

EM = Employee (m/f/d)

CHECKLIST OF NECESSARY MEASURES FOR REOPENING WATERPARKS AND SPAS

Temporary measures to reduce the risk of infection			
WHAT MUST BE DONE?	WHO IS RESPONSIBLE?	WHO IS TO BE INFORMED INTERNALLY?	BY WHEN MUST IT BE DONE?
<b>Foyer and entrance area, cash register system</b>			
Cash desks must be fitted with cough protection made of plexiglass, safety glass or foil			
Distance markers on the ground for queue in front of checkout, and, if necessary, barricade tape (as used at airport check-in)			
Notice at the entrances and flyers for guests with instructions on the changed rules of conduct when visiting a spa or sauna			
Reduce the number of seats in the waiting area and maintain a minimum distance			
Change shops with self-service area to service only			
Hand sanitizer dispenser at the entrance or at the cash registers			
Improve opportunities for cashless and non-contact payments if necessary			
And possibly introduce a web-based reservation system			
Check the cash register system to see if the number of present spa and sauna guests can be called up at any time			
And possibly introduce a web-based reservation system			
<b>Changing and pre-showering</b>			
Notices on the changed rules of conduct in all changing rooms			
close every third or second locker and sort keys, mark closed lockers with stickers			
Close collective changing rooms or reduce the number of usable lockers, define distances between the changing guests by marking on the floor or the benches (especially if there are no individual cabins in the dressing rooms)			
Disinfect touchpoints, etc. at regular intervals			
In the shower areas, attach splash-proof walls or take individual showers out of service (mark with stickers/signs) to ensure minimum distance			
Place soap dispensers in the showers and toilets and refill them regularly			
In the toilets, attach dispensers with hand sanitizers			
<b>Bathing area</b>			
Intensification of the pool and water supervision and, if necessary, determination of the maximum number of users in the pool with access control by the staff			
Reduce the number of loungers and seating options and maintain a clear distance (1 m); place distance markings on connected-seating areas (heated benches)			
In front of attractions (slides, diving towers, etc.), place distance markers on the ground for the queue			
In the case of air bubble benches and whirlpools, mark distances between the lying areas or take these attractions out of service			
regular disinfection of the handrails on the stairs, etc.			
Close pool bars or operate only as a take-away without the possibility of staying			
In the case of outdoor areas, limit access according to the size of the lounge and recreational areas			
(separately run outdoor pools, require an individual solution for the capacity issue)			
<b>Sauna</b>			
Stickers on seating marking a clear distance in the sauna cabins			
For the time being, refrain from infusions and waving and also prohibit guests from doing so			
Attach notices with the new rules of conduct on each sauna/steam cabin and in the relaxation areas			
Reduce the number of loungers and seating options and maintain a clear distance (1 m); place distance markings on connected-seating areas (heated benches)			
no more blankets and cushions, inform guests to put a sauna towel on the loungers			
regular disinfection of the handrails on the stairs, etc.			
Ice fountains etc. to be taken out of service			
<b>Restaurants/Catering</b>			
Install cough protection on the food counter and at the cash registers			
Distance markers on the ground for queue in front of checkout, and, if necessary, barricade tape (as used at airport check-in)			
In the self-service area, only packaged goods can be taken by guests, all open food and drinks must be served by staff			
Reduce the number of tables and seating in the guest area, to be cleaned by staff after each use			
Prohibit the consumption of guests' own food and drink			
<b>Wellness and Treatments</b>			
Install cough protection at the wellness reception			
Offer treatments for self-paying guests, only if this is permitted (for physiotherapeutic treatments on prescription, the different regulations of the federal states shall apply)			
Reduce the number of seating and rest areas in the recreation and relaxation area and keep distance			
Disinfection of the tables, etc. after each application. No re-use of blankets, towels etc., even if an additional paper cover is used			
Ask guests if the treatment should be carried out with disposable gloves			
Comprehensive disinfection of the hands and arms after each treatment, possibly wear a protective mask			
no cosmetic treatments, in which skin particles etc. can fly into the air			
<b>Fitness Studios</b>			
Distances between the devices according to the Corona protection specifications (1.5 m)			
Notice on each device requesting disinfection of the touched surfaces before and after use			
For courses, mark distances between course participants using stickers on the floor			
<b>Cleaning and general hygiene</b>			
Daily virucidal disinfection of handrails, showers and toilets, door handles, lockers, loungers, barefoot areas etc.			
Significant increase in the frequency of daily cleaning with wipe disinfection (toilets and showers at least hourly)			
Training of all employees (not only cleaning staff) on the new hygiene rules			
Soap dispensers and hand sanitizers also in the staff area; distance regulations also in staff rooms			
disinfect rental equipment (pool noodles, VR glasses, etc.) after each use			

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**Economic plan and grants**

WHAT MUST BE DONE?	WHO IS RESPONSIBLE?	WHO IS TO BE INFORMED INTERNALLY?	BY WHEN MUST IT BE DONE?
Adjustment of the current economic plan and the liquidity forecast (significant reduction in revenue expectations), if necessary, review with auditors			
Information of the bodies that award operating grants (City Council, Committees, Shareholders' Meeting, Supervisory Boards) about the current situation and, if necessary, request for an increase in the operating grant, based on the adjusted economic plan			
if necessary, obtain the decrees of these bodies			
Rules for the sale of season tickets			

**Operational organization**

WHAT MUST BE DONE?	WHO IS RESPONSIBLE?	WHO IS TO BE INFORMED INTERNALLY?	BY WHEN MUST IT BE DONE?
Create duty and staff requirements plan for the preparation of the reopening and for a possibly restricted spa operation, taking into account a realistic schedule!			
Amend work plan and review with works council/staff council			
with technical EM decide measures for reopening (see chapter on Technology and maintenance)			
Inform external service providers and tenants about the date and duration of the reopening			
Contact with suppliers: ordering required equipment and goods (above all in catering)			
Carry out new inventory and match with previous registration			
Updating holiday plans			
Disable call forwarding			
Inform EM in good time about the date and duration of the reopening and about the changed regulations for running a spa and sauna			
for EM make available soap dispensers, disinfectants, gloves etc. (see Temporary measures to reduce the risk of infection)			
Adapting training plans for trainees			
General Corona protection measures continue to apply to workplaces (rules for behaviour in social spaces, etc.)			

**Technology and maintenance**

WHAT MUST BE DONE?	WHO IS RESPONSIBLE?	WHO IS TO BE INFORMED INTERNALLY?	BY WHEN MUST IT BE DONE?
Create the adjusted task schedule (increased disinfection and cleaning effort)			
if necessary, proper refilling of the pools			
if necessary, proper reopening of the pool and water treatment (filter rinses, etc.)			
Reopening or adapting to normal operation for heating, ventilation etc. according to the rules			
Reopening of the attraction pumps according to rules			
comprehensive basic cleaning and disinfection and, if necessary, repeat			
Perform thermal disinfection for legionella prevention			
Sampling of the pool and utility water (showers, toilets) at all sampling points, set plan for increased sampling frequency			
Check the lighting, ELO system, etc.			
Record all measures in the company log to be able to demonstrate documentation for damages, etc.			
Check stocks of chemicals for water treatment and detergents, and order in time (avoid delivery bottlenecks)			

**Internal Communication**

WHAT MUST BE DONE?	WHO IS RESPONSIBLE?	WHO IS TO BE INFORMED INTERNALLY?	BY WHEN MUST IT BE DONE?
Information letter to all EM: Plan for the preparation and implementation of reopening and special arrangements in the event of a continued restricted operation			
Information for the EM through writing and training on special hygiene measures			
Sending the updated rosters to all EM and "To do" list with customised duty profile			
new information to all EM on how to deal with the Corona issue and on the measures taken towards the public (media, regular guests, etc.): if necessary, prepare argumentation aids and procedures for non-compliant spa and sauna guests and rehearse together			
Adapting the need for additional part-time and seasonal staff and initiating/continuing recruiting measures			
Integrate part-time and seasonal employees, voluntary staff, and freelancers into internal communication			

**External Communication**

WHAT MUST BE DONE?	WHO IS RESPONSIBLE?	WHO IS TO BE INFORMED INTERNALLY?	BY WHEN MUST IT BE DONE?
Updated information letter on reopening and restrictions of use and rules of conduct to all organised user groups			
- Schools			
- Clubs			
- Commercial providers/Other			
Updating of the publications on reopening and on the current rules of conduct for individual guests (see also chapter on Preventive measures)			
- Display in the spa			
- Press release			
- Information on the website			
- Information in the social media channels used			
- If necessary, advertisements/radio spots			
Inform main stakeholders and press offices of the city, Stadtwerke-Holding, etc. on reopening and updated operating conditions			
Regular review of social media channels regarding possible reactions of guests etc.: clearly regulate responsibilities even at the home office			
Communication partner (e.g. European Waterpark Association) to update their website			
Update course plans			
Update the announcement on the answering machine			
Update automatic replies in the mail programme or requests through the website			