

Mandatory operational measures to prevent the spread of the coronavirus disease after reopening of heritage sites under administration of the National Heritage Institute (NHI)

Following the easing of measures against the spread of coronavirus, a two-phased approach to reopen NHI heritage sites is set up:

I. Phase

On May 11, 2020 all parks and gardens, castle ruins with an entrance fee and with no guides are allowed to open – see an overview of selected heritage sites and tours.

II. Phase

On 25 May, 2020 selected tours in castles, chateaus and other heritage sites under NHI administration with an entrance fee will be open – see an overview of heritage sites and tours selected to be opened up.

Selected sites will be open in appointed term, **on Monday, May 11, 2020 or May 25, 2020**. Opening hours after above mentioned dates will correspond to opening hours according to the common custom of site reflecting visitors demand.

As far as technical and safety conditions do not allow to opening up a site to the public, the site will open later.

GUIDELINES FOR HERITAGE SITES ADMINISTRATION

1) MEASURES AGAINST PEOPLE ACCUMULATION

Generally, is important to provide a regulation of number of visitors within places where the accumulation is assumed (ticket office, rest areas, toilets, entrances, etc.)

a. EXTERIOR

- i. For a site with an entrance fee, there is a limit of 150 people per 1 hectare per day is applied until further notice.**

b. INTERIOR

A maximum of 20 people within one group a guide included in compliance with General Conditions.

- ii. Keeping a safe minimum distance of 2 metres from others, or groups of close relatives in rooms where a presentation is given. If keeping the safe distance is not possible, a reduction of number of people is required.**
- iii. Guide presentation is given in sufficiently dimensioned rooms only, if rooms are narrow a presentation is not given.**
- iv. Visitor tours cannot be offered if paragraphs i. and ii. are not complied with.**

2) INSTALLATION OF DISINFECTION STANDS FOR VISITORS

- a. Provide an effective positioning of disinfection stands within a heritage site.**
- b. Appoint a person responsible for regular control and recharge of disinfectant.**
- c. Provide a sufficient hand disinfectant supply.**

3) TICKET OFFICE EQUIPMENT

- a. All sites open to the public are required to isolate a place of sale by transparent barriers (e.g. glass/plexiglass)**

- b. Set up a distance line between visitors and place of sale (a minimum distance of 2 metres)
- c. Keep a safe distance in the queue (a minimum distance of 2 metres)
- d. Appoint a person responsible for regular control of keeping the safe distance
- e. Remove equipment available for visitors to rest (chairs, tables) in the ticket office.
- f. Remove the touch screen operations available to visitors.
- g. Disable the interactive tools (haptic models, play equipment).
- h. No use of audio guides
- i. Withdraw the freely available promotion materials
- j. TICKET OFFICE EMPLOYEES ARE PROVIDE WITH:
 - i. Hand sanitizer
 - ii. Face mask (two pcs per day)
 - iii. Gloves
- k. TICKET OFFICE EMPLOYEES are obliged to:
 - i. Use a face mask
 - ii. Use gloves while operating cash desk, handling cash or cards, etc. Gloves should be changed regularly. Gloves cannot be used for other activities such as: meal and rest breaks or other activities with no contact with cash.
 - iii. Provide a cashier an opportunity for regular hand washing (1 x every 2 hours)
 - iv. Regular use of hand sanitizer. One dose of c. 3 ml., cannot be used more than 10 times a day.
 - v. Provide disinfection of barriers from the visitor side with virucide substance at least four times a day
 - vi. Ensure intensified hygiene of touch surfaces (handles, etc.) at least four times a day

4) TICKET SALE

- a. On-line sale is preferred
 - i. Configure visitor tour in Colosseum from the opening date
 - ii. Configure a number of visitors on tour – maximum of 20 people keeping 2 metres safe distance
 - site manager will set up a size of group according to current conditions
 - iii. Mark off “share” on Internet
 - 1. Sites open on May 11, 2020 “share” the tours from May 8, 2020.
 - 2. All other sites open from May 25, 2020 share guided tours from May 15, 2020.
 - 3. Guided tours set before the opening date have to be cancelled
 - iv. According to conditions of the site, reserve a number of tickets for desk sale
- b. CASHLESS PAYMENT
 - i. Provide the possibility of disinfection for visitors
 - ii. Provide the disinfection of payment terminal four times a day
- c. CASH PAYMENT ONLY IN NECESSARY MINIMAL SCOPE

5) SOUVENIRS SALE

- a. Souvenirs sale have to be provided in accordance with current valid measures concerning commercial sale.
- b. If the goods for consumption are sold, consumption of such goods must take place beyond the appointed distance (a minimum of 10 metres) from the place of sale.
 - i. Arrangement of waste bins have to be adjusted

- c. Do not operate any vending machine (drinks, coins...)

6) GUIDES MODE

- a. A guide is obliged to use a face mask.

(shield is not sufficient form of protection, if used, then only with face mask at the same time).

- b. Ticket control is carried out contactless, in case of need, gloves or hand sanitizer have to be applied.

- c. Slippers – in the places where visitors wear slippers, it is necessary to ensure visitors use hand sanitizer before handling the slippers

- d. It is advised to consider a tour with or without a guide (with custodians along the tour) at the places where with regard to the accumulation of people is not possible to comply with the rule of keeping distance between visitors. In such case it is needed to ensure a limit of 1 person for 10m² of the visitor tour.

- e. An appointed person – a guide is responsible for observing the rules by visitors (keeping the distance, wearing face masks etc.)

- f. It is needed to ensure air exchange with regard to the rules set for safe ventilation of interiors.

7) TOILETS

- a. Increased hygiene practices at the sanitary facilities

- b. Regular cleaning of the toilet including using disinfectants

- c. In case of toilet tenants, ensure compliance with hygiene practices

- d. Guidelines for washing hands have to be placed

8) REST AREAS

- a. Sufficient spacing between equipment at the rest areas has to be allowed (benches, seating etc.)

9) UNIFIED INFORMATION FOR VISITORS

- a. Official web sites of heritage sites and social networks

- b. Printed, laminated signs with NHI logo placed at parking lots, site entrances, ticket offices, other places of sale (merchandise etc.), and places where the accumulation of people can occur.

- ii. Visitors guidelines - placed centrally

10) WASTE

- a. Instructions of handling the waste have to be set. Separate marked containers for “Potentially contaminated waste” – face masks, tissues etc. (cultivated with description) have to be put in place.

- b. Safe handling with the “Potentially contaminated waste” have to be ensured (regular removal and exchange of the plastic bags and disinfect the edges of the waste containers)

- c. Provide a training to the employees with the need of increased hygiene practices when handling the waste.

11) ACCOMMODATION

- a. General guidelines for providing an accommodation in dedicated facilities are applied.

- b. Accommodation for guides – maximum of 3 people per one room, maximum of 10 people in the accommodation facility.

12) LEASE RELATIONS

a. There is a possibility to conclude a lease agreement using the standard price (discounts are not allowed except for the proportional reduction in relation to the length of time of the lease.

Compliance with the rules set against spreading coronavirus by tenants have to be ensured.

GENERAL GUIDELINES FOR HERITAGE SITE ADMINISTRATION EMPLOYEES

General rule: **„Protect employees from illness and thus protect the site from the risk of quarantine“**
= **„by protecting yourself, you protect the heritage site“**.

General guidelines apply to all employees of heritage site administration, i.e. regular employees and also seasonal employees.

Heritage site managers are obliged to acquaint their employees with the guidelines and to provide training of hygiene practices for them.

- 1) Obligation to use face masks in the workplace until further notice given by the Government or the Ministry of Health of the Czech Republic.
- 2) Obligation to follow increased hygiene standards (hand washing, using a hand disinfection)
- 3) Obligation to use gloves while handling cash (parking lots, ticket offices and other places of sale)

VISITORS GUIDELINES

Visitors service guidelines set on heritage sites of NHI during the time of COVID-19.

In connection with measures applied against spreading of coronavirus, further strict guidelines for visitor of the heritage sites have been issued beyond the scope of general visitor's guidelines. If a visitor does not follow these guidelines, he/she might not be allowed to enter the site or he/she might be expelled from the site without refund even though he/she has a valid ticket.

- It is forbidden for a person that is in quarantine or have health issues that correspond to viral infection (fever, cough, shortness of breath, muscle pain, etc.) to enter the site including parks and gardens.
- In accordance with government measures applied against spreading of coronavirus, a visitor is obliged to cover his/her mouth and nose (using face mask, respirator, scarf, shield etc.) while entering the site and keep it on for the whole time of his/her visit of the site (garden, park, castle, chateau etc.)
- A visitor who will not have his mouth and nose covered will not be admitted to the guided tour even if he has a valid ticket. In this case, a visitor is not entitled to a refund.
- A visitor who, in accordance with the government's measures, does not have to cover his/her mouth and nose for health reasons is obliged to prove this fact with a written confirmation.
- A visitor is obliged to keep a distance of at least 2 metres from other visitor, the exception is for people sharing a household.
- It is forbidden for visitors to gather in groups in parks, gardens, courtyards and other outdoor and indoor areas, and especially in front of toilets, at the ticket office, in front of refreshment windows, vending machines and also in places of souvenirs sale. Visitors must keep a distance of at least 2 metres. Consumption of refreshments is possible at least 10 metres from the refreshment window.
- A visitor is obliged to use hand disinfection before entering the points of sale (ticket office, visitor centre, etc.) and toilets.
- Cashless payment is preferred (on-line or card payment).
- A visitor is also obliged to follow further instructions of NHI employees, otherwise they may be expelled from the site by the employee of the heritage site administration.