Dealing with customers in the fight against COVID-19

Guide to the opening of businesses

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FPS Economy, S.M.E.s, Self-employed and Energy
According to experts, we will have to live with the COVID-19 virus for the foreseeable future. We therefore need to keep taking measures to prevent the further spread of the virus or new outbreaks as much as possible.

This guide sets out the necessary minimum preventive measures to ensure that contacts between retailers and self-employed traders with their customers are as safe as possible by minimising the risk of infection and avoiding contamination as much as possible.

These preventive measures may be supplemented at sectoral and/or company level to take the specific context into account as much as possible so that activities can be resumed in safe conditions. Other appropriate measures offering equivalent protection may also be taken.

This guide offers guidance to retailers and self-employed traders who have had to (partially) suspend their activities, in preparation for a safe resumption of their activities. Retailers who have not interrupted their activities and have already taken the necessary measures themselves may use this guide as a source of further inspiration.

In addition to the prevention measures in this guide, it is also advisable to consult the “Generic guide to prevent the spread of COVID-19 at work” of the Federal Public Service Employment, Labour and Social Dialogue.

The content of this guide has been compiled from, among others, information from Comeos and the High Council for the Self-employed and SMEs, the Responsible Cinema Visit Protocol of the Federation of Cinemas of Belgium, the input from the Grouping of Belgian casinos and the plan for a safe reopening of the slot machine arcades of the VZW UBA-BNGO, the input from the amusement park sector, the input from the indoor playgrounds sector and the Sector Guide for the reopening of private saunas and public baths, and can be supplemented according to the guidelines of the National Security Council and on the basis of new scientific understanding and best practice.

This text was drafted after advice from the working group charged with preparing the exit strategy (GEES).
• Do not go to shops if you show symptoms of disease.
• Follow the instructions of the staff and the guidelines on display in the shop.
• It is recommended going to shops near where you live or work.
• Shopping is done individually or accompanied by one person. If this person does not belong to the same family or the same social bubble, the distance of 1.5 metres must be maintained. An adult may accompany children under the age of 18 living under the same roof or a person in need of accompaniment.
• The managers may, if they wish, impose a stricter limit.
• Keep 1.5 metres away from other customers and shop staff.
• Ensure good hand hygiene, and only touch the products you need.
• Customers must wear a face mask or a cloth alternative in shops, shopping streets, shopping centres, on markets (including antique markets and jumble sales) and fairs and on trade fairs. If this is not possible for medical reasons, a face shield may be used.
• Pay as much as possible electronically or contactless.
• It is advisable to give priority to persons older than 65, people who are less mobile and caring personnel.
Guidelines for retailers

- **Display instructions visibly** outside and inside the shop, for example regarding the maximum number of customers who can enter the shop at the same time, the wearing of a face mask or regarding the use of toilets. A template for a display and a communication kit are available on the website of the FPS Economy ([bit.ly/GuideCommerces](bit.ly/GuideCommerces)).

- Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company, to inform them about the rules in your company. Many people will have specific questions: make it clear whom they can contact via info boards, intranet, website, etc.

- Admit no more than **1 customer per 10 square meters** of accessible floor surface. However, if the floor surface accessible to customers is less than 20 square metres, no more than 2 customers can enter the premises, as long as a **distance of 1.5 metres** can be ensured between customers.

- Customers must be able to easily maintain a **distance of 1.5 metres** both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.

- For non-automatic doors, leave the **doors open** as much as possible.

- Ensure the necessary **hand hygiene** for staff and customers by providing suitable hand gels or disinfectants to disinfect hands. Make these products available at the entry and exit and, where necessary, inside the shop (e.g. fitting rooms, ticket machines or payment terminal).

- Set up the **till area** so that a distance of 1.5 metres can be maintained between staff and customers, and between waiting customers in the queue. If this is not possible, provide other safety measures, such as partitions and screens.

- Ensure the shop is set up in such a way that the customer only touches the product he or she wants to buy. If this is not possible, limit as much as possible **the number of times the product is handled** by both seller and buyer.

- Everybody from the age of 12 (including the staff of the store) must cover their mouth and nose with a **face mask** or cloth alternative. If this is not possible for medical reasons, a face shield may be used.

- Encourage **electronic payments** by bank card or contactless, and avoid cash as much as possible.

- The **payment terminal** must be cleaned and disinfected after each use, or provide hand gels or cotton buds for customers.

- If possible, work with **orders** and pick-up times.

- Take preventive measures in the **fitting room**: limit the number of people, respect 1.5 metres distance when setting up the cubicles and organising the queue. Disinfect the cubicle after each fitting. Provide hand gel before and after use of the fitting room.

- Pay attention to the **layout of your car park**, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.

- **Street sales** and displays, flags or other attributes outside the **shops are prohibited**.

- It is advisable to give **priority** to persons older than 65, people who are less mobile and caring personnel.
Guidelines for shopping centres

- Display instructions visibly outside the shopping centre, for example regarding the maximum number of customers who can enter the shop at the same time, the wearing of a face mask, or regarding the use of toilets. A template for a display and a communication kit are available on the website of the FPS Economy (bit.ly/GuideCommerces).
- Provide a separate entrance and exit for customers in the shopping centre.
- For non-automatic doors, leave the doors open as much as possible.
- Admit no more than **1 customer per 10 square meters** of accessible floor surface, for a period no longer than necessary and usual.
- Organise a system to check how many customers are present in the shopping centre.
- Customers must be able to easily maintain a **distance of 1.5 metres** both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.
- **Shopping** is done individually or accompanied by one person. If this person does not belong to the same family or the same social bubble, the distance of 1.5 metres must be maintained. An adult may accompany children under the age of 18 living under the same roof or a person in need of accompaniment.
- The managers may, if they wish, impose a stricter limit.
- Everybody from the age of 12 (including the staff of the store) must cover their mouth and nose with a face mask or cloth alternative. If this is not possible for medical reasons, a face shield may be used.
- Ensure the necessary **hand hygiene** for staff and customers by providing means to disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment.
- If possible, give the necessary **instructions** to customers of the shopping centre via the public address system.
- The **guidelines** for retailers also apply to the **individual shops** in a shopping centre.
- Pay attention to the layout of your car park, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.
- **Street sales** and displays, flags or other attributes outside and inside the shopping centres are prohibited.
- It is advisable to give **priority** to persons older than 65, people who are less mobile and caring personnel.
Keep **1.5 metres distance**. Apply floor markings where possible.

For non-automatic doors, leave the **doors open** as much as possible.

Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company, to **inform** them about the rules in your company. Many people will have specific questions: make it clear whom they can contact via info boards, intranet, website, etc.

Admit customers in **limited numbers**, and use alternatives for consultation and meetings, such as teleworking or digital meetings, as much as possible.

**Work with appointments** and plan customer contact as spread out as possible. Avoid using waiting areas. If a waiting area is used anyway, organise the area with respect for the distance of 1.5 metres, and make sure that customers do not sit opposite each other. Position chairs with their backs to each other. Do not offer drinks to customers.

Everybody from the age of 12 (including the staff of the store) must cover their mouth and nose with a **face mask** or cloth alternative in the spaces open to the public. If this is not possible for medical reasons, a face shield may be used.

If possible, admit customers in a **separate area** and limit the number of employees present.

Reorganise the **reception area** so that the 1.5 metres distance between staff and customers can be maintained. If this is not possible, provide other safety measures, such as partitions and screens.

Ensure the necessary **hand hygiene** for staff and customers by providing means to disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment, e.g. when signing documents.

In the case of customer contacts **outside the premises**: provide clear instructions for visits/ work and ask timely for information about the location. Limit the number of employees/ customers present in an area. If the presence of the resident is not required during the work, he or she must move to another area. Provide individual protective equipment.

**Street sales** and displays, flags or other attributes outside the businesses are prohibited.
These guidelines apply to street trade, including markets, fairs, antique markets, jumble sales and fun fairs. Street activity refers to any sale, offer for sale or display with a view to the sale to consumers of products and ancillary services relating to those products by a trader outside the establishments mentioned in their registration in the Crossroads Bank for Enterprises or by a person who does not have such an establishment.

A market is regarded as a manifestation organized or previously authorized by the municipality, to bring together persons who sell products or services at fixed places and times. A fair is regarded as a manifestation organized or previously authorized by the municipality to bring together the operators of fairground attractions or establishments of fairground gastronomy, which sell products or services to the consumer, at fixed places and times.

These guidelines do not affect the powers of the local authorities to regulate street and fair activities in accordance with the law of 25 June 1993 on the exercise and organisation of street and fair activities.

General guidelines for street trading

- Ensure that a **distance of 1.5 metres** can be maintained at all times between visitors to the street business and the traders.
- Draft a **corona circulation plan** with clear demarcation of queueing line and walking route via ribbon barriers or crowd control barriers, and mark the queueing line every 1.5 metres.
- Ensure the necessary **hand hygiene** by providing means to disinfect hands with suitable hand gels or disinfectants. Install them in such a way that they are accessible to the seller and the customer.
- Display the **preventive measures** that apply to street businesses in a clearly **visible** place.
- Encourage **electronic payments** by bank card or contactless, and avoid cash as much as possible.
- The **payment terminal** must be cleaned and disinfected after each use, or provide hand gels or cotton buds for customers.
- Ensure the shop is set up in such a way that the customer only touches the product he or she wants to buy. If this is not possible, **limit the number of times the product is handled** by both seller and buyer as much as possible.
Additional guidelines for markets

- Markets and fairs must be pre-approved by the city council, which must adapt all the guidelines below to the local situation.
- The fair may not take place between 1 a.m. and 6 a.m.
- The maximum number of visitors admitted to a fair or an annual fair is 400 (as from 1 September 2020).
- Display the prevention measures that apply to the market and fair clearly visible at all entrances to the market area.
- Shopping is done individually or accompanied by one person. If this person does not belong to the same family or the same social bubble, the distance of 1.5 metres must be maintained. An adult may accompany children under the age of 18 living under the same roof or a person in need of accompaniment.
- The competent local authority may, if it wishes, impose a stricter limit.
- The rules of social distancing are adhered to. Customers, market vendors, carnies and their staff always keep 1.5 metres away from each other.
- A one-way circulation plan is being developed, with separate entrances and exits to the market or fair. Only in exceptional circumstances, a motivated deviation from this is possible by the local government, which will provide an alternative solution.
- Clearly separate the aisles and queues, using ribbons and crush barriers. Use ground markings and/or signs to ensure the distance of 1.5 metres.
- Means for the necessary hand hygiene should be made available at the entrance of the market and at every stall.
- The maximum amount of visitors admitted to the market is 1 visitor per 1.5 running metres at a stall or fairground attraction.
- A system is provided to check how many customers are present on the market or the fair.
- Provide a filter system at the entrances to the market or the fair to limit the number of visitors.
- Set up market stalls, booths and fairground attractions at a sufficient distance from each other and ensure a sufficiently wide walk-through path.
- Everybody from the age of 12 (visitors, market vendors, carnies and their staff alike) must cover their mouth and nose with a face mask or a cloth alternative. If this is not possible for medical reasons, a face shield may be used.
- It is strongly recommended that market or fairground visitors also wear a face mask or a cloth alternative on the market or fair.
- After each contact with visitors, clean and disinfect the parts of fairground attractions that come into contact with visitors.
- The recommendations in the “Guide for a safe restart of hospitality” apply for the consumption of food and drink on the spot at the market or fair. No food or drink is offered in the form of tastings for the customers.
- Groceries do not take longer than usual and necessary.
- The general guidelines for street trading also apply to the individual market vendor or carny on the market.
Guidelines in sectors with physical contact

- Display instructions **visibly** inside and outside the establishment, a.o. regarding the maximum number of customers who can be inside at the same time, or regarding the use of toilets. A template for a display and a communication kit are available on the website of the FPS Economy ([bit.ly/GuideCommerces](bit.ly/GuideCommerces)).

- Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company, to **inform** them about the rules in your company. Many people will have specific questions: make it clear whom they can contact via info boards, intranet, website, etc.

- Customers are only received by **appointment**.

- Customers **wait outside** the establishment. They do not have access to waiting rooms and toilets (except in an emergency).

- Only **1 customer per 10 square metres** of accessible floor space is received. However, if the floor area accessible to the customer is less than 20 square meters, more than one customer may enter the space, as long as a distance of 1.5 metres between customers can be guaranteed, with a maximum of 2 customers.

- **No drinks or food** is served.
• The application of social distancing, in particular the maintenance of a distance of 1.5 metres between each person, must always be respected.

• There must be a minimum of 1.5 metres between each workstation. As far as possible, each staff member works in the opposite direction.

• The work areas, work tools and equipment that comes into contact with the customer are cleaned after each service to a customer.

• The movements of the customers within the establishment are organized in such a way as to minimize any contact in all circumstances.

• No individual fans are used.

• Wearing a face mask or a cloth alternative within the establishment or on the place of the service is mandatory for the staff and for the customer from the age of 12. A customer may only take off the face mask for a facial treatment and only during the time that is strictly necessary for this treatment.

• Means for the necessary hand hygiene are made available at the entrance to and at various places within the establishment.

• The staff wash their hands before treating a new customer.

• Encourage electronic payments by bank card or contactless, and avoid cash as much as possible.

• The payment terminal must be cleaned and disinfected after each use, or provide hand gels or cotton buds for customers.

• Street sales and displays, flags or other attributes outside the businesses are prohibited.

• In principle, hair salons may only receive 1 customer per 10 square metres. However, it is possible to deviate from this rule provided that plexiglass protective screens are placed between the workstations and that the distance of 1.5 metres between the customers is ensured.

• For home services, the service provider may only be present at the place of service for the duration that is strictly necessary.
Guidelines for cinema attendance

These agreements apply to screening activities in all Belgian cinemas. For the food and beverage outlets in a cinema, the recommendations in the “Guide for a safe restart of hospitality” apply.

Guidelines for visitors

- Do not go to the cinema if you show symptoms of disease.
- Buy the cinema ticket online in advance via the cinema website or mobile app. If that is not possible, reserve and pay your place contactless at the box office.
- Do not be present in the cinema until 30 minutes before the start of the performance.
- Follow the instructions of the staff and the guidelines on display in the cinema.
- Keep 1.5 metres away from other persons who are not part of your bubble and follow the instructions (such as the walking circuit to be followed).
- Ensure good hand hygiene, and only touch the products you need.
- Cough or sneeze into your elbow or into a paper tissue that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- Visitors from the age of 12 must wear a face mask or a cloth alternative. If this is not possible for medical reasons, a face shield can be used.
- Pay as much as possible electronically or contactless.
- Leave the cinema immediately after the show via the indicated route.

Guidelines for cinemas

- Before the restart, ensure complete cleaning and disinfection of the materials and areas used by staff and visitors.
- Display instructions visibly inside and outside the establishment, a.o. regarding the maximum number of customers who can be inside at the same time, the wearing of a face mask or regarding the use of toilets. Display the rules at the entrance of the cinema and repeat them inside as much as possible.
• Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company, to inform them about the rules in your company. Many people will have specific questions: make it clear whom they can contact via info boards, intranet, website, etc.

• Everybody from the age of 12 (including the cinema personnel) must cover their mouth and nose with a face mask or a cloth alternative. If this is not possible for medical reasons, a face shield may be used.

• Customers must be able to easily maintain a distance of 1.5 metres both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.

• Pay attention to the layout of your car park, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.

• Encourage digital ticket sales and contactless payment as much as possible, this minimizes contact at the box office.

• Manage the maximum number of visitors that can be in the cinema at the same time and avoid inflow and outflow.

• For indoor shows, a maximum audience of 200 people are allowed (as from 1 September 2020), provided that the distance of 1.5 metres can be maintained between visitors who do not belong to the same group.

• The inflow and outflow of visitors must be controlled, which can be achieved by taking into account the spread of starting times in film programming and planning at least 20 minutes between film screenings in a room so that incoming and outgoing visitors do not meet each other. More thorough cleaning of the halls will be possible due to the fact that there will be more time between two screenings in the room.

• For non-automatic doors, leave the doors open as much as possible.

• Ensure good ventilation in all rooms.

• If possible, give the necessary instructions to the cinemagoers via screens and/or sound installations.

• Ensure the necessary hand hygiene for staff and customers by providing means to disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment (e.g., toilets or payment terminal).

• Only provide paper towels or paper and lockable bins in the toilets of the cinema. The sanitary facilities must be cleaned and disinfected frequently.

• Set up the box office so that a distance of 1.5 metres can be maintained between staff and customers, and between waiting customers in the queue. If this is not possible, provide other safety measures, such as partitions and screens.

• The guidelines for retailers also apply to the individual shops in a cinema.

• Encourage electronic payments by bank card or contactless, and avoid cash as much as possible.

• The payment terminal must be cleaned and disinfected after each use, or provide hand gels or cotton buds for customers.
For the food and beverage outlets in a wellness centre, the recommendations in the "Guide for a safe restart of hospitality" apply.

Guidelines for visitors

- Do not go to the wellness if you show symptoms of disease.
- Reservations are allowed for groups consisting of members of your household (persons living under the same roof) and a maximum of five other persons, with a maximum of 10 persons in total (excluding children younger than 12).
- Follow the instructions of the staff and the guidelines on display in the wellness.
- Provide the operator with contact details of one visitor per household (email address or telephone number) that allow easy contact if necessary.
- The application of social distancing, in particular maintaining a distance of 1.5 metres between each person (outside their own group), must always be respected.
- Ensure good hand hygiene.
- Cough or sneeze into your elbow or into a paper tissue that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- Pay as much as possible electronically or contactless.

Guidelines for wellness centres

- The steam bath, jacuzzi or hammam remains closed, except in case of private use.
- Before the restart, ensure complete cleaning and disinfection of the materials and areas used by staff and visitors.
- Display instructions visibly inside and outside the establishment, a.o. regarding the maximum number of customers who can be inside at the same time, or regarding the use of toilets.
  Display the rules at the entrance of the establishment and repeat them inside as much as possible.
  A template for a display and a communication kit are available on the website of the FPS Economy (bit.ly/GuideCommerces).
Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company, to inform them about the rules in your company. Many people will have specific questions: make it clear whom they can contact via info boards, intranet, website, etc.

Pay attention to the layout of your car park, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.

Customers are received by appointment only.

Ask for the contact details (email address or telephone number) of one visitor or participant per household, at the latest when your customers arrive. For this purpose, you can use the form available on the website of the FPS Economy (bit.ly/GuideCommerces). These details must be kept for 14 calendar days to facilitate subsequent contact tracing and may only be used in the fight against Covid-19. Customers must give their express consent. Customers who refuse to leave their details will not be granted access to your business. The data must be destroyed after 14 calendar days.

Only 1 customer per 10 square metres of accessible floor space is received.

The inflow and outflow of visitors must be controlled and visits should be spread out as much as possible.

For non-automatic doors, leave the doors open as much as possible.

Ensure good ventilation in all rooms.

Coats and accessories will not be accepted by the staff: guests must hang their own coats and other items at the designated place.

Visitors must be able to easily maintain a distance of 1.5 metres both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.

Visitors have access to communal areas (such as cloakrooms or showers) as long as a distance of 1.5 metres is guaranteed. In the swimming pool, the distance of 1.5 meters must also be kept between people who do not belong to the same group (bubble).

If possible, give the necessary instructions to the wellness visitors via screens and/or sound installations.

Ensure the necessary hand hygiene for staff and customers by providing means to disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment (e.g., toilets or payment terminal).

Only provide paper towels or paper and lockable bins in the toilets of the wellness. The sanitary facilities must be cleaned and disinfected frequently.

As regards wellness services involving physical contact (e.g. massage), the guidelines for the sectors involving physical contact apply, including wearing a face mask or other cloth alternative for customers and staff (see p. 10).

Set up the check-out area so that a distance of 1.5 metres can be maintained between staff and customers, and between waiting customers in the queue. If this is not possible, provide other safety measures, such as partitions and screens.

Encourage electronic payments by bank card or contactless, and avoid cash as much as possible.

The payment terminal must be cleaned and disinfected after each use, or provide hand gels or cotton buds for customers.
For the food and beverage outlets in an indoor playground, the recommendations in the “Guide for a safe restart of hospitality” apply.

Guidelines for visitors

- Do not come to the indoor playground if you show symptoms of disease.
- Follow the instructions of the staff and the guidelines on display in the indoor playground.
- The rules of social distancing do not apply to playing children up to and including 12 years of age.
- The adults accompanying the children respect the rules of social distancing, in particular, maintaining a distance of 1.5 metres between each person. Keep a distance of 1.5 metres from other people who are not part of your bubble and follow the instructions (such as the walking route to be followed).
- Ensure good hand hygiene, and only touch the products you need.
- Cough or sneeze into your elbow or into a paper tissue that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- Visitors from the age of 12 must wear a face mask or a cloth alternative. If this is not possible for medical reasons, a face shield may be used.
- Pay as much as possible electronically or contactless.
Guidelines for indoor playgrounds

- Before the restart, ensure complete **cleaning and disinfection** of the materials and areas used by staff and visitors.
- Display **instructions visibly** inside and **outside** the establishment, a.o. regarding the maximum number of customers who can be inside at the same time, or regarding the use of toilets. Display the rules at the entrance of the indoor playground and repeat them inside as much as possible. A template for a display and a communication kit are available on the website of the FPS Economy ([bit.ly/GuideCommerces](bit.ly/GuideCommerces)).
- Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company, to **inform** them about the rules in your company. Many people will have specific questions: make it clear whom they can contact via info boards, intranet, website, etc.
- Visitors must be able to easily maintain a **distance of 1.5 metres** both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.
- Everybody from the age of 12 (including the indoor playground staff) must cover their mouth and nose with a **face mask** or a cloth alternative. If this is not possible for medical reasons, a face shield may be used.
- Pay attention to the **layout of your car park**, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.
- Provide **digital ticket sales** and the reservation of a time slot.
- Manage the **maximum number of visitors** that can be in the indoor playground at the same time and avoid inflow and outflow.
- The **inflow and outflow of visitors must be controlled**, and visits must be spread as much as possible.
- For non-automatic doors, leave the **doors open** as much as possible.
- Ensure good **ventilation** in all rooms.
- If possible, give the necessary **instructions** to the visitors of the indoor playground via screens and/or sound installations.
- Ensure the necessary **hand hygiene** for staff and customers by providing means to disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment (e.g., playground equipment, toilets or payment terminal).
- Only provide paper towels or paper and lockable bins in the **toilets** of the indoor playground. The sanitary facilities must be cleaned and disinfected frequently.
- Frequently **clean and disinfect the playground equipment** of their parts that come into contact with visitors.
- Playground equipment, such as a ball pit, of which all parts are impossible to clean, **remain closed**.
- Set up the **till area** so that a distance of 1.5 metres can be maintained between staff and customers, and between waiting customers in the queue. If this is not possible, provide other safety measures, such as partitions and screens.
- Encourage **electronic payments** by bank card or contactless, and avoid cash as much as possible.
- The **payment terminal** must be cleaned and disinfected after each use, or provide hand gels or cotton buds for customers.
These guidelines apply to gambling establishments class I (casinos) and gambling establishments class II (slot machine arcades). For the food and beverage outlets in a gambling establishment, the recommendations in the “Guide for a safe restart of hospitality” apply.

Guidelines for visitors

- Do not come to the gambling establishment if you show symptoms of disease.
- Follow the instructions of the staff and the guidelines on display in the gambling establishment.
- Provide the manager of the gambling establishment with contact details (email address or telephone number) of one visitor per household that allow easy contact if necessary.
- Ensure good hand hygiene, and only touch the products you need.
- Cough or sneeze into your elbow or into a paper tissue that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- Visitors must wear a face mask or a cloth alternative. If this is not possible for medical reasons, a face shield may be used.
- Pay as much as possible electronically or contactless.

Guidelines for gambling establishments

- Before the restart, ensure complete cleaning and disinfection of the materials and areas used by staff and visitors.
- Display instructions visibly inside and outside the establishment, a.o. regarding the maximum number of customers who can be inside at the same time, or regarding the use of toilets. Display the rules at the entrance of the gambling establishment and repeat them inside as much as possible.
- Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company, to inform them about the rules in your company. Many people will have specific questions: make it clear whom they can contact via info boards, intranet, website, etc.
- There is a closing hour, i.e. 1 a.m., unless the local authorities decide to bring that hour forward. From 1 a.m., the establishment must be closed for at least 5 hours uninterrupted.
• Everybody from the age of 12 (including the staff of the establishment) must cover their mouth and nose with a **face mask** or a cloth alternative. If this is not possible for medical reasons, a face shield may be used.

• At the latest when your customers arrive, ask for the **contact details** (email address or telephone number) of a visitor or participant per household. For this purpose, you can use the form available on the website of the Federal Public Service Economy ([bit.ly/GuideCommerces](http://bit.ly/GuideCommerces)). These details must be kept for 14 calendar days to facilitate subsequent contact tracing and may only be used in the fight against Covid-19. Customers must give their express consent. Customers who refuse to leave their details will not be granted access to your gaming establishment. The data must be destroyed after 14 calendar days.

• Visitors must be able to easily maintain a **distance of 1.5 metres** both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.

• Pay attention to the **layout of your car park**, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.

• Allow a maximum of **1 visitor per 10 square metres** in the establishment.

• The **inflow and outflow of visitors must be controlled**, and visits must be spread as much as possible.

• For non-automatic doors, leave the **doors open** as much as possible.

• Ensure **good ventilation** in all rooms.

• If possible, give the necessary instructions to the visitors of the gambling establishment via **screens and/or sound installations**.

• Ensure the necessary **hand hygiene** for staff and customers by providing means to disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment (e.g., slot machines, toilets or payment terminals).

• Only provide paper towels or paper and lockable bins in the **toilets** of the gambling establishment. The sanitary facilities must be cleaned and disinfected frequently.

• One player per **slot machine** is allowed and a minimum distance of 1.5 metres between machines is guaranteed. This rule may be deviated from if there is a sufficiently high barrier between the slot machines (e.g. made of plexiglass, at least 1.80 metres high), or if the players wear a face mask or other cloth alternative.

• At the **gaming table**, a minimum distance of 1.5 metres between players is guaranteed. This rule may be deviated from if the players wear a face mask or other cloth alternative.

• Frequently **clean and disinfect** the slot machines, gaming tables, and the objects (e.g., chips, coins or cards) that come into contact with visitors.

• Set up the **cashier area** so that a distance of 1.5 metres can be maintained between staff and customers, and between waiting customers in the queue. If this is not possible, provide other safety measures, such as partitions and screens.

• Encourage **electronic payments** by bank card or contactless, and avoid cash as much as possible.

• The **payment terminal** must be cleaned and disinfected after each use, or provide hand gels or cotton buds for customers.
For the food and beverage outlets in an amusement park, the recommendations in the “Guide for a safe restart of hospitality” apply.

Guidelines for visitors

- Do not come to the amusement park if you show symptoms of disease.
- Follow the instructions of the staff and the guidelines on display in the amusement park.
- The rules of social distancing do not apply to playing children up to and including 12 years of age.
- The adults accompanying the children respect the rules of social distancing, in particular, maintaining a distance of 1.5 metres between each person. Keep a distance of 1.5 metres from other people who are not part of your bubble and follow the instructions (such as the walking route to be followed).
- Ensure good hand hygiene, and only touch the products you need.
- Cough or sneeze into your elbow or into a paper tissue that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- It is strongly recommended that visitors from the age of 12 wear a face mask or a cloth alternative. The mouth mask is compulsory from the age of 12 (including amusement park staff) when crowded or if third parties cannot be protected by the 1.5 metre distance.
- Pay as much as possible electronically or contactless.

Guidelines for amusement parks

- Before the restart, ensure complete cleaning and disinfection of the materials and areas used by staff and visitors.
- Display instructions visibly inside and outside the park, a.o. regarding the maximum number of visitors who can be inside at the same time, or regarding the use of toilets. Display the rules at the entrance of the amusement park and repeat them inside as much as possible.
- Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, sub-contractors, freelancers, visitors, parents and others who come into contact with the company, to inform them about the rules in your company. Many people will have specific questions: make it clear whom they can contact via info boards, intranet, website, etc.
• Visitors must be able to easily maintain a distance of 1.5 metres both inside and outside the park and attractions (unless they belong to the same group). Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.

• Pay attention to the layout of your car park, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.

• Provide digital ticket sales and the reservation of a time slot.

• Allow a maximum of 1 visitor per 10 square metres in the amusement park.

• Manage the maximum number of visitors that can be in the amusement park at the same time and avoid inflow and outflow.

• The inflow and outflow of visitors must be controlled, and visits must be spread as much as possible.

• For non-automatic doors, leave the doors open as much as possible.

• Ensure good ventilation in all rooms.

• If possible, give the necessary instructions to the visitors of the amusement park via screens and/or sound installations.

• Provide internal guidelines for the first aid posts. Wearing a face mask or cloth alternative is mandatory for staff at the first aid posts.

• Ensure the necessary hand hygiene for staff and customers by providing means to disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the amusement park (e.g., attractions, toilets or payment terminal).

• Only provide paper towels or paper and lockable bins in the toilets. The sanitary facilities must be cleaned and disinfected frequently.

• After each contact with visitors, clean and disinfect the parts of the attractions that come into contact with visitors.

• Meeting moments with live actors can take place in an appropriate setting and as long as the distance of 1.5 metres with the visitors can be safeguarded.

• The use of mascots is advised against.

• For indoor shows, a maximum audience of 200 people are allowed (as from 1 September 2020), provided that the distance of 1.5 metres can be maintained between visitors who do not belong to the same group.

• The guidelines for retailers (see p. 5) also apply to the individual shops in an amusement park.

• The guidelines for indoor playgrounds also apply to an indoor playground in an amusement park.

• Set up the till area so that a distance of 1.5 metres can be maintained between staff and visitors, and between waiting visitors in the queue. If this is not possible, provide other safety measures, such as partitions and screens.

• Encourage electronic payments by bank card or contactless, and avoid cash as much as possible.

• The payment terminal must be cleaned and disinfected after each use, or provide hand gels or cotton buds for visitors.
Guidelines for organising trade fairs

Attention: trade fairs may only be organised as from 1 September 2020.

These guidelines apply to the organisation of trade fairs, including exhibitions, whether they are organised for individuals or professionals. A trade fair is considered to be an exhibition of goods or services.

These guidelines only apply to the organisation of trade fairs in permanent exhibition buildings.

They do not affect the powers of the local authorities to require an operating licence to operate an exhibition building or to lay down the licensing requirements for this purpose.

For a trade fair that is organised at a location without a fixed operating licence, as described in the Ministerial Decree of 30 June 2020, the CERM assessment is mandatory. The organiser must add the assessment report to the application for a licence from the local authority.

For the food and drink outlets in an exhibition building, the recommendations in the “Guide for a safe restart of hospitality” apply.

Guidelines for visitors

- Reserve or buy your ticket in advance via the fair’s registration/ticket platform.
- Respect the time slot as determined by the organiser.
- Do not go to the fair if you are showing symptoms of disease.
- Arrive at the fair’s venue no earlier than 30 minutes before the start of the fair or the start of your time slot.
- Follow the instructions of the staff and the guidelines on display in the exhibition hall.
- Ensure good hand hygiene and only touch the products you need.
- Cough or sneeze into your elbow or into a paper tissue that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- Visitors from the age of 12 must wear a face mask or other cloth alternative. If this is not possible for medical reasons, a face shield may be used.
- Pay as much as possible electronically or contactless.
Guidelines for the organiser

• Before opening the fair and after every day of the fair, ensure complete cleaning and disinfection of the materials and areas used by staff and visitors.

• Display instructions visibly outside and inside the fair’s venue, including the maximum number of customers who can enter at the same time, the wearing of a face mask or the use of toilets. Display the rules at the entrance to the exhibition building and in every exhibition hall and repeat them inside as much as possible.

• Duly contact your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors and others who come into contact with the company, to inform them about the rules at the fair. Many people may well have practical questions: it is important to tell them whom they can turn to via information panels, your intranet or your website.

• A contact person will be appointed and communicated so that visitors to the trade fair can report a possible infection with the coronavirus Covid-19 in order to facilitate contact tracing.

• Everyone from the age of 12 (including the staff of the trade fair) is obliged to cover their mouth and nose with a face mask or a cloth alternative. If this is not possible for medical reasons, a face shield may be used.

  • Visitors must easily be able to keep a distance of 1.5 metres (unless they belong to the same group) inside and outside the exhibition hall. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.

  • Pay attention to the layout of your car park, e.g. by spreading out the number of parking spaces and spaces for bikes to guarantee a safe distance.

  • Provide for the digital sale of tickets and the reservation of a time slot.

  • Allow a maximum of 1 visitor per 10m² in the exhibition hall. This restriction applies per exhibition hall and not to the venue as a whole.

  • The inflow and outflow of visitors must be controlled and the visits spread out as far as possible.

  • Provide separate entrances and exits so that there is as little interaction as possible between arriving and departing visitors. If possible, provide multiple entrances so that the arriving visitor flow is spread out.

  • For non-automatic doors, leave the doors open as far as possible. In other cases: use as many elbow handles as possible.
• Provide **sufficient staff** (awareness hosts, security guards, etc.) to guide visitors and give instructions on respecting the 1.5-metres distance.

• Organise a **counting system** that makes it possible to check how many visitors are present at any time during the exhibition (per exhibition hall) and to check the time slots allocated to the visitors.

• Ideally, a managed **cloakroom** should be provided, with staff wearing gloves and a face mask.

• Ensure good **ventilation** in all rooms.

• Avoid using **elevators** or limit the number of people using the elevator at the same time.

• If possible, give the necessary **instructions** to the fair’s visitors via **screens and/or sound installations**.

• Provide internal guidelines for the **first-aid posts**. Wearing a face mask or other fabric alternative is mandatory for personnel in the first-aid posts.

• Ensure the necessary **hand hygiene** for the staff and visitors by providing means of disinfecting the hands with suitable hand gel or disinfectants. Make these resources available at the entrance and exit and, where necessary, in the building (e.g. exhibition stand, toilets, cloakroom, conference room entrance or payment terminal).

• Provide only paper towels or paper and lockable bins in the **toilets**. The sanitary facilities must be cleaned and disinfected frequently.

• Set up **exhibition stands** at a sufficient distance from each other and ensure a sufficiently wide walkway.

• Exhibitors and stand staff should wear a **face mask** or a cloth alternative at all times. If this is not possible for medical reasons, a face shield may be used.

• Try to keep the exchange of documents, **information leaflets or business cards** to a minimum. Use the organiser’s available digital alternatives (such as scanning visitor badges).

• Thoroughly **clean tables, chairs and other furniture** after every visitor or use.
• Ensure a system is set up in such a way that only the customer touches the product he or she wants to buy. If this is not possible, then limit as much as possible the number of times the product is handled by both seller and buyer.

• Seminar or conference rooms may only be used if the distance of 1.5 metres can be respected. Provide sufficient time between sessions with different audiences. After each session and use, these rooms should be decontaminated, including the furniture and the materials used by the speakers (on-stage furniture, podium, etc.).

• For any indoor performances that take place in the exhibition building as part of the organisation of a trade fair, the rules on the maximum number of spectators apply to the presentations as laid down in the relevant Ministerial Decree.

• Set up the till area so that a distance of 1.5 metres can be maintained between staff and customers, and between customers waiting in the queue. If this is not possible, then provide other safety measures, such as partitions and screens.

• Encourage electronic payments by bank card or contactless, and avoid cash as much as possible.

• When using the payment terminal, it must be cleaned and disinfected after each use, or make hand gels or cotton buds available to customers.
Communication material

The FPS Economy created a communication kit with posters, banners and pictograms for merchants, the self-employed, market vendors, municipalities, wellness centres and indoor playgrounds.

You will find this communication material on bit.ly/covid19-commkit.