



Appendix 1: Plan to prevent the spread of coronavirus disease among customers

The business owner of a restaurant is obligated to draw up a plan to prevent the spread of coronavirus disease among customers.

1.6.2020

Plan to prevent the spread of coronavirus disease among customers

These instructions have been drawn up in accordance with the Government Decree on temporarily restricting the operations of restaurants to prevent the spread of an infectious disease, issued under section 58 (a) of the Communicable Diseases Act.

These instructions do not apply to personnel restaurants or selling food or beverages for consumption elsewhere. These instructions do not replace a restaurant's other self-supervision plans, either.

The business owner of a restaurant is obligated to draw up a plan to prevent the spread of coronavirus disease among customers.

Opening and serving hours

Restaurants may be opened to customers at 6 a.m. at the earliest, and restaurants must be closed to customers at 11 p.m. at the latest.

The service of alcoholic beverages referred to in the Alcohol Act may be started at a restaurant at 9 a.m. at the earliest and must be stopped at 22 p.m. at the latest.

General obligations of restaurants

Restaurants must clearly inform their customers that no-one may enter the premises with symptoms matching coronavirus infection, such as coughing, throat pain, fever or shortness of breath.

The restaurant must ensure that:

1. its customers have a clearly visible possibility to wash or disinfect their hands when arriving at the restaurant
2. its furniture, dishes, cutlery and other customer contact surfaces and objects are kept clean so that they do not create a risk of spreading the infectious disease
3. its customers are instructed on maintaining a sufficient distance and other measures that must be followed at the restaurant to prevent the spread of the infectious disease.

Placing customers and maintaining sufficient distance between customers

No more than half of the maximum number of customers or persons mentioned in the alcohol serving licence may stay simultaneously inside the restaurant or a section of it. If the restaurant does not have an alcohol serving license, the maximum number of customers or persons is specified in the approved building plan, and only half of this amount may be in the restaurant.

The number of customer seats in outdoor service areas is not limited from the normal situation.

All restaurant customers must have their own seat at a table or a similar surface (in outdoor spaces as well). The restaurant owner must ensure that customers are spaced at a sufficient distance from each other. Customers are taken in at any one time so that there is enough room in

the customer premises (both indoors and outdoors). The prevention of crowding must be taken into account (e.g. bar counters and washroom queues).

Customers may not serve food and beverages themselves except at their own table.

Plan

The plan referred to in section 58 (a) paragraph 5 of the Communicable Diseases Act must include a description of the restaurant's indoor and outdoor areas and the maximum permitted number of customers or persons. In addition, the plan must describe the actions and instructions given to personnel in order to enforce the maximum number of customers.

Plan content requirements:

1. A description of the policies adopted by the restaurant in order to comply with the general obligations.
2. A description of the indoors and outdoors premises of the restaurant, the maximum number of customers or persons, and a description of the measures and instructions given to staff for implementing the other obligations laid down in section 58 (a) of the Communicable Diseases Act and supervising their implementation indoors and outdoors at the restaurant.
3. Information on the person responsible for the implementation of the plan.

Information on the person responsible for the plan must be provided to customers on request.

NOTE: Person's name is not added to the plan visible to customers; the name is provided to customer only on request.

The plan is considered to be visible to customers if its summary is visible to customers when they enter the restaurant and it states that customers have the right to see the plan on request. The plan may be combined with self-supervision plans referred to in the Alcohol Act, the Food Act (23/2006) and the Tobacco Act (549/2016).

Customers must follow restaurant policies and instructions given by staff. If a customer does not comply, the restaurant staff have the right to remove the customer from the premises under the Act on accommodation and restaurant operations (308/2006, section 5).

Supervision of restaurants and following the requirements of restrictions

The Regional State Administrative Agency supervises compliance with requirements and restrictions. If shortcomings or flaws are found in the compliance with obligations or restrictions, the Regional State Administrative Agency may issue the restaurant with an order to correct them. The order must include a time limit for taking the necessary measures. If the shortcomings have not been rectified within the given time or if obligations have been substantially violated, the Regional State Administrative Agency may order the restaurant to cease any service operations immediately and to be closed to customers for a maximum of one month.

Further information

- Instructions issued by the Finnish Institute for Health and Welfare ([link](#))
- Number of customer seats ([link](#))
- You can find answers to questions on public events and restaurants on the Regional State Administrative Agencies' website (in Finnish) ([link](#))

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