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**COVID-19
PREVENTION CONCEPT
FOR EVENTS**

**at a
VAMED VITALITY WORLD RESORT**

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Content

INTRODUCTION	3
LEGAL BASIS	4
OBLIGATIONS OF THE ORGANISER	6
COVID-19 OFFICER	6
RISK ANALYSIS	6
COVID-19 PREVENTION CONCEPT	7
Generally accessible areas in the hotel reception front desk:.....	7
Hotel room – individual accommodations	8
Conference rooms.....	8
Catering Seminar breaks Gastronomy – Restaurant	8
Alternative additional offers.....	9
Indirect area – kitchen.....	9
MAXIMUM NUMBER OF PERSONS AND APPROVAL OF THE	10
COVID-19 PREVENTION CONCEPT	10
PROTECTIVE MEASURES FOR EMPLOYEES.....	11

INTRODUCTION

With the amendment to the COVID-19 Measures Ordinance, Austrian Civil Code II No. 407/2020, dated 21 September 2020, measures were introduced that enable the organisation of events in the arts and culture sector.

These measures should always be seen in connection with the epidemiological development and are therefore also subject to an ongoing evaluation, which may lead to adaptations.

With these recommendations, the Federal Ministry for Social Affairs, Health, Care and Consumer Protection of Austria (Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz, BMSGPK) supports those active in the arts and culture sector in order to meet the demands placed on them. This document details recommendations, which – depending on the type of activity (e.g. theatre, cabaret, readings, film, orchestra or singing) and on the structural conditions (e.g. auditoriums for film, studios, drama and music theatres, multi-purpose halls, open-air theatres etc.) – can be customised.

The measures do not represent absolute safety for the individual against an infection with SARS-CoV-2, but are intended to ensure that the individual is not exposed to a higher risk when attending an event than if he/she would otherwise come into contact with people in public spaces. To achieve this goal, certain requirements must be met by event organiser and the audience.

Guests, artists, actors and other persons involved in the execution of an event must be aware of their own responsibility to behave in a risk-conscious manner.

The recommended essential measures for individual persons are:
Keeping a safe distance (at least 1 metre)
Complying with the hygiene rules
Wearing a face mask covering mouth and nose

LEGAL BASIS

The COVID-19 Relaxation Ordinance contains the following provisions for professional activities and the organisation of events.

Events § 10.

(1) Events within the meaning of this ordinance are in particular planned meetings and activities for entertainment, amusement, physical and mental training and edification. In any case, these include cultural and sporting events, weddings, film screenings, exhibitions, vernissages, congresses, offers of extracurricular youth education and youth work, training and advanced education.

(2) Events without assigned and marked seats with more than six people in indoor venues and with more than 12 people in the open air are prohibited. Persons required for the staging of an event shall not be included in these maximum numbers. § 6 shall apply for the serving of food and beverages to visitors. The prevailing curfew rules also apply.

(2a) Several events may take place at the same time at one event location, provided the maximum number of persons per event is not exceeded and organizational measures, such as spatial or structural separation or staggering, prevent a mix of people and the risk of infection is minimized

(3) Events with solely assigned and marked seats are permitted with up to 1000 people in indoor venues and with up to 1500 people in the open air. Persons required for the staging of an event shall not be included in these maximum numbers. § 6 shall apply for the serving of food and beverages to visitors. The prevailing curfew rules also apply.

1. Food and drinks, may only be administered after an event lasting at least three hours, with the exception of water, or
2. The serving of food and drinks at the assigned and marked seats is typically a characteristic part of the event.

(4) Events as per Section 3 with more than 250 people require approval from the local district administration (Bezirksverwaltungsbehörde) responsible for the event location. After complete submission of the documents, the decision period for approval is four weeks. A COVID-19 prevention concept devised by the organiser is a prerequisite for the approval. Furthermore, the following circumstances must also be taken into account as prerequisites for approval in this procedure:

1. The epidemiological situation in the catchment area of the event,
2. The capacities of the local competent health authority in case it is necessary to trace contact persons due to a case of suspected illness or illness at the event.

(5) The person responsible for an event has to appoint a COVID-19 officer for indoor events with over 50 people and for outdoor events with over 100 people. He or she also needs to devise and implement a COVID-19 prevention concept. The COVID-19 prevention concept shall in particular include the guidelines for the training of personnel and measures to minimise the risk of infection based on a risk analysis. These include in particular:

1. Regulations for controlling the flow of visitors,
2. Specific hygiene requirements,

3. Rules of conduct in the event of a SARS-CoV-2 infection,
4. Regulations on the use of sanitary facilities,
5. Regulations on the serving of food and beverages. The COVID-19 prevention concept can also include a data protection-compliant system for contact tracing, e.g. a system for recording attendance on a voluntary basis.

(5a) The district administration is obliged to do spot-checks on compliance with the COVID-19 prevention concepts.

(6) At events with assigned and designated seats, the distance of at least one metre from other persons, who do not live in the same household or do not belong to the same visitor group shall be maintained. If the seats cannot be arranged in this manner, the respective seats to the sides and in between individual visitor groups shall be kept vacant, unless the risk of infection can be minimised by other appropriate protective measures.

(7) As per Section 6, when entering indoor venues, a protective face mask shall be worn that covers the mouth and nose area. This does not apply while visitors are in their assigned seats.

(8) At events without assigned and designated seats, a distance of at least 1 metre shall be maintained from persons not living in the same household. In addition, a protective face mask covering the mouth and nose area shall be worn in indoor venues.

(9) If, due to the nature of the training, class or workshop

1. the minimum distance of 1 metre between persons cannot be maintained and/or
2. persons cannot wear a protective mask covering the mouth and nose area, the risk of infection shall be minimised by other suitable protective measures.

The obligation to wear a protective mask covering the mouth and nose area does not apply to participants who are in their seats or to speakers.

(9a) Sections 2 to 4 apply mutatis mutandis to meetings for vocational training and further education purposes, to prepare and carry out driver training and advanced driver training and to general driving tests.

(10) For participants in rehearsals and artistic performances, § 3 shall apply mutatis mutandis. For performances by professional artists in a fixed group, Section 8 (3) final sentence applies mutatis mutandis.

OBLIGATIONS OF THE ORGANISER

Every organiser hosting events with more than 100 persons shall appoint a COVID-19 officer and develop and implement a COVID-19 prevention concept. Based on a risk analysis, the COVID-19 prevention concept has to contain a variety of measures to minimise the risk of infection.

COVID-19 OFFICER

Each organiser hosting events with more than 50 persons shall appoint a COVID-19 officer, unless he/she assumes these duties himself/herself. It is recommended that the COVID-19 officer be given appropriate training on data protection issues.

The COVID-19 officer shall support the organiser in fulfilling his/her tasks and is responsible for the implementation of the COVID-19 concept. He/she shall act as the primary reference person for the authorities in case of contact-person surveys in connection with a COVID-19 case.

The COVID-19 officer is also the designated reference person within the company for the implementation of the measures among the employees. The organiser reserves the right to appoint different persons for individual events, or to concentrate this task on one person according to the event-specific organisational concept. However, subject to § 9 Section 2 VStG [Event Law], the ultimate responsibility always lies with the organiser.

In all VAMED Vitality World Resorts, the respective managing director acts as the responsible COVID-19 officer.

RISK ANALYSIS

Every indoor event at a VAMED Vitality World Resort with more than 50 persons is subject to this COVID-19 prevention concept. This concept is based on a risk analysis, which takes into account the course of the event and is evaluated (if necessary, together with the corporate client) on the basis of the following risk factors:

- How strong is the contact intensity during the staging of my event?
- How many contacts are possible in the respective process flows of the respective event?
- Can the distance / hygiene regulations be arranged during the implementation of the event?
- Which processes during the implementation of the event can have an impact on risk groups?

COVID-19 PREVENTION CONCEPT

Measures to minimise the risk of infection

We have developed and implemented comprehensive guidelines, training measures and hygiene concepts. All VAMED Vitality World Resorts are subject to a hygiene plan and the strictest control by our internal hygiene and Covid-19 officers. The safety of our guests and our employees is of great importance to us.

Applicable regulations

In strict compliance with the legal [Covid-19 requirements](#) and the [guidelines of the Wirtschaftskammer Österreich / Bundesministerium für Landwirtschaft, Regionen und Tourismus \[Austrian Federal Economic Chamber/ Federal Ministry of Agriculture, Regions and Tourism\]](#) our own guidelines for safe events were developed together with our experts.

The sequence of the following measures is based on the Customer Journey of an event participant. In addition, the protective measures for employees and the measures to be adopted in the event of a SARS-CoV-2 infection are listed below.

Generally accessible areas in the hotel | reception | front desk:

Safety

- Instructions and recommendations for the guest are clearly visible on signs, stands and displays in the entrance areas, at the reception and in all generally accessible areas (e.g. minimum distance of 1 metre, no shaking hands or body contact, etc.)
- Congestions are avoided by visitor routing measures:
Queuing system with floor markings to maintain distance, in order to control the flow of visitors at check-in
- Time spent at the reception is kept to a minimum
- Spit protection at the front desk / reception
- No greeting by handshake
- In generally accessible areas, tables and seats are set up in such a way that the minimum distance is guaranteed.
- Precautions have been taken to avoid operational bottlenecks (e.g. corridors, lifts, entrances / exits, sanitary facilities).
- Notice on passenger restrictions at the elevators

Hygiene

- Increased cleaning intervals in heavily frequented areas:
frequently touched surfaces, such as door and window handles, light switches, railings etc. are cleaned depending on visitor density.
General sanitary areas and in particular operating buttons, fittings and door handles are hygienically cleaned according to visitor density.
Sufficient soap for the necessary hand washing and disposable towels are available in all sanitary areas.
- Disinfectant dispensers are located at central points

- Rooms are aired regularly (at least once per hour) or doors are kept open
- Keys and key cards are hygienically cleaned when issued and returned
- Magazines, brochures or similar are avoided and made available in digital form if required
- Face masks covering the mouth and nose are available for guests on request
- Infra-red thermometers are available on request at the reception for temperature checks
- Contactless payment options are available

Hotel room – individual accommodations

- All rooms are hygienically cleaned on a regular basis:
After each change of guests, rooms are hygienically cleaned with special care. Particular attention is paid to objects that are frequently touched, such as remote controls, handles, touch screens and light switches.
In the daily cleaning routine, extra consideration is given to changing the cloths used for cleaning and disinfecting the gloves after each room.
- If possible, decorative objects that are difficult to clean are removed from the rooms.
- The minibar is filled at the request of the guests or drinks are offered via room service.
- Bed linen and towels are generally washed at a temperature of at least 60°C
- During cleaning, the rooms are regularly ventilated

Conference rooms

- The distance regulation of at least 1 metre is observed at every event
- The previous maximum capacities of the conference facilities are reduced by up to 50% to ensure compliance with the distance regulation.
- Seminar rooms are intensively aired during the breaks
- Disinfectants are available in all public areas and conference rooms
- Seminar tables are disinfected during breaks
- Conference rooms are hygienically cleaned after each use
- Increased cleaning intervals in heavily frequented areas
- Directional signs and floor markings to control the flow of visitors through a one-way system when entering and leaving the conference rooms

Catering | Seminar breaks | Gastronomy – Restaurant

- Compliance with the legally prescribed minimum distance in all areas
- Floor markings to maintain distance in the waiting zones
- Increased cleaning intervals in heavily frequented areas
- Seminar breaks with pre-portioned meals
- Coordinated seminar breaks
- Business lunches and dinners served on request
- Vitality Corner with “immune-system booster”
- Table linen and laundry is generally cleaned at a temperature of at least 60°C
- Compliance with the highest HACCP guidelines (spit protection)

- At the buffet: Reduction of quantities per unit – continuous rotation
- At the buffet: Time the food stays on the buffet is reduced: live cooking
- At the buffet: Food that is displayed uncovered is served under the following special hygienic precautions:
with disposable gloves or
after cleaning the hands at a supervised disinfectant dispenser directly in front of the buffet station or with disposable serving cutlery.

Alternative additional offers

- Optional organisation of outdoor conferences
- Offers for exclusive outdoor fringe programmes
- Option of hybrid and video conferencing

Indirect area – kitchen

- Adherence to food law regulations and implementation of a company hygiene concept according to HACCP principles, based on Good Hygiene Practices (GHP – operational, occupational, personnel and product hygiene) as well as compliance with the relevant guidelines (see Österreichisches Lebensmittelbuch [Austrian Food Book] – Codex Alimentarius Austriacus).
- A minimum distance of 1 metre is maintained both for work processes in the kitchen and for members of the kitchen and service team. If the minimum distance cannot be adhered to, other protective measures are taken to minimise the possibility of infection, such as maintaining the same work teams.
- Increased hand hygiene and regular surface cleaning / disinfection
- Work clothes are hygienically cleaned on a regular basis
- Face masks covering the mouth and nose are worn if agreed upon by employer and employees
- For ventilation and air conditioning systems (such as mechanical ventilation systems) the following is observed:
Systems are operated with fresh air; the fresh air volume flows are not reduced.
Fresh air flows are increased if possible.
Proportions of recirculating air, if present in the systems, is reduced as much as possible and replaced by fresh air.
If only natural ventilation is available, rooms are aired regularly.
- Dishes and table linen are cleaned according to general Good Hygiene Practises (GHP) at a temperature of at least 60°C.

MAXIMUM NUMBER OF PERSONS AND APPROVAL OF THE COVID-19 PREVENTION CONCEPT

With the amendment to the Ordinance of Measures, new upper limits of participants have been set for events. However, performers and their staff or those necessary for the realisation of the event are not included in these maximum numbers.

Events without assigned and marked seats with more than 6 people in indoor venues and with more than 12 people in the open air are prohibited.

Events with solely assigned and marked seats are permitted with up to 1000 people in indoor venues and with up to 1500 people in the open air. Events with more than 250 people require approval from the district administrative authority (Bezirksverwaltungsbehörde) responsible for the venue.

After complete submission of the documents, the decision period for approval is four weeks. In this procedure, the district administrative authority must take into account not only the COVID-19 prevention concept, but also the epidemiological situation in the catchment area and the local capacities of the responsible health authority in the event of a necessary contact tracing of participants due to a suspected or confirmed case at the event.

The district administrative authority can issue its approval of the COVID-19 prevention concept for a stationary venue, such as a theatre or musical theatre etc. For temporary events, e.g. in multi-purpose halls or in open-air areas, the approval of the COVID-19 prevention concept is required for each event or series of events.

On request, VAMED Vitality World Resort can provide the event customer (also for less than 50 participants) with the COVID-19 prevention concept for information and as a safety measure.

Cooperation with the authorities in case of official surveys on the occurrence of a COVID-19 case as per § 5 Section 3 of the 1950 Epidemic Law (Epidemiegesetz):

In case an event participant is infected, the names and contact details of possible contact persons must be made available up to **28 days** after the event in order to speed up surveys by the authorities and thus make a significant contribution to reducing the risk of the disease spreading.

According to Article 6 Section 1(f) GDPR, data processing is justified with regard to the necessary weighing-up of interests, since the health protection of the contact persons in terms of rapid availability outweighs the intervention of disclosing one's contact data at an event attended voluntarily. With regard to the rules of conduct in case of a SARS-CoV-19 infection, reference is made to the relevant information issued by the Federal Ministry for Social Affairs, Health, Care and Consumer Protection of Austria (Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz, BMSGPK).

PROTECTIVE MEASURES FOR EMPLOYEES

All employees at VAMED Vitality World Resorts have been extensively trained before the opening of the resort, received a hygiene certificate and are also protected by wearing face masks covering the mouth and nose or by wearing face visors.

The employees are fully aware of the specifics regarding the necessary measures for self and other-person protection, as well as the necessary hygiene regulations and the procedure in case of symptoms or a suspected case.

- Hygiene training courses for all employees, attested by a hygiene certificate, were carried out and are regularly brushed up
- Daily temperature checks on employees
- Wherever possible, employees are assigned to permanent teams so that the resort remains operational in case of an infection
- Attendance in the teams is documented to facilitate contact tracing.
- Contact between teams is also avoided in the changing rooms, sanitary facilities and break rooms
- A minimum distance of 1 metre is maintained between employees and physical contact is avoided
- Face masks covering the mouth and nose or alternatives (e.g. face shields) are mandatory during contact with customers. In all areas (e.g. warehouses, kitchens) where the minimum distance cannot be observed and other measures are not possible, the wearing of masks must be agreed upon with the employees and the employer. Exceptions are made for persons who cannot reasonably be expected to wear masks for health reasons.
- Attention is also paid to putting on and removing face masks or possible alternatives hygienically as well as on how they are stored.
- Employees are continuously provided with clear and up-to-date instructions on the rules of conduct so that they can pass these on to the guests
- Increased hand hygiene and regular surface cleaning / disinfection
- Work clothes are cleaned regularly
- Only healthy employees may work
- Employees are obliged to inform their employer immediately of any known COVID-19 infection.

Instruction to employees on how to behave when COVID-19 symptoms appear:

- In case of illness: stay at home.
- Pursuant to the employee's duty of loyalty, a known COVID-19 infection must be reported immediately to the employer, so that the latter can fulfil its duty of care and take further precautionary measures.
- In addition, the employer is obliged to inform the public health officer of the competent district administrative authority (Bezirksverwaltungsbehörde) about the infection without delay.
- The district administrative authority (public health officer) is responsible for initiating, implementing and insuring all surveys and precautions.
- At the request of the district administrative authority (public health officer) all persons who can contribute to the survey (employer, relatives and staff of community facilities) are obliged to provide information.