleaning can be maintained, restrictions where social distancing can be complied with. Open pubs, bars, nightclubs, casinos, where social distancing and strict cleaning can be complied with. Festivals, events and other social and cultural mass gatherings only in accordance with both indoor and outdoor numbers and where social distancing can be complied with.</p>
Liechtenstein/LHGV	Not clear at this moment, but the distance of 1.5 meters table to table will probably be obligatory.
Luxembourg/HORESCA	The minimum distance between tables in restaurants will be 2 metres. We are waiting for a confirmation on the use of social distancing panels – so that the minimum distance could be reduced.
Norway/NHO Reiseliv	Restaurants are allowed to open for sit in service, but with clear restrictions on 2 meter distancing between guests and staff and maximum 5 people per party. Members of the same household are allowed to sit closer. Hygienic routines must be defined and clearly communicated to staff. Buffet-service is not allowed.
Slovakia/AHRS	Opening hours for sit-in services and take away is limited from 6:00 AM to 8:00 PM.

	<p>Guests entering the restaurant or café have to wear masks – guests do not have to wear masks during the consumption of meals and drinks.</p> <p>Usage of interior toilets for guests is allowed.</p> <p>Hand dryers at the toilets are not allowed – only paper towels.</p> <p>Disinfection of sanitary facilities each hour.</p> <p>Minimum distance of 2 metres between the tables.</p> <p>Maximum of 2 guests at one table – exemption for families with children.</p> <p>Service staff has to wear masks and provide hand disinfection after each service at the table.</p> <p>Table and chair-back has to be disinfected after each guest.</p> <p>Dish washing with minimum of 80°C.</p> <p>Wrapped cutlery brought to the guest by staff.</p>
Slovenia/TGZ	<p>The restrictions are to be confirmed, mostly the minimal distance of 1,5 metres between tables will be obligatory. Facemasks or shields will be obligatory for the staff; for guests only when being away from the tables.</p> <p>Disinfection possibilities must be available. Regular toilet area cleaning will be needed (regular controls, every hour or similar).</p>
Spain/CEHAT	Still working on medical protocols.
Sweden/VISITA	Since we have no lock-down, there are no specific restrictions for reopening. However, all restaurants must follow the restrictions already mentioned [in question n°2].

Question 4 – Have opening hours been changed and what time will restaurants close at?

Country/association	Reply
Austria/APHA & APRA	Restaurants may remain open from 06:00 AM to 11:00 PM.
Azerbaijan/AHA	As of 4 May, all restaurant are operating in their own working hours except 4 big cities including Baku (as there restaurants are still not allowed for sit in service).
Bulgaria/BHRA	There will certainly be restrictions and requirements on the operational organization, but once they comply with the requirements of the National Operational Headquarters / NIGHT /.
Croatia/UPUHH	Restaurants will have to close at 09:00 PM.
Czech Republic/AHR CR	Restaurants can stay open from 06:00 AM until 1:00 PM.
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen.
Greece/HCH	We do not know yet
Iceland/SAF	No changes so far – night clubs will remain closed.
Ireland/IHF & RAI	Social activity measures (restaurants, cafes, etc.), will open with possible gradation (restricted opening hours, maximum number of people allowed, etc.), details yet to be specified.
Norway/NHO Reiseliv	There is no national limit to opening hours, but some cities make their own, and Oslo, the capital and largest city with most restaurants/bars has enforced closing at 09:00 PM.
Slovakia/AHRS	Opening hours are limited for sit in service and take away is limited from 06:00 AM to 08:00 PM.
Slovenia/TGZ	Opening hours will most probably remain unchanged.
Sweden/VISITA	No change in the opening hours so far.

Question 5 – Will staff have to wear a mask and/or gloves?

Country/association	Reply
Austria/APHA & APRA	<ul style="list-style-type: none"> In areas with customer contact, a facemask/face shield is obligatory for the employees; Kitchen area: Masks only if agreed between employer and employee side.
Azerbaijan/AHA	There is nothing confirmed yet. However, the Administration of the Regional Medical Divisions announced guidelines for operation and mentioned importance of wearing mask and gloves for front of house and service staff.
Bulgaria/BHRA	Certainly for a long time, masks, goggles or helmet, gloves will be worn and all distances and requirements for hygiene and disinfection mechanisms and standards will be observed.
Croatia/UPUHH	We still do not know. Next week, the Croatian Institute for Public Health will issue obligatory guidelines.
Czech Republic/AHR CR	Yes.
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen.
Greece	We do not know yet, but we expect that it will be compulsory in most of the posts
Ireland/IHF & RAI	Not a requirement as yet in non-health/social care services. Under review.
Liechtenstein/LHGV	Maybe the staff will have to wear masks.
Norway/NHO Reiseliv	No, not more than they normally would.
Slovenia/TGZ	Staff will need to wear masks or shields.
Spain/CEHAT	Yes.
Sweden/VISITA	No such rules in Sweden.

Question 6 – Will there be a limit to the number of customers in the restaurant at one time? If yes, how will this be calculated?

Country/association	Reply
Austria/APHA & APRA	A minimum distance of 1 metre must be maintained between groups of people at all times.
Belgium/Belgian associations	<p>The sanitary measures will need to be under control, very clear and to keep staff, customers and suppliers safe:</p> <ul style="list-style-type: none"> Must be economically and operationally possible for businesses to open; It should be up to businesses to decide on to open completely, partially or not all; <p>Industry will need aids for at least 18 months.</p>
Bulgaria/BHRA	This will also be descended from NIGHT, but there will certainly be a requirement of 2 meters distance between the tables, regulated access to the establishments / entrance, exit, etc./. Each site will be individually organized scheme of arrangement of tables in the commercial hall. Between 40 and 60% will decrease the capacity of the establishments.
Croatia/UPUHH	We still do not know. Next week, the Croatian Institute for Public Health will issue obligatory guidelines.

Czech Republic/AHR CR	No.
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen.
France/UMIH	As far as we know, it is only one solution among many others.
Greece/HCH	We have been told that there will be a limit to the number of persons and also a minimum distance
Iceland/SAF	Starting from 4 May, 50 people (max.) will be allowed in each area – and outside area, too.
Ireland/IHF & RAI	Restaurants must comply with physical distancing and mass gathering limitations. Details on the calculations are still outstanding.
Norway/NHO Reiseliv	No national guidelines to how many people in a restaurant, but the distancing and maximum party of 5 makes the restrictions. Local government may have restrictions on how many. Oslo has said maximum 50 people in a venue.
Slovakia/AHRS	There is no limit for guests, but the capacity is limited by the guests allowed at one table (2 guests allowed with exemption for families) and distance between the tables (min. of 2 metres).
Slovenia/TGZ	Minimal distance of 1,5 metres will be obligatory between the groups of guests.
Spain/CEHAT	Yes – still working on protocols.
Sweden/VISITA	No certain number of guests, but the restaurant must not be crowded and there must be a certain distance between guests in the restaurant and on the terraces (about one arm-length distance). Otherwise, the restaurant might be closed by the authorities. If the restaurant is arranging for example dance, the maximum number of allowed guests on the dance floor is 50. Concerts, theatres and certain other events is also limited to 50 persons.
Switzerland/GastroSuisse	Not yet known, but likely: (people / m2).

Question 7 – Is alcohol allowed to be served or only with a meal?

Country/association	Reply
Austria/APHA & APRA	<ul style="list-style-type: none"> • There are no rules about alcoholic drinks; • However, bar service in Restaurants is prohibited.
Bulgaria/BHRA	Still in Bulgaria don't have instruction about the alcohol.
Croatia/UPUHH	We still do not know. Next week, the Croatian Institute for Public Health will issue obligatory guidelines.
Czech Republic/AHR CR	Alcohol is allowed.
Denmark/HORESTA	Everything is closed until 10th of May, and no indication yet from the government on what will happen. Take away is allowed, but this mostly concerns meals and coffee.
France/UMIH	For now, alcohol can be sell through pick-up and deliveries.
Greece/HCH	No restrictions
Iceland/SAF	No restrictions.
Ireland/IHF & RAI	Bars will open on 10 August. Table service in restaurants from 29 June.
Norway/NHO Reiseliv	National guidelines says that only establishments with food are allowed to be open, but does not specify if you have to order food to be served alcohol. Some local governments have closed down all serving of alcohol. Oslo has banned all serving of alcohol since march 21st and will open again

	in the beginning of May. This means a lot of restaurants there are as good as closed when it comes to sales.
Slovakia/AHRS	There is no restriction for serving alcohol.
Slovenia/TGZ	Alcohol is allowed to be served.
Spain/CEHAT	Yes.
Sweden/VISITA	Yes, it's allowed to serve only alcohol as usual.

Question 8 – Do you have an estimate of how much the cost will be for extra cleaning + management plan + protective material represent to micro-enterprises, SME's and companies with more than 50 people?

Country/association	Reply
Bulgaria/BHRA	The valuation will depend a lot on the site itself, but we expect between 10% and 20% to raise costs depending on the size of the site.
Czech Republic/AHR CR	We expect costs to increase by 5 – 10%.
Ireland/IHF & RAI	We estimate that fixed costs will rise by 10% but income levels will fall by 40% – essentially, restaurants will be operating at a loss. Hotels expect to operate at 40%-50% occupancy until travel, physical distancing and mass gathering restrictions are lifted. The cost of new operating procedures has not been calculated as yet.
Greece/HCH	The protocols have not been finalised yet to have an estimation, but there will definitely be a significant increase in costs
Spain/CEHAT	Still working on protocols.

Question 9 – Do you have any protocols or guidelines for the reopening of business (even if it is only a draft), that you could share with us?

Country/association	Reply
Austria/APHA & APRA	Together with the Ministry of Tourism the following website was created. Guidelines and instructions for conduct are available.
Azerbaijan/AHA	State Tourism Agency and Azerbaijan Tourism Board initiated project sahman.az, in near future hotels can register and apply for safety SAHMAN label. AHA is strategic partner and contributor in this program.
Bulgaria/BHRA	In our opinion, the work of small establishments up to 30.40 places should be resumed in the shortest possible time, and there are no large crowds of people with summer gardens and the risk is extremely exemplary. Obligatory preparation of free vouchers for tourist services and vacations for all medics, police officers, RIEs, volunteers, etc. who work on the front line. Other vouchers should be at a discount of 30 or 50% of the tourist services for all civil servants who are more than 500000. Immediate reorganization of visas issued by non-EU countries: - Visas for Russia, Moldova, Turkey and some Arab countries for tourism in summer and winter should be abolished. - If visas cannot be cancelled, albeit for tourism purposes, a simplified procedure for issuing them should be introduced and issued at a very low cost, with persons submitting the documents online and receiving an e-mail - approval or visa refusal. Those who have a confirmation are issued an airport visa when they arrive in their respective country.

Croatia/UPUHH	A suggestion for operating protocols was issued by UPUHH in coordination with our members and is available at the following link .
Czech Republic/AHR CR	Yes, we do have a draft, but in Czech only, available in our website.
Denmark/HORESTA	<p>Additional handwashing – 1 min extra every hour – all employees 10 times a day =10 min -DKK35/employee a day Extra 10% time for housekeeping and cleaning per room per day Extra towels/linen. Approx. 10% extra per day. 25% extra time for cleaning the hotel facilities (on top of the additional time spend on housekeeping) Additional time spend on deep cleaning the hotel restaurant. Approx. 10 min extra per employee per day Disinfectant liquids approx. 1 litre per day DKK 75,- per restaurant.</p> <p>PPE (Personal Protective Equipment): Gloves: 10 changes of gloves per housekeeper per day (2 gloves a time) 20 gloves per employee= DKK 20,- per employee per day</p> <p>Gloves: Take away: 20,000 gloves per day. DKK 20,000,- in total per day</p> <p>Hand sanitiser: Employees: 10 ml per employee per day. Total number of employees: 120,000. DKK 100,- per litre. $120,000 \times 0,01 \times 100 = \text{DKK } 120,000,-$ per day. Guests: 1 ml per guest per day. 1m guests per day: $0,001 \times 1,000,000 = \text{DKK } 100,000,-$ per day.</p> <p>All business must get a Covid-19 kit. It will be mandatory by law to have one such in the reception or the like in the event of a Covid-19 case. Mask, suit, hood, hazard bag, gloves = DKK 100, . Per business. $100 \times 20,000 = \text{DKK } 2\text{m},-$ for the entire industry Hand sanitiser floor stand: DKK 500 per unit: min 2 per restaurant: $2 \times 500 \times 30,000 = \text{DKK } 15\text{m},-$</p> <p>Training: 1 hour per employee. Average salary per hour DKK 200,-. 120,000 employees: $200 \times 120,000 = \text{DKK } 24\text{m},-$ Management: 20 hour per company management. 20,000 companies: $20,000 \times 350 = \text{DKK } 7\text{m},-$ 40 per >50 employee companies: 1000 companies x 40 hours x 200 = DKK 8m,-.</p> <p>Approx. preliminary costs: DKK 57m,-.</p>
France/UMIH	<p>Our Ministry of Labour published dedicated guides for some occupations in particular such as receptionist and maid (all in French).</p> <p>We are expecting more information regarding the end of the lockdown and the recovery plan at the beginning of May – as the official lockdown deadline is 11 May.</p>
Germany/IHA	Yes. Click here to access our guidelines.
Greece/HCH	Although we have a draft, we are obliged to wait for the final protocol by the National Organization for Public Health, because it can bear changes

Ireland/IHF	We are currently working our Standard Operating Procedures for hotels and will share when finalised.
Italy/Federalberghi	We are pleased to share with you the protocol developed by Federalberghi, Confindustria Alberghi and Assohotel (in Italian).
Luxembourg/HORESCA	Our reopening guide for the sector is available at the following link . It is the first part of our National reopening campaign to bring trust back to the consumer. We are investing more than €240.000 in the campaign. We think that such a campaign is essential prior to the reopening.
Norway/NHO Reiseliv	We are developing these for our members based on national guidelines , but for now they are not in English. We will share these with you if and when we get them in English.
Sweden/VISITA	No, we don't – since we don't have a lock-down in Sweden.
Switzerland/HotellerieSuisse	For the reopening, companies must develop and implement protection concepts for the different branches of activity. On our home page you will find all information on the hotel and restaurant sectors whose reopening is currently authorized as well as links to the corresponding protection concepts – in German, French and Italian.
Turkey/TUROB	“ Turkey Healthy Tourism Certification ” program was released on 10 May which is prepared under the leadership of the Ministry of Culture and Tourism, with the contributions of the Ministries of Health, Transport, Internal Affairs, and Foreign Affairs and the cooperation of the stakeholders, one of which is TUROB, in the entire sector.
UK/UKHospitality	UKHospitality has not prepared any guidance as yet for reopening. Guidance has been prepared for those few hotels that remain open and for those pubs and restaurants providing take-away services.

General messages from Associations

Country/association	Reply
Belgium/Belgian associations	<ul style="list-style-type: none"> • Request “not” to open before at least end of May, even end of June • Objective: give a clear message, that cocktails, weddings, parties will not be possible before end of August + give the chance to business to cancel without penalties • The sanitary measures need to be under control, be very clear, to keep staff, customers and suppliers safe <ul style="list-style-type: none"> ○ Must be economically and operationally possible for businesses to open ○ It should be up to businesses to decide on to open completely; partially or not all ○ Industry needs aids at least for 18 months.

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