

# Covid-19 prevention in the hospitality industry



[READ IN DANISH](#)

Information, links and material to manage and prevent Covid-19 infection in the hospitality industry.

## RULES FOR THE INDUSTRY

### [What applies right now?](#)

- A quick overview of the current rules and recommendations from the authorities for individual sectors.

### [Option to stipulate voluntary restrictions](#)

- Read about the options to stipulate corona passport and vaccination requirements, for example, if these are not required by the authorities.

### [General guidelines from the Danish Health Authority](#)

Follow the general guidelines from the Danish Health Authority on preventing Covid-19. These also apply for businesses:

- Get vaccinated
- Stay at home and get tested if you have symptoms
- Keep a distance
- Air-out and allow a through-draught
- Wash your hands often or use hand sanitizer
- Clean up thoroughly, particularly surfaces touched by a lot of people.

## CORONA PASSPORT

Read the current rules for corona passports

## Corona passports - information for businesses

- Where do you have to show a corona passport? Who has to show a corona passport? How do you check a corona passport? Find the answers here.

## HYGIENE / CLEANING

Preventing Covid-19 requires special focus on hygiene and cleaning. Implement procedures for hygiene and cleaning at work and instruct staff. You can use these materials:

### Best possible hand hygiene?

- Thematic page about hand hygiene based on the same guidelines as are used in the healthcare sector.

### Advice for additional hygiene measures Covid-19

- Fact sheet to help instruct staff who do not normally do cleaning at work.

### Sector guidelines: Infection and risk of infecting others when cleaning

- Sector guidelines on preventing infection when cleaning..

## MANAGING CONFLICTS

Some initiatives may give rise to misunderstandings and conflicts, and therefore it is important to focus on how the rules and recommendations can be communicated.

### Conflict management in the hospitality industry

- Booklet with tools to prevent and manage conflicts in the hospitality industry.

## COURSES FOR STAFF

### Adult vocational training courses (AMU): Hygiene when serving customers and guests

- Learn about the existing guidelines and how to communicate them. Course on prevention of infection and use of sanitizer and personal protective equipment when meeting guests.

### Adult vocational training courses (AMU): Safe reopening

- Learn how to deal with complex situations and de-escalate conflicts at entrances and in queues, for example.

## GUIDELINES FROM ORGANISATIONS

### HORESTA

- SAFE TO VISIT: Guidelines for businesses on coronavirus.

### Dansk Erhverv / Danish Chamber of Commerce

- Information for businesses on coronavirus.

### Dansk Industri / Confederation of Danish Industry

- Guidelines for businesses.

### Lederne / Managers

- Corona - rights and management.

### 3F Fagligt Fælles Forbund / 3F United Federation of Danish Workers

- All about coronavirus.

### HK

- Coronavirus: Find out more here.

## MATERIAL FOR GUESTS

### TAKING CARE

- This material is for guests, and it shows that you are following the rules and recommendations from the authorities on preventing Covid-19.

#### [Sticker - pdf](#)

- The sticker can be obtained through HORESTA and the Danish Chamber of Commerce, or download it as a Pdf file [here](#).

#### [Template for letter of welcome - MS Word-document - Danish](#)

- Put together your own letter of welcome to guests. Use this template.

#### [Template for letter of welcome - MS Word-document - English](#)

- Put together your own letter of welcome to guests. Use this template.

### FROM THE AUTHORITIES

#### [Posters from the Danish Health Authority](#)

- Help guests and staff to remember the rules and recommendations from the authorities. Download and print the well-known posters from the Danish Health Authority.

#### [Make good hygiene a pure matter of course](#)

- Campaign film with advice and inspiration from the Danish Health Authority to put focus on hygiene.

## DOWNLOAD AND PRINT

Her følger vi de danske sundhedsmyndigheders regler og anbefalinger til forebyggelse af COVID-19

Here we follow the rules and recommendations from the Danish health authorities on preventing COVID-19



#### [Sticker for the entrance - Pdf](#)

Download and print a sticker for the entrance. The sticker can also be obtained through HORESTA and the Danish Chamber of Commerce.

Kære gæst

Din og vores medarbejders sikkerhed og sundhed er første prioritet.

Vi følger derfor sundhedsmyndighedernes regler og anbefalinger til forebyggelse af COVID-19 og har iværksat en række tiltag, som kan sikre dig et trygt ophold her hos os.



#### Medarbejdere med coronapås

Vi sikrer, at alle vores medarbejdere kan fremvise gyldigt coronapås. Vores medarbejdere har desuden fået indskærpet, at de skal blive hjemme og blive testet, hvis de har symptomer på COVID-19, og følge reglerne for isolation, hvis de har været i nær kontakt med en smittet.

#### Hyppe rengøring og desinfektion

Vi har altid haft fokus på god hygiejne, men for at forebygge COVID-19 har vi iværksat en række ekstra tiltag. Frem for alt har vi prioriteret rengøring og desinfektion af fælles lokaler og kontaktpunkter som for eksempel bordflader, dørhåndtag og kontakter.

Alle vores medarbejdere er blevet instrueret i rengøring og desinfektion, og vi har sat rengøringen i system, så vi er sikre på, at rengøring og desinfektion finder sted hyppigt nok.

#### Hyppe udluftning

Vi har også prioriteret udluftning og sørger for hyppigt af lufte ud i alle fælles arealer.

#### God håndhygiejne

Vi har instrueret alle vores medarbejdere i god håndhygiejne og sørget for, at både gæster og medarbejdere har nem adgang både til håndsprit og til håndvask og sæbe.

#### Hvad kan du gøre som gæst?

Som du kan se, har vi allerede taget hånd om det meste. Tilbage er blot at følge sundhedsmyndighedernes generelle anbefalinger:

- Udskyd dit besøg hvis du har symptomer på COVID-19
- Hold afstand til andre gæster og medarbejdere
- Vask hænder tit eller brug håndsprit

#### Vær opmærksom på skilte og anvisninger

Der kan komme særlige tiltag, som vi ikke har nævnt her, så vær opmærksom på skilte og anvisninger. Bliver du i tvivl, er du også altid velkommen til at spørge vores medarbejdere.

Vi er klar over, at disse tiltag måske godt kan være til ulempe engang i mellem, men håber, at du fortæller, at vi laver dem for at sikre, at her er trygt at være både som gæst og medarbejder.

Med venlig hilsen,

[bfa-service.dk/takingcare](mailto:bfa-service.dk/takingcare)

Dear Guest

Health and safety for you and our staff are our utmost priority.

Therefore, we follow the rules and recommendations from the authorities concerning prevention of Covid-19 and we have launched a number of initiatives to make sure that you have a safe stay here with us.



#### Staff with corona passport

We ensure that all our staff have a valid corona passport. We have also made it clear to our staff that they must stay at home and be tested if they have any symptoms of Covid-19, and that they must follow the rules on isolation if they have been in close contact with anyone infected.

#### Frequent cleaning and disinfection

We have always had focus on good hygiene, but in order to prevent Covid-19, we have launched a number of additional measures: We have upgraded cleaning and disinfecting in common rooms and at contact points, for example table surfaces, door knobs and plugs.

All our staff have been instructed in cleaning and disinfection, and we have enhanced cleaning procedures to ensure adequate and frequent cleaning and disinfection.

#### Frequent airing out

We have also placed higher priority on ventilation, and we air-out all common areas very often.

#### Good hand hygiene

We have instructed all our staff in good hand hygiene and made sure that both guests and staff have easy access to hand sanitizer as well as soap and wash basins.

#### What can you do as a guest?

As you can see, we have already taken care of almost everything. All that is left for you is to follow the general recommendations from the authorities:

- Postpone your visit if you have symptoms of Covid-19
- Keep your distance to other guests and staff
- Wash your hands often or use hand sanitizer

#### Note signs and instructions

There may be new measures that we have not mentioned here, so pay attention to signs and instructions. If you are in doubt, you are welcome to ask our staff.

We are aware that these measures may be a hassle now and then, but we hope that you understand that they are for your safety and for the safety of other guests and staff.

Yours sincerely

[bfa-service.dk/takingcare](https://bfa-service.dk/takingcare)

