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**Horwath HTL**

*Hotel, Tourism and Leisure*

INDUSTRY REPORT: COVID-19 IMPACT

*Tourism & Hospitality:  
Country Re-Opening  
Policies*

JUNE 2020

## Introduction

There are signs, however tentative, that many markets are beginning to see the light at the end of the tunnel. For some markets that light may be an oncoming train, but let's not get side-tracked so early into the report.

We recently wrote a series of reports which examined government support that was available to hospitality businesses around the world. It became clear that there were a number of measures that could be taken, some of which focused on the business itself and some of which focused on working on those businesses.

Three months down the line it has become clear that many governments risk/reward ratios are changing, as the prospect of long-term economic damage meets the lowering infection rates.

For many markets the risk is far greater. Take the economies of Greece, Spain and Italy for example - which are reliant on tourism for large parts of their economy. The official Greek number is that Tourism accounts for 25% of the GDP, although the real number is surely far higher. At what stage does the Greek summer season become untenable and at what stage do some of the 10,000 hotels decide that there is no point in opening?

This leads to a new report which aims to highlight the official mechanisms for reopening which many countries have started to produce.

These usually take the form of set dates in the future and criteria that need to be met to progress from one hurdle to the next. Some countries, Greece again, have already moved to a state of opening although the hospitality industry is still trying to digest the new rules and costs associated with cleaning in a post Covid world. Other countries have effectively shut their borders - the United Kingdom we are looking at you - by arbitrarily imposing last minute quarantine restrictions many months after their colleagues. You can see the issue, you might well be able to travel to Greece, but if you face the prospect of not leaving your house for two weeks upon your return, you are unlikely to go.

This is still early days of course, many of these markets have vague timetables and conditions and we expect that this list will develop over the coming weeks as more governments publish their requirements and more countries open for business.

One thing is absolutely clear, the clock is ticking and we can only hope that the loosening of restrictions does not lead to an increase in infections and some of the summer and the rest of 2020 can be salvaged.

We hope you enjoy the report, we aim to be updating it and adding to it on a regular basis.

*James Chappell*  
Global Business Director, Horwath HTL

**AMERICAS: Brazil**

<b>Hotels open?</b>	Around 30% - Only hotels related to health services or in regions with active economic activity
<b>Restaurants Open?</b>	No
<b>Conf/Conv Centre</b>	No
<b>Air Access</b>	Main international airports open with few flights. Most domestic flights closed, with exception of large cities
<b>Govt conditions for opening Level 1</b>	Brazil is a large country and all decisions are decentralised by State. Most important cities have their own phases and plans - no national phases or plans
<b>Current Official Start Date</b>	Pending

**AMERICAS: Dominican Republic**

<b>Hotels open?</b>	Limited number of hotels in the capital Santo Domingo currently offering services, country wide reopening planned for <b>5 July</b>
<b>Restaurants Open?</b>	Yes, delivery and takeout only, complete facility reopening planned for <b>5 July</b>
<b>Conf/Conv Centre</b>	Planned to reopen <b>5 July</b>
<b>Air Access</b>	Only cargo and ferry flights, airports planned to fully reopen on <b>5 July</b>
<b>Govt conditions for opening Level 1</b>	COMPLETED - The first phase of return to economic activity started on <b>May 20</b> , all borders were still being kept close, except for cargo transportation and ferry flights. In private sector companies, in addition to distancing, hygiene and prevention measures, COVID-19 tests were carried out and the temperature of the employees was taken regularly. Other specific protocols were added and announced by the High-Level Commission for the Prevention and Control of Coronavirus in the Dominican Republic, which has been managing the pandemic in the country.
<b>Govt conditions for opening Level 2</b>	IN PROGRESS - On Wednesday <b>June 3</b> , the second phase of the de-escalation officially began, as planned, albeit governmental warning that there was a “dangerous” relaxation of precautions in some parts of the country. In this second phase, private collective transport restarts and the number of workers in companies is allowed to increase, among other measures. Companies with between one and ten employees are able to operate with all of their staff, while those with between 11 and 50 employees are able to incorporate 75% of their workforce, and medium and large companies are allowed to work with 50% of the staff.
<b>Govt conditions for opening Level 3</b>	From <b>June 17</b> , small and micro-businesses with up to 50 employees could work with 100% of their payroll, while companies with more than 50 workers could have up to 75% of their staff occupied simultaneously. Likewise, during this phase, religious services may be held three times a week.
<b>Govt conditions for opening Level 4</b>	From this phase on, tourism will be reactivated, hotels and airports opened, as well as gyms and restaurant dining rooms. The High Level Commission for the Prevention and Control of Coronavirus in the Dominican Republic assures that during this phase, economic normality will have already resumed.
<b>Current Official Start Date</b>	<b>5 July 2020</b>

## AMERICAS: Mexico

<b>Hotels open?</b>	Hotel occupancy is restricted to 25% - only for guests performing any type of activity considered "essential".
<b>Restaurants Open?</b>	Restaurants should only provide delivery services as well as take out. Restaurants inside hotels remain closed to the public and only offer room service.
<b>Conf/Conv Centre</b>	No
<b>Air Access</b>	There are no active travel bans. Starting <b>March 24</b> , Interjet suspended international travel flights and will partially reopen destinations according to the regulatory restrictions that each country imposes and demands of each flight. Aeromexico and Volaris reopened national and international selected travel destinations in June, while others remain suspended.
<b>Govt conditions for opening Phase 1</b> Feb 28 - March 25	Preventive isolation in order to prevent the spread of the virus. On <b>March 23</b> , basic education classes were suspended for a month. Non-essential activities and massive events were canceled, the population was asked to avoid crowds and maintain a physical distance to reduce the risk of contagion.
<b>Govt conditions for opening Phase 2</b> March 25 - April 20	Temporarily suspension of events and gatherings of 100 people or more. All private, public, social or government meetings should be avoided. Temporarily suspension of work activities that involve the mobilization of people from their homes to work and back, or mobilization in public space.
<b>Govt conditions for opening Level 3</b> April 21 - Today	<b>Limited activities:</b> All of Mexico is considered at maximum risk. There are certain activities that are limited. Hairdressing and beauty services must be provided at home and always applying sanitary measures. A capacity of up to 25% is allowed in public parks so that people can carry out physical activities, always maintaining social distance. Supermarkets are still open at 50% capacity, allowing one person per family inside the facilities. <b>Suspended activities:</b> Gyms, spas, cinemas, theaters, shopping malls, places of worship, mass events, discos, bars, etc.
<b>Current Official Start Date</b>	Tourism is being evaluated as an essential activity in those states that depend mainly on the tourism industry, such as Quintana Roo and Baja California Sur. This debate will have to come to a conclusion in the upcoming days.

## Asia Pacific: China

<b>Hotels open?</b>	Yes. Over 95% of hotels have opened.
<b>Restaurants Open?</b>	Yes. No limitation for maximum capacity or distancing.
<b>Conf/Conv Centre</b>	Yes but partial. On <b>30 April</b> , Changsha Car Show was the first event since COVID-19. More convention centers will reopen and hold events in June.
<b>Air Access</b>	Yes, air access is open according to the "Five-One" Policy since March: China mainland carriers to fly one flight a week on one route to any country and foreign airlines to operate one flight a week to China.
<b>Level 1 Response</b>	31 provinces declare first-level response from <b>23 - 30 Jan, 2020</b> . At this level of response, only supermarkets, fruit and vegetable markets, pharmacies and take away restaurants are allowed to be open.
<b>Level 2 Response</b>	At this level of response, factories, shopping malls, dine-in restaurants, gyms, outdoor parks/tourism attractions are allowed to open with the following mandate compliance: 1. temperature checks, 2. mask wearing, 3. individual health QR Code checks, and 4. limit maximum capacity to 50% for dine-in restaurants and 30% for tourism attractions.
<b>Level 3 Response</b>	Most businesses are back to normal with mandatory regular disinfection, except small indoor spaces like cinemas, KTVs, cyber cafes and sport events, etc.
<b>Level 4 Response</b>	Return to normal
<b>Current Official Start Date</b>	Pending

## Asia Pacific: Malaysia

<b>Hotels open?</b>	Yes, but only handful. With necessary adherence to imposed health and safety measures.
<b>Restaurants Open?</b>	Yes. Tables to be 1.5m apart with regular disinfection.
<b>Conf/Conv Centre</b>	No
<b>Air Access</b>	Yes. Interstate travel not allowed unless permission obtained from the police. Malaysia Airlines maintains limited flights from between Kuala Lumpur and East Malaysia. Firefly provides limited flights.
<b>Govt conditions for opening Level 1</b>	<b>31 March</b> . Only essential services (supermarkets/pharmacies) allowed to open. All offices closed.
<b>Govt conditions for opening Level 2</b>	<b>14 April</b> . Only essential services (supermarkets/pharmacies) allowed to open. All offices closed.
<b>Govt conditions for opening Level 3</b>	<b>28 April</b> . Only essential services (supermarkets/pharmacies) allowed to open. All offices closed.
<b>Govt conditions for opening Level 4</b>	<b>12 May</b> . Other business sectors such as hardware shops allowed to open.
<b>Govt conditions for opening Level 5</b>	<b>9 June</b> . Relaxation of restriction measures such as restaurants were allowed to open subject to strict conditions. Offices allowed to open but working from home is encouraged.
<b>Current Official Start Date</b>	Most business sectors, except contact sports and large gatherings (social, spectating or corporate), are allowed to open. Domestic travel is allowed but borders still closed until at least <b>July 31, 2020</b> .

## Asia Pacific: Indonesia

<b>Hotels open?</b>	Yes. Follow strict large-scale social restrictions and COVID-19 health protocol
<b>Restaurants Open?</b>	Yes. Only in stand alone restaurants (not inside a mall), no dine-in, only takeaways and deliveries
<b>Conf/Conv Centre</b>	No
<b>Air Access</b>	Yes. For military personnel, government officials, essential business people, emergency patient's family members, migrant workers and students. Documents needed: Identification, letter of duty, travel itinerary, certificate of health, negative COVID-19 result, travel permit
<b>Govt conditions for opening Level 1</b>	Service industry reopened with strict COVID-19 health protocol applied Phase 1 completed: <b>8 June 2020</b>
<b>Govt conditions for opening Level 2</b>	Shops, markets and malls are reopened with strict health protocol Phase 2 completed: <b>15 June 2020</b>
<b>Govt conditions for opening Level 3</b>	Reevaluation on opening of schools, salons and spas Phase 3 completed: <b>6 July 2020</b>
<b>Govt conditions for opening Level 4</b>	Restaurants, cafes and bars will open (staggered) and religious events with limited participants allowed Phase 4 completed: <b>20 July 2020</b>
<b>Govt conditions for opening Level 5</b>	Reevaluation on all phases and full scale opening of all economic and social activities Phase 5 completed: <b>End of July/early August</b>
<b>Current Official Start Date</b>	<b>1 June 2020</b>

## Asia Pacific: Singapore

<b>Hotels open?</b>	Only hotels with contracts for accommodating Ministry of Health business or Malaysian workers.
<b>Restaurants Open?</b>	Yes, but only for Takeaway/Delivery.
<b>Conf/Conv Centre</b>	No, gatherings are not currently allowed
<b>Air Access</b>	Yes. Limited to returning Singaporeans/Permanent Residents/Employment Pass holders (with 14 day quarantine), and anyone outgoing, albeit with limited flights/destinations
<b>Govt conditions for opening Level 1</b>	<b>2 June.</b> Offices allowed to open with designated check-in/check-out (for contact tracing purposes), health/sanitation and social distancing protocols- working from home remains the default condition (must provide justification for working in office). Retail shops allowed to operate with designated protocols.
<b>Govt conditions for opening Level 2</b>	'Safe Transition' to commence <b>1 July</b> , subject to daily cases remaining low during Level 1. F&B outlets to reopen at reduced capacity. Inbound/outbound travel limited to essential business/personal between countries with which govt to govt arrangements have been made and health status is certified/checked (via such established process no quarantine is required). Large-scale events/venues, such as conferences, exhibitions, concerts and trade fairs, the Government will be engaging businesses and organisations on how and when they may resume safely, with the necessary safe management measures and safeguards.
<b>Govt conditions for opening Level 3</b>	When an effective vaccine or treatment for COVID-19 is developed.
<b>Current Official Start Date</b>	Singapore will gradually re-open borders for Singaporeans to conduct essential activities overseas and to allow safe travel for foreigners entering or transiting through Singapore. Precautions & safeguards will be in place. As the global situation remains volatile, such moves will be assessed and implemented separately from the timing of the three phases of re-opening outlined above.

## Europe: Croatia

<b>Hotels open?</b>	Yes. With necessary adherence to imposed health and safety measures.
<b>Restaurants Open?</b>	Yes. Tables need to be 1.5 meters separated and regular disinfection has to be applied.
<b>Conf/Conv Centre</b>	No
<b>Air Access</b>	Yes. Croatia Airlines maintains flights from Zagreb to/from Frankfurt, Amsterdam and Copenhagen. Flights to other destinations will be introduced by mid-June. Croatian airports are re-establishing flight schedules on weekly basis.
<b>Govt conditions for opening Level 1</b>	<b>27 April.</b> All shops besides the ones in malls are open, urban transport lines are reestablished, training facilities for professional athletes are opened
<b>Govt conditions for opening Level 2</b>	<b>4 May.</b> Public/private health care can operate, all other services can fully operate as well
<b>Govt conditions for opening Level 3</b>	<b>11 May.</b> Gatherings up to 10 people are allowed, shopping malls, schools and restaurants can open
<b>Govt conditions for opening Level 4</b>	<b>1 June.</b> Citizens from 10 countries are allowed to enter Croatia without any restrictions (Slovenia, Hungary, Austria, Czech Republic, Slovakia, Estonia, Latvia, Lithuania, Poland and Germany), and citizens from other countries are allowed with legitimate reasons (business, property ownership, tourism/leisure) without mandatory self-isolation.
<b>Govt conditions for opening Level 5</b>	<b>June.</b> Further relaxation of measures for other countries (EU and non-EU) are under consideration and will be subject to future decisions, based on epidemiological situation in particular country
<b>Current Official Start Date</b>	No official date for start of tourism activities, but <b>28 May</b> is when international travel is significantly eased enabling more facilitated entrance of tourists

## Europe: France

<b>Hotels open?</b>	Yes. Hotels allowed to stay open during confinement, but lack of demand caused the closure of 75-95%. Hotels reopening as demand progresses. Hotels to follow strict sanitary guidelines (masks, no of people)
<b>Restaurants Open?</b>	Yes. All restaurants allowed to open with strong sanitary precautions (masks for staff, less tables, etc.) For Paris and its region, only terraces have been allowed, dining inside restaurants is forbidden. This could change on the <b>22nd of June</b> (Phase 3)
<b>Conf/Conv Centre</b>	No
<b>Air Access</b>	Yes - Partial. Many airports have closed. Most flights are domestic. Roissy has some international flights. Orly airport forecast to reopen on the <b>26th June</b> , pending viable sanitary conditions.
<b>Govt conditions for opening Level 1</b>	<b>11 May.</b> End of 79 day confinement when sanitary requirements were met
<b>Govt conditions for opening Level 2</b>	<b>2 June .</b> Virus is no longer actively spreading and hospitals not ove-capacity (status by region of France)
<b>Govt conditions for opening Level 3</b>	<b>22 June .</b> Not yet specified - most likely a continued decrease in used hospital beds and new number of cases is necessary
<b>Govt conditions for opening Level 4 &amp; 5</b>	Pending
<b>Current Official Start Date</b>	Pending

## Europe: Greece

Hotels open?	Yes. 12months hotels will open on <b>1st of June</b> . Seasonal hotels/resorts from <b>15 June</b> .
Restaurants Open?	Yes - from <b>25th May</b> in open spaces and with 2m distance between tables
Conf/Conv Centre	No
Air Access	Yes. Until now all incoming passengers had to go through a 14 days quarantine. Travelling to/from Athens airport from 15th of June with no quarantine. Travelling to/from regional airports (destinations) from <b>1st of July</b> . Travelling from countries with good epidemiological criteria
Govt conditions for opening Level 1	Implementation of health & safety protocols Phase 1 completed:
Govt conditions for opening Level 2	Complete
Govt conditions for opening Level 3	Complete
Govt conditions for opening Level 4	Complete
Govt conditions for opening Level 5	Complete
Current Official Date for start	<b>25 May:</b> Bars, restaurants, archeological sites, yaughting. <b>1 June:</b> 12 month hotels. <b>15 June:</b> seasonal hotels

## Europe: Italy

Hotels open?	Yes. Never been forced to close by law but majority closed due to lack of demand. Re-opening process is still on hold for some hotels - some seasonals may not open.
Restaurants Open?	Yes. All types of restaurants opened <b>18 May</b> , if compliant to hygienic procedures.
Conf/Conv Centre	Congresses not yet authorized. Sicily announced the Congress authorization from <b>June 8</b> . Small meetings are authorized only with the safety precautions in force.
Air Access	From <b>June 3</b> , travel allowed to & from the following Counties (from 23 italian airports): Member States of EU; Schengen Agreement states; UK; Andorra; Monaco; USA. Limited number of seats available.
Govt conditions for opening Level 1	Completed 3 May: Complete lockdown - circulation for proven working needs, situations of necessity or health reasons; strategic productive activites only.
Govt conditions for opening Level 2	Completed <b>18 May 2020</b> . Eaasier circulation inside the same region; start of manufacturing and main service (office) activites; restaurants open for delivery only.
Govt conditions for opening Level 3	Completed <b>3 June 2020</b> . Restaurant and shops opened; air traffic limited for work needs and to come come back to residence country.
Govt conditions for opening Level 4	Possibly <b>31 July</b> , as this is the date of the end of COVID-19 state of emergency. Free circulation inside the Country, all activites opened.
Current Official Start Date	Already started

## Europe: Ireland

<b>Hotels open?</b>	Limited hotels open. The majority of hotels are closed, with those currently open limiting occupancy to essential non-social and non-tourist reasons
<b>Restaurants Open?</b>	Yes, limited to takeaway service only
<b>Conf/Conv Centre</b>	Indoor events capacity of 100. Social distancing measures of 2 metres apply. Starting <b>10 Aug 2020</b> .
<b>Air Access</b>	Yes. Repatriation of Irish citizens from abroad. Import/export of vital medical supplies and essential goods and cargo. All incoming persons must self-isolate for 14 days upon arrival.
<b>Govt conditions for opening Level 1</b>	5km travel limit. Phased return of outdoor workers. Remote working continues for all that can do so. Open outdoor public amenities, incl. pitches, tennis courts and golf courses. Tourism sites, beaches and walks. Outdoor sporting and fitness activities, in groups max. four people resume. Phase started <b>18th May 2020</b>
<b>Govt conditions for opening Level 2</b>	20km travel limit or within county, whichever is the greater. Meet in groups of max 6 people. Retail outlets open. Public libraries open. Phase started <b>8th June 2020</b>
<b>Govt conditions for opening Level 3</b>	Travel anywhere in the Country. Opening of hotels (Expected to be on limited occupancy basis - awaiting detailed guidelines) and restaurants. Bars can operate as restaurants if applicable. Opening of hostels, caravan parks, galleries and museums. Social distancing measures of 2 meters apply. Phase to start <b>29th June 2020</b>
<b>Govt conditions for opening Level 4</b>	Re-opening of pubs, bars, nightclubs, theatres, cinemas and casinos. Close physical contact sports can commence. Opening of gyms, exercise, dance studios and other indoor and outdoor festivals, events and mass gatherings. Specific measures at ports and airports. Social distancing measures of 2 meters apply. Further details on mass gatherings will be provided. Phase to start <b>20th July, 2020</b>
<b>Current Official Start Date</b>	<b>29th June</b> - Hotels, accommodation, restaurants, cafes <b>20th July</b> - bars

## Europe: Netherlands

<b>Hotels open?</b>	Yes. Hotels were allowed to stay open for hotel guests throughout the crisis.
<b>Restaurants Open?</b>	Yes since <b>June 1</b> , but partial. Max. 30 pax. inside, seating only. Reservations are required. 1.5 meters distancing applies, except for single households.
<b>Conf/Conv Centre</b>	Yes since <b>June 1</b> , but partial. Max. 30 pax. 1.5 meters distancing applies.
<b>Air Access</b>	Yes. Limitations apply for non-European travellers.
<b>Govt conditions for opening Level 1</b>	Reopening of elementary schools, child-care, libraries and swimming pools. Outside sports are allowed with 1.5 meters distancing. Completed <b>1 June 2020</b>
<b>Govt conditions for opening Level 2</b>	Opening of terraces, cinemas, restaurants, bars, & museums, for max. 30 pax. <b>1 July 2020</b> .
<b>Govt conditions for opening Level 3</b>	Opening of sports canteens, saunas, casinos, camping facilities, indoor sports. Expanding capacity for cinemas, restaurants, bars etc. to 100 pax. <b>1 September 2020</b> .
<b>Govt conditions for opening Level 4</b>	Opening all sports, including matches and professional football, as well as hash bars. Sex work is allowed. Date pending.
<b>Current Official Start Date</b>	First contamination was established on <b>27 February 2020</b> . First national measures were announced on <b>12 March 2020</b> . Phase 1 started <b>11 May 2020</b> .

## Europe: Hungary

<b>Hotels open?</b>	Yes. Since <b>15 May 2020</b> , hotels are allowed to open, however exact opening dates may vary depending on specific location and hotel type.
<b>Restaurants Open?</b>	Yes – from <b>May 29</b> indoor area of restaurants and bars are also open for consumption.
<b>Conf/Conv Centre</b>	No – no events or gatherings allowed until 15 August. <b>After 15 August</b> , indoor gatherings will be maximized at 500 people, above 500 it can only be outdoor.
<b>Air Access</b>	Yes. All incoming passengers automatically have to quarantine until <b>15 June</b> , except passengers arriving from Czech Republic, Austria, and Bulgaria. All travelling passengers are subject to random testing and body temperature measurement upon leaving. Travelling to/from Budapest airport from <b>15 June</b> with no quarantine (planned).
<b>Govt conditions for opening Level 1</b>	Service industry reopened (terraces of cafés, bars, restaurants) with strict COVID-19 health protocols Phase 1 completed: <b>4 May 2020</b>
<b>Govt conditions for opening Level 2</b>	Hotels can be opened with strict COVID-19 health protocols. Phase 2 completed: <b>15 May 2020</b>
<b>Govt conditions for opening Level 3</b>	Indoor area of restaurants, cafes and bars can be opened with strict COVID-19 health protocols Phase 3 completed: <b>18 May (countryside) - 29 May (Budapest)</b>
<b>Govt conditions for opening Level 4</b>	Opening (with limited capacity) of museums, cinemas, thermal baths, ease of travel restrictions Phase 4 completed: <b>15 June 2020</b>
<b>Govt conditions for opening Level 5</b>	Reevaluation on all phases and full scale opening of all economic and social activities Phase 5 completed: <b>15 August 2020</b>
<b>Current Official Start Date</b>	<b>15 May:</b> Hotels can open <b>29 May:</b> Bars, Restaurant (including indoor area) with 2 meter space between tables <b>15 June:</b> Museums, cinemas, thermal baths, ease of travel restrictions

## Europe: Portugal

	Day/Month	Measures
General	4 May	Mandatory confinement for sick people with active surveillance. Civic duty of confinement at home. No events/gatherings of more than 10 people. Max capacity of 5 people/100m <sup>2</sup> in enclosed spaces. Funerals: attended by family members.
	31 May	Religious ceremonies
Public Transport	4 May	Only 2/3 of total capacity
At Work	4 May 1 June	Professional practice continues in teleworking regime, whenever functions allow it Partial teleworking, with lagged schedules or mirror teams
Public Services	4 May	Public service counters (tax offices etc.)
Services & Restaurants	4 May	Local shops: shops with open doors to the street up to 200m <sup>2</sup> . Hairdressers, manicurists and similar. Bookstores and automotive trade, regardless of area
	18 May	Stores with open doors to the street up to 400m <sup>2</sup> or parts of stores up to 400 m <sup>2</sup> (or larger by decision of the local authority) Restaurants & cafes
	1 June	Stores with area greater than 400m <sup>2</sup> or in shopping centres
Schools & Social Equipment	18 May	11th and 12th years or 2nd and 3rd years (10am-5pm) Social facilities for disabled. Nurseries (with family support)
	1 June	Nurseries / Pre-school / Free time activities
Culture	4 May	Libraries and archives
	18 May	Museums, monuments and palaces, art galleries and similar
	1 June	Cinemas, theatres, auditoriums, concert halls
Sports	4 May	Individual outdoor sports
	31 May	Football: official competitions of League & Portuguese Cup
Borders	15 June 1 July	Portugal & Spain agreed to keep border closed until 15 June and then re-evaluate Spain announced it will reopen borders with Portugal & France
Air Access	July	Ryanair will fly to 120 airports in Portugal. KLM will expand route network in July, resuming connection between Porto & Amsterdam-Schiphol and reinforcing the operation in Lisbon, which changes from one to two daily flights. Air Europa will restart its operation from next June 22.
Hotels	June/July	Hotels in Portugal reopen doors between June and July with health guarantee seal

## Europe: Poland

Hotels open?	Yes, officially <b>4th May</b> with sanitary regime and restrictions. 50% of rooms available, max 2 pax in room
Restaurants Open?	Yes. Tables need to be 1.5 meters separated and regular disinfection to be applied. 50% available.
Conf/Conv Centre	Yes. Max 150 pax and regular disinfection to be applied.
<b>Current Official Start Date</b>	<b>4th May</b> was 'official date' for start of tourism/business activities in hotels, but only resorts are occupied/ booked for the summer period. Large cities have suffered due to the lack of international flights and do not have much business from the domestic market.

## Europe: Spain

<b>Hotels open?</b>	Yes – Since <b>11th May 2020</b> (depending on region and with limitations) – Phase I
<b>Restaurants Open?</b>	Yes – Since <b>11th May 2020</b> (depending on region and with limitations) – Phase I
<b>Conf/Conv Centre</b>	Yes – Since <b>11th May</b> (depending on region and with limitations) – Phase I
<b>Air Access</b>	As of the <b>8th of June</b> , borders are open only for Spanish citizens, cross border workers, healthcare professionals and those who have a primary residence in the country. Borders expected to open officially for other purposes including tourism by the <b>end of June/beginning of July 2020</b> .
<b>Govt conditions for opening Level 1</b> <b>11th May 2020</b>	<ul style="list-style-type: none"> <li>- Small businesses up to 400m2 can re-open</li> <li>- Restaurants, bars and cafés can open outside terraces (50% capacity)</li> <li>- Hotels and tourist accommodations can open (communal areas remain closed)</li> <li>- Cultural events for up to 30 people can be held indoors and up to 200 people outdoors (30% capacity)</li> <li>- Museums and libraries can open (30% capacity) and conferences can be held (maximum 30 pax)</li> <li>- Rural tourism permitted</li> </ul> <p>As of <b>8th June</b>: all regions in Spain have completed this Phase.</p>
<b>Govt conditions for opening Level 2</b> <b>25th May 2020</b>	<ul style="list-style-type: none"> <li>- All businesses are allowed to re-open including shopping malls (40% capacity)</li> <li>- Restaurants, bars and cafés can open interior dining areas (40% capacity) – Terraces at 50% capacity</li> <li>- Hotels and tourist accommodations can re-open common areas (30% capacity)</li> <li>- Cultural events for up to 50 people can be held indoors and up to 400 people outdoors (30% capacity)</li> <li>- Cinemas, theatres, culture venues can re-open (30% capacity) and conference centers</li> <li>- Citizens are allowed to move freely within their province (or island), including second homes</li> <li>- Beaches can officially re-open.</li> </ul>
<b>Govt conditions for opening Level 3</b> <b>8th June 2020</b>	<ul style="list-style-type: none"> <li>- All businesses are allowed to re-open (50% capacity)</li> <li>- Restaurants, bars and cafés can open interior dining areas (50% capacity) – Terraces at 75% capacity</li> <li>- Hotels and tourist accommodations can re-open common areas (50% capacity)</li> <li>- Cultural events for up to 80 people can be held indoors and up to 800 people outdoors (30% capacity)</li> <li>- Cinemas, theatres, culture venues can re-open (50% capacity) and conference centers (max 80 pax)</li> </ul>
<b>Govt conditions for opening</b>	New Normality” to begin once the state of alarm is concluded on the <b>22nd of June 2020</b> .
<b>Current Official Start Date</b>	<p><b>11th May 2020:</b> Hotels and restaurants allowed to open</p> <p><b>8th June 2020:</b> Phase III starts</p> <p><b>21st June 2020:</b> Sixth and final “state of alarm” finishes</p> <p><b>22nd June 2020:</b> “New Normality” expected to start</p> <p><b>1st July 2020:</b> International tourists allowed to arrive in Spain (this date may be moved forward).</p>

**\*\*Note** A national de-escalation plan has been implemented to gradually ease the lockdown restrictions in four phases that should be completed by the end of June 2020. Do note this plan applies per regions and provinces and not to the country as a whole.

**\*\* Note 2:** In Spain, it is compulsory to wear face masks on all public transport as well as in closed spaces, on the street and in public places, if a 2-metre ‘social distance’ cannot be maintained.

## Africa: Ivory Coast

<b>Hotels open?</b>	Yes but partial - many of them will stay closed until air access opens
<b>Restaurants Open?</b>	Yes, except bars, night clubs. In-line with barrier measures (hand washing, mask wearing and distancing)
<b>Conf/Conv Centre</b>	No, in addition to cinemas and concert halls
<b>Air Access</b>	No, since <b>March 22nd</b>
<b>Govt conditions for opening Level 1</b>	<b>May 7th</b> - lifting of all restrictive measures within the country (except Abidjan), with the exception of gatherings limited to 200
<b>Govt conditions for opening Level 2</b>	<b>May 15th</b> - lifting of all restrictive measures in Abidjan with exception of gatherings limited to 200 people
<b>Govt conditions for opening Level 3</b>	Continuation of the closure of bars, nightclubs, cinemas and places of entertainment until <b>May 31st</b>
<b>Govt conditions for opening Level 4 &amp; 5</b>	<b>June 14th</b> - End of the isolation of Greater Abidjan and the closure of borders
<b>Current Official Start Date</b>	Pending

## Africa: South Africa

<b>Hotels open?</b>	Yes. Permitted to open on Level 3; however to accommodate business travelers only and subject to an approved industry safety plan.
<b>Restaurants Open?</b>	Yes. Partially - for take aways and delivery only; no sit down dining permitted
<b>Conf/Conv Centre</b>	No
<b>Air Access</b>	Domestic Air Travel is also permitted albeit initially only between the three key airports of OR Tambo International Airport, Cape Town International Airport, and King Shaka International Airport. Indications are domestic air travel may commence in mid-June and domestic business travel is expected to follow.
<b>Govt conditions for opening Level 1</b>	Only Limited Retail (Groceries/ Baby Clothing/ Medicine) Sales Permitted. Phase 1 completed: <b>26 March 2020 - 30 April 2020</b>
<b>Govt conditions for opening Level 2</b>	A broader range of Retail Sales, Limited eCommerce, Limited Manufacturing (20% - 30% of normal capacity), Limited Public Works Permitted, Limited Public Transport Operational within limited operating hours; Restaurants only for food delivery services (9am-8pm) and subject to curfew (no sit down/pick-up) Phase 2 completed: <b>01 May 2020 - 31 May 2020</b>
<b>Govt conditions for opening Level 3</b>	Retail Sales and broader range of eCommerce available, Manufacturing (100% capacity), Construction of Commercial Buildings, Limited Public Works Permitted, Limited Public Transport Operational within limited operating hours; Restaurants only for food take-away & delivery services (9am-8pm) and subject to curfew (no sit down or pick-up allowed); Off-premises consumption of alcohol, subject to limited hours for the sale thereof to the public (Mon-Wed 8 - 12pm) and subject to an approved industry plan on social distance and quantitative restrictions - no consumption on premises permitted. Schools will re-open in a phased return to school for learners. Phase 3 completed: <b>1 June 2020 - tba</b>
<b>Govt conditions for opening Level 4 &amp; 5</b>	Pending
<b>Current Official Date for start</b>	<b>1 June 2020</b>



# Horwath HTL

*Hotel, Tourism and Leisure*

## **AFRICA**

Ivory Coast  
Rwanda  
South Africa

## **ASIA PACIFIC**

Australia  
China  
Hong Kong  
India  
Indonesia  
Japan  
Malaysia  
New Zealand  
Singapore  
Thailand

## **EUROPE**

Andorra  
Austria  
Croatia  
Cyprus  
France  
Germany  
Greece  
Hungary  
Ireland  
Italy  
Netherlands  
Norway  
Poland  
Portugal  
Serbia  
Spain  
Switzerland  
Turkey  
United Kingdom

## **LATIN AMERICA**

Argentina  
Brazil  
Dominican Republic  
Mexico

## **MIDDLE EAST**

UAE & Oman

## **NORTH AMERICA**

Atlanta  
Denver  
Los Angeles  
Miami  
Montreal  
New York  
Norfolk  
Orlando  
Toronto