

Order SND/388/2020 of 3 May came into force, it establishes the conditions for the opening to the public of certain retail shops and services, as well as for the practice of professional and federated sports.

1. Reopening to public of retail and commercial shops and assimilated services

All retail stores and commercial shops, as well as professional service activities whose activity has been suspended following the declaration of the state of alarm may be reopened to public, only if their surface area does not exceed 400 square meters. In any case, the following conditions must be met for reopening:

- A system of **previous appointment** must be established to guarantee that **only one customer per employee** remains inside the premises at a time.
- Individualized attention to the customer shall be guaranteed with due **physical separation** or, if this is not possible, through the installation of **counters or screens**.
- A **preferential attention schedule will be established for people over 65 years old**, which must coincide with the time slots for walks and physical activity (10-12hs)

All establishments and premises which may be reopened to the public in accordance with this chapter may, where appropriate, set up staggered collection systems on the premises for the products purchased, so as to avoid crowding inside the premises or access to them.

2. Hospitality and restaurant activities.

Hospitality and restaurant activities may be carried out under the following conditions:

- By means of **home delivery services and by the collection of orders by customers in the corresponding establishments**, consumption inside the establishments being prohibited.



- A **preferential distribution system may be established for individuals over 65 years of age** or other more vulnerable groups.
- In the case of in-store collection services, the customer must place the order by **telephone or online** and the establishment will set a **timetable** for the collection of the order, without any crowding inside the establishment.
- The space must be enabled and waymarked for collection.
- In establishments that have points of request and collection of orders for **vehicles**, the customer may place orders from its vehicle in the establishment itself and proceed to its subsequent collection.

3. Hygiene measures

Establishments and retail shops that open to public must carry out, **at least twice a day**, a **cleaning and disinfection** of the facilities with special attention to the most frequent contact surfaces such as doorknobs, counters, furniture, handrails, vending machines, floors, telephones, hangers, carts and baskets, taps, etc. according to the following guidelines:

Regarding employees:

- One of the cleanings must be carried out at the end of the day and at each change of shift.
- Disinfectants will be used as dilutions of freshly prepared bleach (1:50) or any of the diluted disinfectants found on the market and which have been authorized and registered by the Health Ministry.
- The employer must ensure that all employees have personal protective equipment appropriate to the level of risk and that hydro alcoholic gels registered by the Ministry of Health are permanently available at the workplace for hand cleaning, or when this is not possible, water and soap (must have for employees and customers). The use of masks will be mandatory when the interpersonal safety distance of approximately two meters between the employee and the customer or between the employees themselves cannot be guaranteed.



Regarding customers inside the establishments:

- The time spent in the establishments and shops will be the one strictly necessary.
- In establishments where it is possible to provide personalized attention to more than one customer at the same time, the interpersonal safety **distance of two meters between customers must be clearly indicated.**
- Customers may not be attended simultaneously by the same employee.



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