



STARLIGHT FOUNDATION

HANDBOOK OF GOOD PRACTICES

BEFORE THE COVID 19

A HANDBOOK FOR THE PROFESSIONALS  
OF THE ASTRO-TOURISM

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# Handbook of Good Practices

BEFORE THE COVID 19

## A HANDBOOK FOR THE PROFESSIONALS OF THE ASTRO-TOURISM

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*In our troubled days it is good to have something outside our planet, something fine and distant for comfort.*

*Lauren Gunderson, Playwright*

*Silent Sky*  
*Life and work of the astronomer Henrietta Leavitt (1868-1921)*



# TABLE OF CONTENTS

<b>PART 1</b>	<b>PRESENTATION</b>	<b>09</b>
	<b>CHAPTER 1 – THE STARLIGHT FOUNDATION AND THE ASTRO-TOURISM</b>	<b>11</b>
	<b>CHAPTER 2 – INTRODUCTION TO THE HANDBOOK</b>	<b>17</b>
	2.1 About this handbook	19
	2.2 The need and importance of a handbook of good practices	20
<b>PART 2</b>	<b>PLAN OF ACTION AND PERFORMANCE</b>	<b>21</b>
	<b>CHAPTER 3 – PRIOR STEPS</b>	<b>23</b>
	3.1 Anticipation and organization	26
	3.2 Information and documentation	29
	3.3 Equipment required	29
	3.3.1 My equipment	29
	3.3.2 What should the assistants bring?	30
	3.4 Classification of groups of visitors	30
	<b>CHAPTER 4 – THE WELCOME AND THE PROTOCOL “POLAR”</b>	<b>35</b>
	4.1 The use of water alcohol gel	37
	4.2 Review of the security measures	38
	4.3 Review of the measure of waste management	38
	4.4 Protocol “POLAR”	39
	<b>CHAPTER 5 – SPECIFIC PROTOCOLS AND PECULIARITIES OF THE ACTIVITIES</b>	<b>41</b>
	5.1 Protocols for outdoor activities	43
	5.1.1 Routes, paths and viewpoints	43
	5.2 Protocols for activities in covered spaces	44
	5.2.1 Observatories	46
	5.2.2 Itinerant observatories	46
	5.3 Protocols for large gathering activities	47
	5.3.1 Sessions, congresses and conferences	47
	5.3.2 Courses	48
	5.3.3 Events in educational centers or associations	48

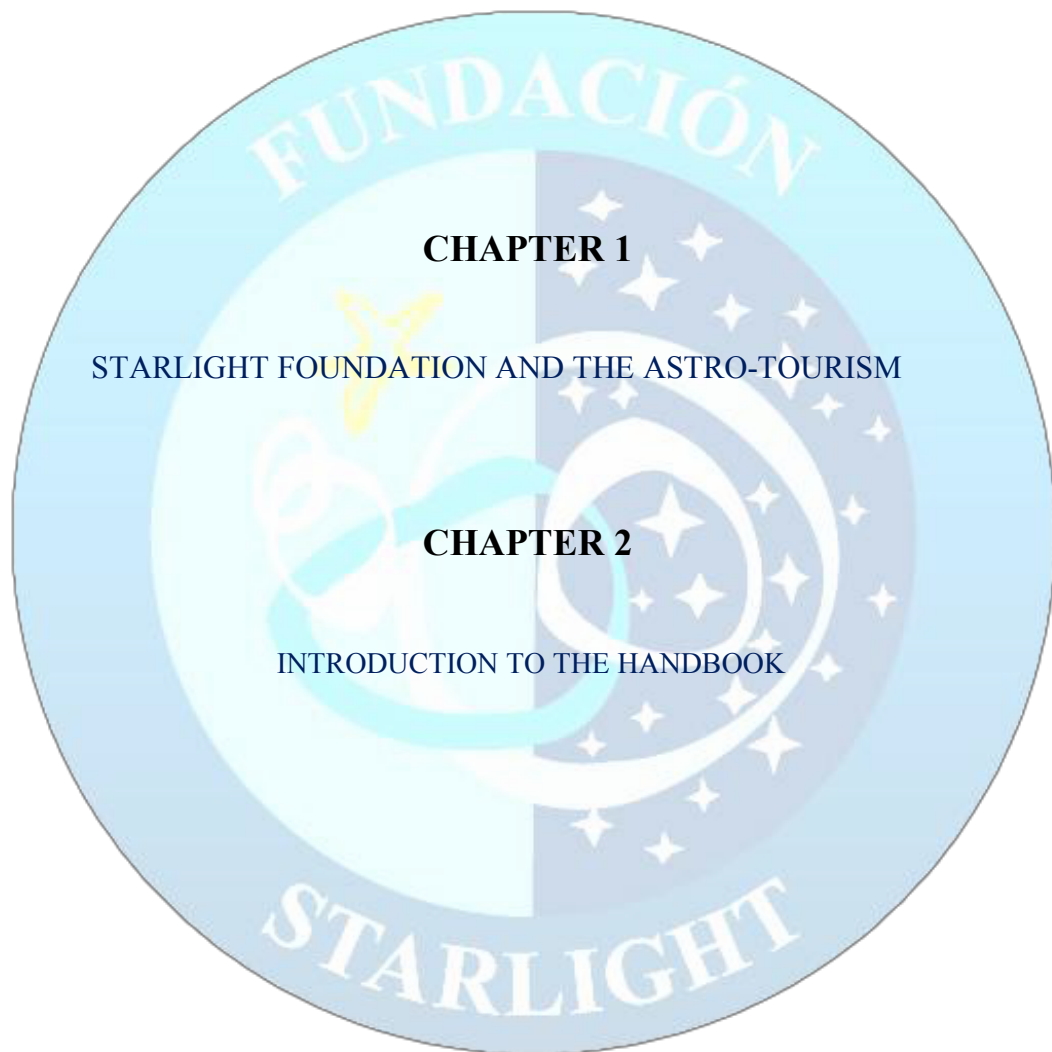
5.3.4 Group travels	48
5.4 Protocols for interactive activities	49
5.4.1 Workshops with security for mixed groups	49
5.4.2 Workshops with security for children	49
5.5 Protocols for activities with accessibility	50
5.6 Unified security criteria	52
<b>PART 3 MEASURES OF PROTECTION AND SANITATION</b>	<b>53</b>
<b>CHAPTER 6 – MEASURES OF PROTECTION</b>	<b>55</b>
6.1 The importance of a PPE (Personal Protection Equipment)	57
6.2 Types of protection equipments. Creating my PPE	57
6.2.1 Masks	58
6.2.2 Gloves	59
6.2.3 Protection screen or face protection	60
6.2.4 Reflective jacket or bracelets with light point	60
6.2.5 Security or protection glasses	61
6.3 Other measures of protection. The PPE of instrumentation	62
6.3.1 Eye protection with acetate layer (Laboratory of Astronomy)	63
6.3.2 Eye protection with thermoformed plastic (AstroAndalus)	63
6.3.3 Eye protection with PVC tube (Startrails)	64
6.3.4 Eye protection (Légola, “Park of Stars of Extremadura”)	64
6.3.5 Eye protection with polylactic acid, biodegradable polymer (Ad Astra, La Palma)	65
6.3.6 Use of diving goggles for binoculars (Jesús Pérez Bastos)	68
<b>CHAPTER 7 – CLEANING OF MATERIALS</b>	<b>69</b>
7.1 Eye glasses and material of instrumentation	71
7.2 Re-usable sanitary masks	71
7.3 Working clothes and personal belongings	72
7.4 Other equipment “under quarantine”	73

<b>PART 4</b>	<b>ANNEXES</b>	<b>75</b>
	<b>CHAPTER 8 - WEBS OF REFERENCE AND OFFICIAL INFORMATION</b>	<b>77</b>
	<b>CHAPTER 9 – APPLICATION FORMS, DOCUMENTS AND LOGOS</b>	<b>81</b>
	Statement of responsibility	85
	Application Form of prior action	87
	Welcome form	89
	Logos of astro-tourism security	90
	My “Contingency Plan”	92
<b>ACKNOWLEDGEMENTS</b>		<b>93</b>

## Part 1

## Presentation









1



## STARLIGHT FOUNDATION AND THE ASTRO-TOURISM



*“Study as if you were going to live forever, and live as if you were going to die tomorrow.”*

*María Mitchell (1818-1889), Astronomer*

# CHAPTER 1

## STARLIGHT FOUNDATION AND THE ASTRO-TOURISM

The Starlight Foundation is an entity with its own legal personality – created by the Institute of Astrophysics of the Canary Islands (IAC) and by the Consultancy firm Corporación 5 – whose main aim is the disclosure of the astronomy and the promotion, coordination and management of the Starlight movement. To that end, it develops activities and offers several products and services related with this issue.

It is a non-profit organization which includes, coordinates and manages the ensemble of ideas, projects, people, reflections and activities which, under the name Starlight, offers to the company a different manner of evaluating the starred sky. Similarly, it fights to protect it and it is aware of the fact that by doing so, it takes care of a scientific and cultural heritage which belongs to everyone, at the same time safeguarding the habitat of a great number of species which need the darkness of the night for their survival.

### Origins of Starlight

The fight of the IAC against the light pollution of the night sky has been a logical consequence and a constant concern up to the point that back then it generated a national law, the designated “Law of the sky” (law 31/1988), pioneer on the protection of the sky of the islands of La Palma and Tenerife and it served as precedent to expand similar rules in other Spanish autonomous communities and in other areas of the planet.

But the growing decline of the clarity of the night starts to represent a serious risk not only for the continuity of the astronomical observations, but it puts in danger habitats, species, ecosystems which depend on the darkness of the night; and remembering that the Universal Statement of Human Rights of the Future Generations, which declares that the people who belong to the generations to come have the right to an undamaged Earth uncontaminated including the right to a clean sky, required a global appeal to acknowledge the importance of preserving the light of the stars. Thus, Starlight was born.

### International Starlight Conference

In 2007, the Institute of Astrophysics of the Canary Islands (IAC)<sup>1</sup> promoted, with the participation of other national and international entities and bodies, the “I International Starlight Conference” which, under the motto “Starlight, a Common Heritage”, intended to study – from different points of view – the need to protect the night sky in our planet and to find paths for its enjoyment by the society.

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<sup>1</sup> The Institute of Astrophysics of the Canary Islands (IAC) is a Spanish research public body which, since its creation in 1982, has become an international reference in which, in the same center, performs at the same time astrophysics, advanced scientific instrumentation, university training and cultural disclosure of the science.

The purpose of this meeting is to be able to expand between the citizens the defense of the night sky, regarding it not only a required condition for the researchers who observe and study the Universe in a scientific manner but also a cultural and environmental asset of a great universal value and a resource to promote and develop the “astronomical tourism”.

In the International Starlight Conference emerged the principles and recommendations included in “The Statement about the Defense of the Night Sky and the Right to the Light of the Stars” (“Statement of La Palma”. 2007), which implemented the movement Starlight as an international movement on Defense of the Night Sky and the Right to the Light of the Stars.

These principles were ratified in April 2017, during the celebration of the X Anniversary of the Statement Starlight, in the Congress “Preserving the Skies”, where the signing institutions of the same, as well as other invited institutions, adopted resolutions and appealed for the future.

The full force of the “Statement Starlight” signed in the island of La Palma in 2007 was recognized and all the population was encouraged, the local communities and the governments to adopt its principles and guides of action.

## **Starlight Foundation**

The Starlight Foundation was created in the year 2009, after the “I International Starlight Conference”. Thus, it is available since then an entity with its own legal personality, whose general purpose is the disclosure of the astronomy and the coordination, management and promotion of the principles and philosophy of the Starlight movement, developing in practice all its possible dimensions to expand them globally through activities, products and services in these matters.

Therefore, as mentioned in the introduction, the Starlight Foundation is a non-profit entity, whose main purpose is to develop programs and actions intended to offer a different manner of taking care and regarding it as a needed resource for life and as intangible heritage of humanity.

## **OBJECTIVES**

### *1.- Protection of the night sky*

One of the priority objectives of the Foundation – and included in the “Statement of La Palma” – is the protection and preservation of the night skies, considered an important scientific, cultural, environmental resource for the biodiversity, the health and the tourism. To that end it is important to spread in the population the culture of an intelligent lighting and to promote local, national and international initiatives which prevent the lighting pollution, which enable the energy saving and which relieves the effects of the climate change.

### *2.- Cultural disclosure of the astronomy*

The Starlight Foundation has as purpose as well a different manner of disclosure of astronomy, linking it to the society through activities related with the tourism of the stars, the boost of a network of

Starlight rural Houses and Hotels, the promotion of Stellars where to organize festivals and activities of astronomical nature, contests of star-photography, etc. The dissemination of this science is pursued, but in an entertaining manner, introducing it in recreational tasks which can be developed, for example, in areas which have achieved or are in the process of achieving its certification as Starlight Tourist Destinations.

To be able to fulfill this aim in an adequate manner it is important as well the performance of specialized training courses by those persons who are going to serve as link (Starlight Astronomical Guides and Monitors) to the population.

### *3.- Tourism of the stars*

Another purpose is the promotion of the scientific tourism, and more specifically, the tourism of the stars, as emerging segment, sustainable and of quality. To that end, the Foundation has available a System of Certification through which are accredited as Starlight Tourist Destinations those places whose sky quality and infrastructures allow to develop this type of activity.

The Foundation qualifies as well as Starlight Reserves those places which maintain untouched the conditions of natural lighting and clarity of the night sky, adding the stellar landscape to the cultural goods of its nature.

The Foundation leaves open the possibility of granting another type of accreditations to those places or areas which fulfill a series of less strict requirements, which favor the observance of the stars. To that end, a study of the resources and values of the place is performed, the qualification of the human team is in charge or will be in charge of performing it... An example could be the rural houses and hotels, paradors, inns, campsites, paths, spots, stellar parks, cultural monuments, sport modalities or companies such as wineries or agricultural market among others.

### *4.- Intelligent lighting and energy saving*

The Foundation also fights for the implementation of the culture of a rational use of lighting, which allows the energy saving, the development of tourism of the stars in several places of the planet and the protection of the many species which need a dark sky for their preservation.

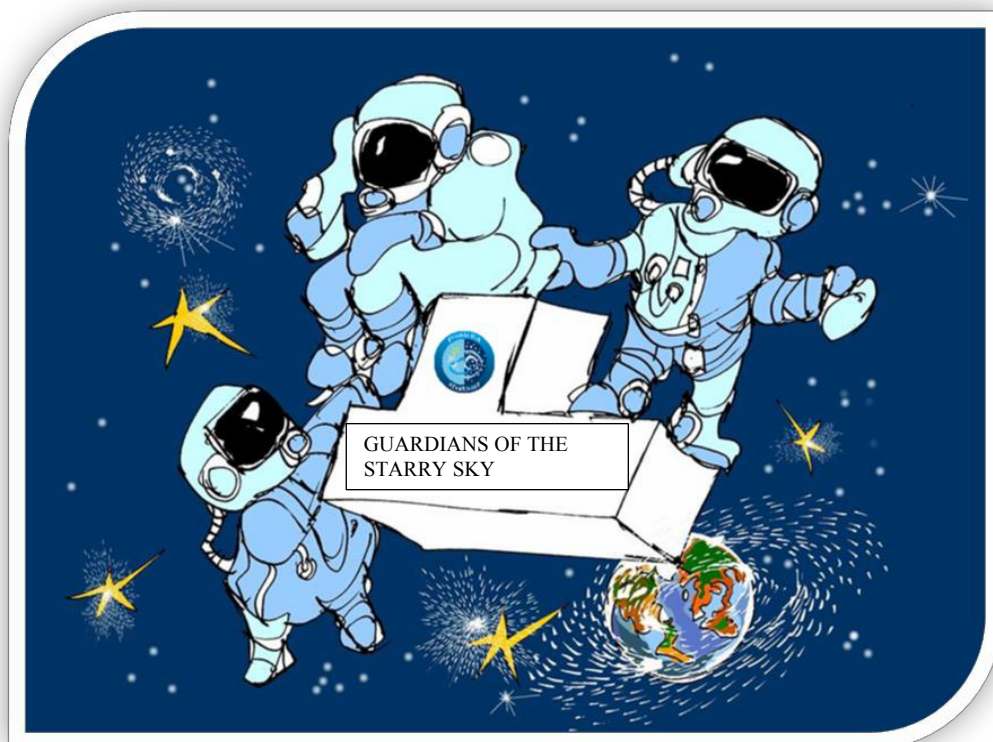
## The Star-tourism from Starlight

Starlight as a whole is an integrated action of UNESCO and it is supported by the UNWTO and the IAU among other international institutions. The Starlight Certification is a quality international seal inspired in the Starlight Statement and has as main purpose the protection of the night sky and the promotion of activities of astronomical tourism.

The tourism of the stars or star-tourism according to the Starlight criteria is a modality of responsible, sustainable and innovating tourism which promotes the creation of quality employment and the diversification of the current offer of companies and agencies committed to the tourism industry.

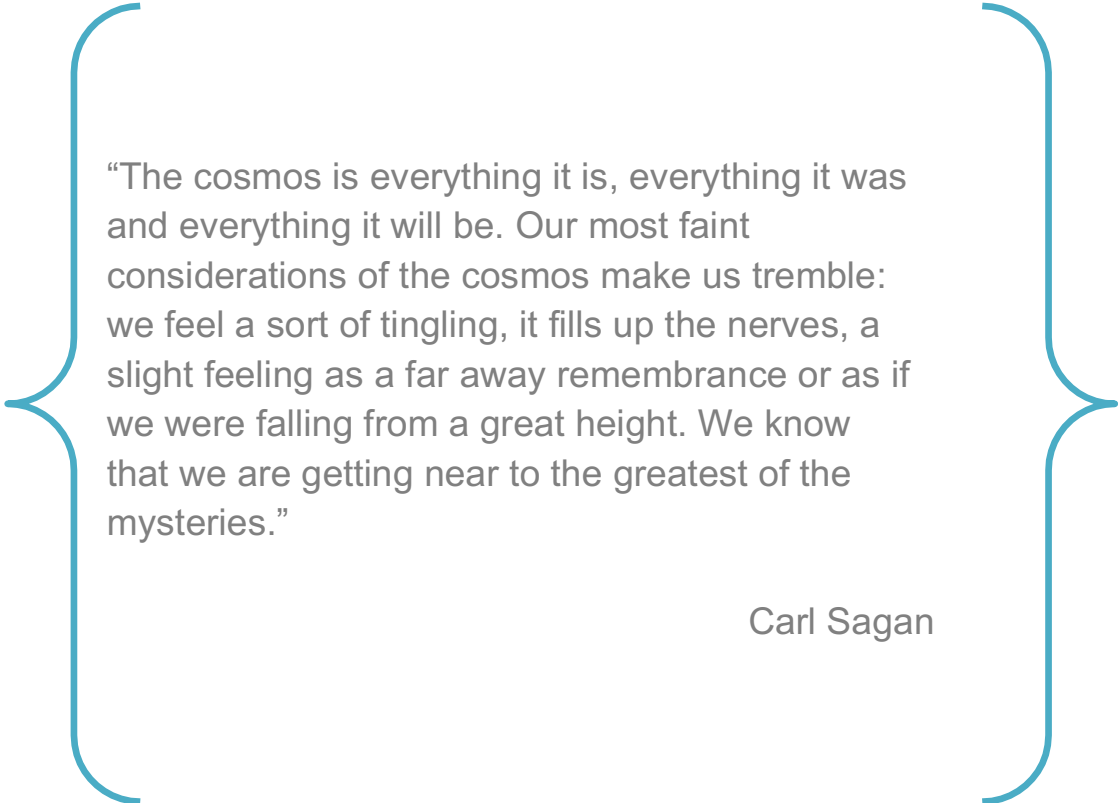
Similarly, the Star-tourism which promotes the Starlight Foundation:

- ❑ Is a powerful tool to disseminate astronomy.
- ❑ Achieves to widen the overnight stay, the deseasonalisation (24 hours sky x 365 days/year) and the decentralization of the offer.
- ❑ It entails the creation of new spaces (recovering some which are abandoned such as churches, lighthouses, houses of forest rangers, etc.) for the dissemination of astronomy.
- ❑ It implies a revaluation of the cultural, historic, environmental, biodiversity, ethnographic, etc. heritage of the territory, since all the activities are intended to its preservation.
- ❑ It empowers local communities.



# 2

## INTRODUCTION TO THE HANDBOOK



“The cosmos is everything it is, everything it was and everything it will be. Our most faint considerations of the cosmos make us tremble: we feel a sort of tingling, it fills up the nerves, a slight feeling as a far away remembrance or as if we were falling from a great height. We know that we are getting near to the greatest of the mysteries.”

Carl Sagan

## **CHAPTER 2**

### **INTRODUCTION TO THE HANDBOOK**

#### **2.2 About this Handbook**

This Handbook has been developed with the single purpose of serving as a guide or support for the professionals of the Star-tourism, including, as far as possible, the measures of security and sanitation, known currently, due to the pandemic of the corona virus.

It is important to highlight that it does not intend to be a Regulation Guide, but a Good Practices Handbook, being essential the query and verification of the procedures to perform (for the activities of star-tourism) by the professional in the official channels of information of the State, and specifically of the Ministry of Sanitation and the current regulation in each Autonomous Community.

The authors, collaborators, editors and promoters of this Handbook have performed a deep and rigorous work to gather and draft in the most specific and reliable possible manner all the measures of security and sanitation promoted both by the State and by different association which collaborate with the companies of the star-tourism.

Therefore, since the sanitary situation is variable and unpredictable, and since new information may arise which may or may not contradict or modify the recommended guidelines in this Handbook, such authors, collaborators, editors and promoters, declare themselves exempted of any responsibility or charge due to damage or injuries to the people, animals or things in which incurs as a result of direct or indirect application of the contents of this Handbook.

The reader declares himself/herself responsible of being informed and of verifying the sanitary rules at the moment of the application of the guidelines of this Handbook in each activity he/she performs, being aware of the sanitary circumstances and developing the activity always according to the official measures promoted by the competent authorities.

## **2.2 The need and importance of a good practices' handbook**

The irruption of the virus SARS-CoV-2, productor agent of the pandemic COVID19, has shaken the world of tourism, marking a turning point in the manner of interacting we had with our clients and/or collaborators. Due to this, and looking at the medium and long term at least, the manner of promoting, relating and organizing is going to be very different to the one we used to have.

Great and sudden changes are coming which are out of our control, and therefore, it is completely normal to feel anxiety or fear before a horizon so unsure and fragile. The needs, priorities and capacities are going to change (mostly the economic and sanitary ones) of the tourists. New and strict rules are going to be implemented about protection and sanitation which we will be obliged to fulfill and which our clients are going to demand. We also have to be prepared for possible measures which limit the mobility of the citizens in certain periods of the year (at least until there is an effective treatment of vaccine).

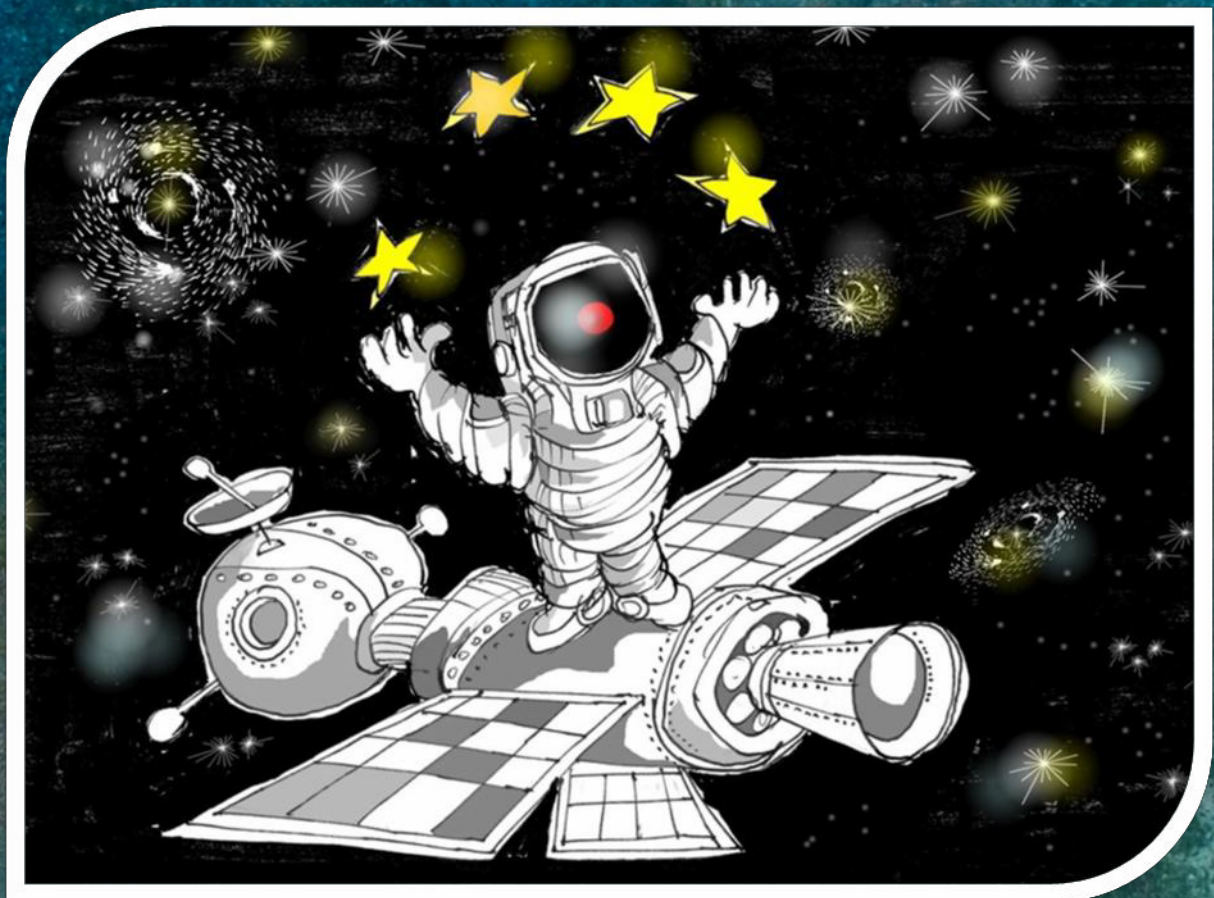
All these adverse circumstances may entail weaknesses for the sector, and we have to be aware, but without being panic-stricken, that it may be the case of having to change completely the target public of our activities and, therefore, we would have to vary the product we offer, prices, materials and a really long etcetera. It can frustrate us thinking that the work performed previously has not served at all, we could be upset due to fear of failure before a situation which is going to oblige us to change some or many features of our company. However, the healthiest point of view is to think and convince ourselves that before us is appearing a great opportunity to reinvent ourselves and to develop the sector of tourism in general, and the Star-tourism in particular. And therefore, it is essential to do so without this fear to failure, with perseverance, effort and working with our circumstances as well as collaborating between us. Thus, we can obtain the capacities and tools needed to face all these changes and events which are to come.

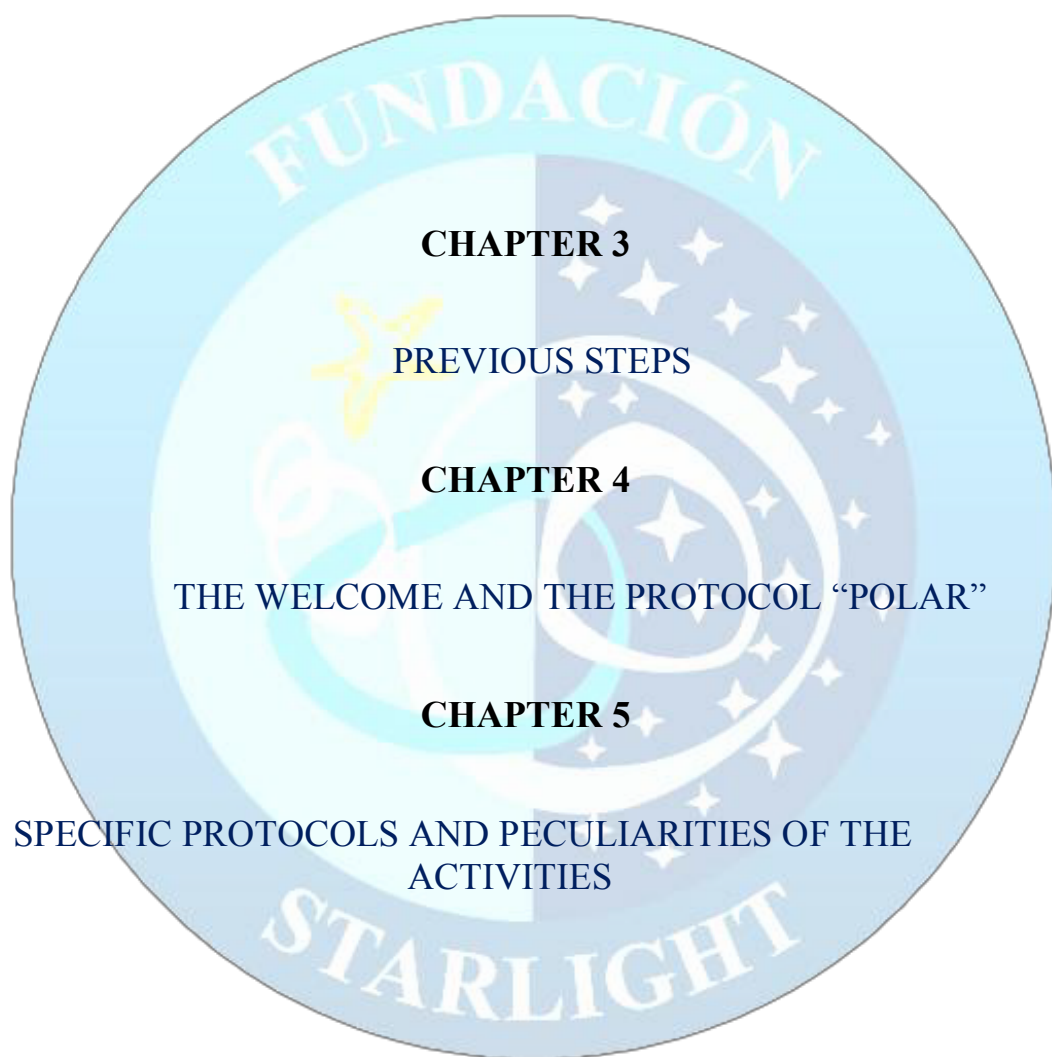
And this is the reason due to which it is necessary a “Good Practices Handbook for the Star-tourism”, a resource for all the members of the Starlight Foundation and open to the sector in general; result from the collaboration between the different professionals, amateurs and associations, and which is going to allow us to join a range of resources for the development of our occupation, as well as knowledge and mechanisms of protection, security and sanitation before the reception of our clients and the development of the several activities of our field.

In short, this handbook does not intend more than facilitating to everyone who needs, the basic necessary tools to protect himself/herself and its clients, as well as having available the minimum resources to offer its activities in the greatest possible conditions of security.

## PART 2

# PLAN OF ACTION AND DEVELOPMENT









3



PREVIOUS STEPS



*“We have leaned out to a new world and we have seen that it is more mysterious and complex than we had imagined. Even more mysteries of the universe remain hidden. Its discovery awaits to the scientific adventurers of the future. I like it that way.”*

*Vera Rubin, 1928-2016, Astronomer*

## CHAPTER 3

### PREVIOUS STEPS

As professionals of the sector of the Star-tourism, we are used to planning the activities in advance. However, in these moments, the advance to possible adversities which may arise during a session is of utmost importance. Therefore, we must give special attention at the time of organizing the groups, managing the area of development of the activity and the conduction of the group during the session.

We do all of this with the aim of ensuring the sanitation security that our clients are going to demand from us, and it is going to entail a difference making our business prosper or not. Having a plan of action will make us feel safe and transmitting that security to our clients.

In this point we will learn to design a Plan of Action which will include the security and sanitation measures needed to be able to ensure and offer a quality service for our clients.

In order to develop a good Plan of Action in accordance to the proper measures of security and sanitation, and in order to find ourselves always within the current lawfulness, the main recommendation is to address the official resources of information on COVID19, such as the web of the Ministry of Health <https://www.mscbs.gob.es/> since they have the most accurate and up to date information.

In addition, it is important to prevent the dissemination of false information and hoaxes which may lead to misunderstandings and risky situations for us and for our visitors. More sources and resources of official information can be found in Chapter 8 “Webs of Reference and official Information”.

Given the fragility of the sanitary situation, it may occur that the rules or recommendations about the social distancing and sanitation measures vary after the publication of this Handbook.

However, throughout this point the basic measures are explained, which we have been putting into practice since the beginning of the pandemic and which, due to their simplicity, are of easy application as can be checked in the image below this text, broadcasted by the Ministry of Health.

What can I do to protect myself from the new corona virus and other respiratory virus?



Wash your hands frequently and thoroughly



Do not touch the eyes, the nose and the mouth, since the hands facilitate its transmission



When coughing or sneezing, cover the mouth and the nose with the flexed elbow



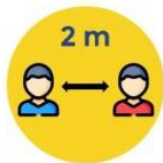
Use hygienic mask when it is not possible to maintain the distance of security or in public transport



Clean on a regular basis the most touched surfaces



Use disposable tissues to eliminate respiratory secretions and throw them after their use



Keep 2-meter distance between persons



If you have symptoms, isolate yourself in your room and check how to act in the web of the Ministry of Health

6 May 2020  
Check official sources to be informed:  
[www.mscbs.gob.es](http://www.mscbs.gob.es)  
[@sanidadgob](https://twitter.com/sanidadgob)

#ESTE VIRUS  
LO PARAMOS  
UNIDOS



#WE STOP THIS VIRUS TOGETHER  
GOVERNMENT OF SPAIN  
MINISTRY OF HEALTH

### 3.1 Anticipation and organization

It is important to bear in mind, besides this handbook, the current applicable legislation of performance of the event, as well as the possible regulations autonomic, municipal, local or of the entity where or for which we will perform the activity. In Chapter 8 “*Webs of Reference and Official Information*” we will find a list with the official web pages of the State and other relevant where we can check the updated information and legislation.

Having all the official information, it is important to have available some time before the activity in order to continue making ourselves questions and based on the answer organize our activity.

***1- Which is the current sanitary situation? Which situation awaits for the estimated dates of the execution of my activity?***

After suffering the different phases of the de-escalation during the pandemic, we know that it could occur a restriction of movement between municipalities, provinces or communities, therefore it is important to be aware of the moment we are in. Given that the Autonomous Communities enjoy several competences, it is advisable to address the **official sources** of our community and to ensure that we are acting correctly. In addition, it is not enough to check these state, community and/or local measures, but we must also make sure and be aware of the specific measures established in Observatories, Natural Spaces, companies, schools, etc.

***2- Is it its own activity or has it been entrusted by another entity?***

This question is important since, depending if we are the ones entrusting the activity or if I am entrusted by another entity, we are going to have to plan the activity one way or another. Generally, it is easier if it is a session managed by itself, since we already have treated with the client directly and we can know the idiosyncrasy of each group, and in the event of an external contract, we will not have so much control over the attendants, in this case, we must demand all possible information, arguing the importance of fulfilling the health security.

We can also suggest to the body which entrusts the activity a secure experience.

***3- What type of group are we going to receive and assist?***

In order to focus the organization and planning of the activity I need to know which group am I going to assist. In the point 2.3.1 appear the kinds of groups we can received detailed and their characteristics and how to be bale to plan based in them.

***4- What type of activity are we going to do and which is going to be its duration?***

It is essential to know which activity we are going to perform and where. Mainly, in the case of itinerant Observatories, it is difficult to use them for non-coexisting groups between which we cannot guarantee the distance of security, in addition to being an enclosed environment which favors contagion. However, outdoor activities will mean guarantee, since for now, it is considered that it is difficult the contagion if we perform the activities keeping always a good respiratory label, the use of mask and observing the distance of interpersonal security.

However, the professional of star-tourism will design the activity based on the circumstances and after having studied the current situation and the group to which it is addressed. Based on it, he/she will choose the most adequate type of activity which allows to guarantee the quality of the experience and the security of its performance.

***5- Which materials am I going to need and how many? Do I have to ask them to bring something?***

The moment we know which activity we are going to perform, where and for what type of group we can prepare the materials and establish the sanitation and security specific measures for this activity. Let's remember that we can ask the attendants to bring their own binoculars if they have (the coexisting family may share them without problem), or the template of the sky that we are going to observe can be sent to them in advance so that they bring it printed.

***6- Which contingencies may arise?***

It is impossible to foresee all types of contingencies which may arise, but we can deduce some, such as for example, that they forget masks, gloves or the gel. That at the last moment a non-coexisting friend decides to accompany one of the families, therefore we always have to try to go one step in advance. The best thing is to have available a trunk or suitcase of contingencies with some extra masks, gloves, gel, beacon, tape, etc. Like an emergency box but for the COVID19.

***7- Do I have an alternative plan in case of a contingency?***

Always. I always have to have a plan B in case, hence the importance of planning ahead, of deducing possible contingencies and of designing my “**first-aid-kit of contingencies**”.

For all these reasons, it is very advisable to ask at least these points, in order to have a global view and at the same time as specific as possible of the session, and therefore in order to be able to organize ourselves as best as we can possibly can.

## 3.2 Information and documentation

In order to perform the activity and in accordance to the planning of the activity and the plan of action, we can make use of the template type “**Form of Prior Action**” in which we can include the data relevant to the execution of the activity such as the organizer of the same, place, time, type of group, etc. In order to be able to anticipate ourselves and preparing in the most adequate and secure manner.

It is advisable to prepare a document or template type “**Welcome Form**” in PDF for the attendants, which we can send by e-mail, where we welcome them, we explain the activity and we remind them the security measures. At this moment we can also take advantage and ask them to bring the binoculars or other type of material we want.

It is also advisable the use of a template type “**Responsibility Statement**”. It asks the attendants to register their health status prior to the activity. We have to remember that we must have available a sufficient number of pens in order to fulfill the forms; the minimum number will be 1 pen by family unit/group, having to disinfect the same before their following use.

We can also make use of a **logo of “Secure Astronomy”**, so that our visitors have the certainty and guarantee that we fulfill all the official measures of security and sanitation.

In chapter 9 of this handbook appear all these templates / forms.

## 3.3 Equipment required

In order to be able to perform our task it is essential to have available, besides the PPEs, an equipment or a series of materials of support which allow us to fulfill the regulation.

### 3.3.1 My equipment

List of goods which can be very useful at the time of performing the plans of action of the activities.

*Tapes and/or Beacons*

*Vertical and horizontal signings, if it requires dim luminescence.*

*First-aid-kit of contingencies (masks, gloves, plastic bags for waste, etc.)*

*Water alcohol gel*

*Disinfectant wipes*

*Security elements for the people*

*Mask FFP2*

*PE-Instrumentation*

### 3.3.2 What should the attendants bring?

We have to try to facilitate the activity as far as possible, therefore we could ask the attendants to have their own equipment such as:

- ☐ In addition to the usual for a night observation (warm clothes, and most of all in winter, socks and closed shoe, insect repellent in summer, mobile well charged, a little torch)
- ☐ Binoculars
- ☐ Printing of the sky we are going to observe
- ☐ Their own planisphere
- ☐ Their own telescope, we can request information about the same in advance in order to prepare the session
- ☐ Their security elements (mask, gloves, water alcohol gel or disinfectant wipes, protective glasses or screen)

## 3.4 Classification of the group of visitors

**The distance of interpersonal security** recommended by the Ministry of Health at the date of elaboration of the present Handbook corresponds to the capacities of **a minimum of 1,5 meters, however if we can maintain the 2 meters it would be better**. It is not the same if we are helping a numerous group without any relation between them or a coexisting family, neither if they help a person from a risk group, therefore, several cases can occur.

Consequently, within the plan of action we must foresee the measures we must perform, as well as bearing in mind all the **PPE and/or Security equipment for the people**, and equipment required to be able to fulfill them (*the chapter 6 “Measures of Protection” is intended to the PPE in general and to the creation of the personalized PPE*).

In addition, it may occur that due to necessity the competent authorities establish a maximum of people for the performance of activities, therefore it is essential to check the official sources before each activity with the aim of ensuring the compliance of the legislation at every moment.

At the time of performing activities for other entities, whether they are public or private, we must comply the forms of assistance according to the characteristics of the group. Thus, we will be able to plan the activity with advance and we will ensure an environment of action secure for everybody.

In the first place, we will create the registry of clients and the activity to perform. To that end we will have a **Welcome Form** (see an example in Chapter 9 “Forms, Documents and Logos”).

At the beginning of the same we will identify the category of the group of attendants (**GFA, GFAR, GI, GIR**). However, and with the intention of being cautious, **it may be best to treat all groups as non-coexisting and of risk**. And in the case of being able to have more information, divide them in the groups we detail below.

When a booking is performed, we will fill the corresponding list or file with the characteristics of the group, and since each one entails a type of measures and needs more or less equipment, it will be easier to organize ourselves and prepare for the session:

<b>GFA</b>	<i>Family Group / Coexisting friends</i>
<b>GFAR</b>	<i>Family Group / Coexisting friends with any person in Group of Risk</i>
<b>GI</b>	<i>Mixed independent group, non-coexisting</i>
<b>GIR</b>	<i>Mixed independent group, non-coexisting with any person in Group of Risk</i>

Having identified the group, we are going to assist, we will apply in one or other degree the distancing measures and requirements of equipment of protection, security and sanitation of one type or another. In addition, having a previous document with the characteristics of the group, which we will make them sign at the arrival, serves us as guarantee or statement of responsibility by the client, and therefore we protect and have a document justifying the activity which we can provide to the pertinent authority who may require it or demand it. In the Chapter 9 different kinds of forms can be found, as well as the “Statement of Responsibility”. This statement will be demanded to the client signed.



*Let's see each one of the groups in more detail.*

### **GEA Family Group / Coexisting Friends**

*“A single group comprised of a family, couple, friends or flat-mates, all of them coexisting, and none of them belonging to a group of risk”*

In the event of being a coexisting family group the mechanism of control of the social distancing will be simpler, since we will only have to observe the distance between us and them. That is, we will treat them as a unit.

#### **Equipment for the professional:**

*Reflective jacket or similar (if required)*  
*Water-alcohol gel at hand at every moment, a small bottle which we can carry in the pocket*  
*Mask FFP2 and face protection as supplement to the mask if desired.*  
*Latex or nitrile gloves*  
*Memorized Protocol “POLAR”*

#### **Equipment for the attendant:**

*Water-alcohol gel*  
*Extra surgical or sanitation masks in case they forget them*  
*Latex or nitrile gloves, in case anyone had the need to use them (in the event of injuries or that they could not use the gel). Have in mind, that anyone can be allergic to latex, therefore it is advisable to have vinyl or nitrile gloves available.*

#### **Displacement:**

*Remember a meeting point, and that they move on their own.*  
*It is advisable to arrive previously, mark the area and trace the route.*

#### **Welcome:**

*Remind them the sanitation and distancing measures, ensure that they carry the mask and gloves, if they do not have them, provide at least the mask. Offer the water alcohol gel and ask them to apply it.*  
*Explain the security and route marks which are going to be performed.*

### **GFAR Family Group / Coexisting friends with any person in Group of Risk**

*“A single group comprised of a coexisting family, couple, friends or flat-mates, and one of them belonging to a group of risk.”*

The same as for the **GFA** but in the *Welcome* we add “*Welcome Precautions for people in Risk*”

**“Welcome Precautions for Risk People”**: Identify the person of risk and deepen the precautions during the whole session, on-site work and assistance. We can ask them to perform the activity in the first place. Have available a place to rest or to sit.

### **GI Non-coexisting independent group**

*“Numerous mixed group which comprises the confluences at the same time of families, couples and/or friends, non-coexisting and none of them belongs to a group of risk.”*

The same as in **GFA** but adding “**Extra equipment**” for the session.

*Extra equipment for the session:*

*Tapes or beacons*

*Vertical or horizontal signs*

*Phosphorescent markers*

*Any other element deemed necessary in order to guarantee the security and sanitation*

### **GIR Independent non-coexisting group, with any person in Group of Risk**

*“Numerous mixed group which comprises the confluences at the same time of families, couples and/or friends, non-coexisting and none of them belongs to a group of risk.”*

The same as in the **GI**, plus the point of “*Welcome Precautions of people of Risk*” of **GFAR**

### *What does it mean that someone belongs to a Group of Risk?*



Old People or with the following chronic diseases:

Diabetes Mellitus Type 1 and 2, high blood pressure, patients with coagulant problems, Patients with Epilepsy, People with behavioral disorders, Patients with chronic renal disease under dialysis treatment, Patients with cardiovascular diseases, Patients with allergies and asthma, Patients with cancer, Patients with chronic obstructive pulmonary disease (COPD), etc.

The complete “Guide of Action” of the Ministry of Health can be found as well as the remaining types of pathologies which put a person in a group of risk in the links provided in the *Chapter 8 “Webs of Reference and Official Information”*.

# 4

## HOSPITALITY AND THE “POLAR” PROTOCOL



*“Which not so precise the needle of  
the seaman points to the star which  
must guide him, as it sets my mind  
marked the way where to find my life  
the polar star.”*

*Gertrudis Gómez de Avellaneda, Novelist*

## CHAPTER 4

### HOSPITALITY AND THE “POLAR” PROTOCOL

A very important part of the activity is the hospitality we perform towards our clients. Within the sanitary situation we are living, all of us understand that some very strict rules have been established which affect in a notorious manner the interpersonal relationships to which we were used. Therefore, we have to be aware that notwithstanding these rules, we can offer a personalized, kind, and close service, without the need to break such rules. **It is strongly recommended that we include these new procedures and that we get used to working with them in order to feel as comfortable as possible during the course of the activity, and as a result transmit that security and tranquility to the client.**

#### 4.1 The use of water alcohol gel

The washing of hands and the water alcohol gel is extremely important, but we have to be careful with the excessive use and the possible contraindications.

*“...according to the information from the Spanish Society of Preventive Medicine, Public Health and Sanitation (SEMPSPH). “In the health centers they use products guaranteed by the European regulation, the disinfectant gels we find in the shelves of the supermarkets are cosmetics which do not have the same capacity”, highlights the doctor Jesús Molina Cabrillana, member of the association. They must be applied on the hands and leave them to evaporate, never dry. **“In order to be efficient, they must have an alcohol concentration over 60% and have the seal of the Spanish Drugs Agency, a sign that ensures its virucide activity”**, defend the dermatologists...”*

Source: <https://www.heraldo.es/noticias/nacional/2020/03/13/coronavirus-medidas-prevencion-contagio-contraindicaciones-lavado-manos-gel-desinfectante-1363562.html>

We want to give an image of confidence from the very first moment, therefore when receiving the client, we offer water alcohol gel. It must be taken into account that there are persons with high skin sensibility which makes the gel to cause them irritation and therefore they do not use it, in such case we must ask them to use gloves and apply the gel over them.

In our case, given that probably we will have to use the gel quite frequently, it is advisable to carry as well a hand moisturizing cream in order to prevent possible irritations.

## 4.2 Security measures review

At the beginning of each activity, we must check aloud the rules of security in a clear and strict manner for all the public. In addition, we will ask if someone has not understood them or if anyone has doubts, in order to ensure that the totality of the attendants is aware of them.

Having developed our plan of action previously will allow us to resume the security and sanitation measures and adapt them to the idiosyncrasy of the event, therefore we can transmit the important and relevant rules at that moment in a regulation spiral.

## 4.3 Waste management measures review

At the beginning we will remind the attendants the importance of keeping our environment clean, of not leaving masks, gloves, tissues and remaining things over the ground. We can provide a bin with pedal so that they can throw there the waste or ask each one of them to keep their own and to throw it in the nearest container.



## 4.4 Protocol "POLAR"

A way of not scattering and having in mind our basic security measures is to follow the designated protocol. And we have chosen it because usually in almost all the observations we mention our star of reference, the Polar star, and therefore, it will be easy to memorize and remember.

The **Protocol "POLAR"** includes the main concepts which we must have in mind during the safe development of an activity and which are the following:

### The **P** of **Protect**:

We protect both ourselves, with our **PPE** and/or **Security equipment for the people**, as well as our clients with the necessary sanitation measures.

### The **O** of **Observe**:

We observe the attendants so that they fulfill the interpersonal distancing measures.

### The **L** of ***Limpiar*** (**Clean**):

We clean and sanitize the equipments before and after the session. And if needed, during the same.

### The **A** of ***Asegurar*** (**Securing**):

We secure the area of action of the activity, mostly if we have people of risk or with special needs.

### The **R** of **Remember**:

During the whole session we must remember the security and sanitation measures. Our visitors come to enjoy an activity, therefore it is normal that they relax and get distracted, and due to this, it has to be the professional the one who regularly reminds them such measures.





5

SPECIFIC PROTOCOLS AND  
CHARACTERISTICS OF THE  
ACTIVITIES





*“No pessimist discovered the secret of stars.”*

*Helen Keller, Writer*



## CHAPTER 5

### SPECIFIC PROTOCOLS AND CHARACTERISTICS OF THE ACTIVITIES

It has already been established in the present document the general protocol of action in the type activities, but within star-tourism there are variations. Below appear detailed some of them with the corresponding measures:

#### 5.1 Protocols for outdoor activities

##### 5.1.1 Routes, paths and viewpoints

If the activity includes a route, path, viewpoint, etc. it must be taken into account as well the following issues:

- ★ When planning the route, try to avoid very frequented tracks.
- ★ Sif there are other companies which perform the same activity, try to coordinate in order not to concur in the routes, establishing timetables or variants.
- ★ Put the meeting point in the point of beginning on foot of the activity in order to reduce the possible previous contacts, avoid sharing cars, etc.
- ★ Ein case of performing intermediate stops, avoid performing them in frequented places.
- ★ Keep, at every moment, the distance of security.
- ★ At the beginning the activity, in addition to the usual explanation, the specific indications in order to prevent contagion by Covid19 must be included.
- ★ It is advisable to restrict the conversations while in movement, the guide will explain in the established stops or at the arrival point, overview, etc. This is important in order to maintain the distance of security and not to encourage that they gather to hear.
- ★ Control the rhythm and the speed of progression and advise the group in advance when making stops in order to avoid gatherings.
- ★ In the event of crossing meeting other groups, observe the interpersonal distance during the meeting with other groups.

- ★ If, during the route, they have to touch artificial elements such as handrails, wires, etc. it is necessary to wash their hands immediately. In the case of overviews, it will be avoided as much as possible the contact with the structure of the same, handrails, benches, etc.
- ★ In zigzags and steep areas, stopping just over or under another person must be avoided.
- ★ With strong wind it is needed to use mask and if the area allows, they will preferably walk in a row.
- ★ Approaching other attenders only if strictly necessary and always making use of the mask and disposable gloves.

*(Source AEGM)*

## 5.2 Protocols for outdoor activities

In the case of all the indoor activities, there are some common protocols which must be taken into account:

### ***Overall Functioning:***

- ★ Specify the maximum capacity (based on the health regulation established at the moment in which we are and attending to the indications of the pertinent Administrations) to ensure the distancing between visitors and the monitors.
- ★ Whenever possible, control access mechanisms will be facilitated in the entries, to ensure that such capacity is not surpassed.
- ★ All the public, included the one waiting, must keep the interpersonal distance.
- ★ Encourage card payment and other electronic methods, preferably *contactless*.
- ★ Disinfect the POS after each use in which there is contact.
- ★ Have available the numbers of emergencies and hospitals or health centers nearby.

### ***Cleaning and ventilation:***

- ★ Regular ventilation tasks must be performed in the facilities and, at least, daily and for a minimum period of five minutes before and after the activity.
- ★ In the event of places with forced ventilation it is advisable the cleaning of the air filters and to increase the level of ventilation of the air-conditioning systems in order to renew the air more usually.
- ★ It is convenient to reinforce the cleaning tasks in all the rooms, in particular surfaces, mostly those which are touched more frequently, such as windows or door knobs, as well as all the machines of usual use.
- ★ If there is more than one worker, it is necessary to clean the working area used in each change of shift.
- ★ It is advisable the inclusion of bleach or other disinfectant products guaranteed by the Ministry to modify the cleaning protocols,
- ★ In every case, a correct protection of the staff in charge of the cleaning must be ensured.
- ★ All the cleaning tasks must be performed with mask and gloves of a single use. Once the cleaning has finished, and after taking off gloves and mask, it is necessary that the cleaning staff performs a complete sanitation of hands, with water and soap at least during 40-60 seconds.
- ★ Regarding the working uniforms or similar, they will be packaged and closed and they will be moved to the point where their usual cleaning is done, advising a cleaning of one complete cycle at a temperature between 60 and 90° C.

### ***Baths***

In case there are baths, it must also be considered:

If the toilets are of public use, they will be opened when their use under security conditions can be guaranteed. To that end, these ones must have available, at least, the following equipment:

- ★ Soap dispensers, disinfectant solution and paper dispensers to get dried or hand drier.
- ★ Not manual action bin, having available inside it a double inner bag.

### 5.2.1 Observatories

In addition to everything mentioned for closed areas, some characteristics of the activity will be taken into account:

- ★ To ensure the distance of security between clients it must be clearly marked the location they must occupy and, if needed, the direction of movement during the activity (marks in the ground, beacons, etc.)
- ★ For activities with telescope the same protocol must be followed as with the type activity.
- ★ Locate next to the equipment disinfectant solution.
- ★ Clean and disinfect the counters several times per day, considering the greatest or a smaller number of visitors.
- ★ If we are going to perform an activity which requires instrumentation it will be obligatory the use both of personal PPE and Instrumentation PPE.
- ★ Pay special attention when applying the measures of security in order not to damage the optic, such as for example, not using aerosols near the optic, not to soak computers, etc.

### 5.2.2 Itinerant observatories

We must bear in mind that due to being in a close area, the risk of contagion increases, therefore, it is very important to deepen the measures of sanitation and security.

We must consider the type of group, the capacity and the regulation or legislation regarding the performance of the activity, as well as all the measures of personal protection and of the attendants in order to avoid contagion outbreaks.

In addition, we must apply the measures of cleaning and sanitation in the Observatory and its components, both for ourselves and for the attendants.

**Information, previous Planning, Caution and Precaution** are essential for the development of this activity.

## 5.3 Protocols for very frequented activities

In the case of these very frequented activities, apart from being in closed areas it must be taken into account the measures detailed in previous point.

### 5.3.1 Sessions, congresses and conferences

For the organization of events with groups, it is essential to study and evaluate possible risks and to bear in mind the conditions established by the sanitary situation in which we are, taking into account always the last information about the evolution of the COVID-19 offered by official bodies.

Some Autonomous Communities are restricting multitudinous events (whether cancelling, whether celebrating them behind closed doors), therefore it is important to follow the indications of the local authorities.

Originally, it must be valued the connection alternatives or virtual meeting, but in the event of celebrating it on site the following guidelines may be of great help:

- ★ The characteristics of the event must be considered (number of attendants, place of celebration) as well as the critical points related to the capacity, the security of the facilities and the emergency plans foreseen before the multitudinous concentration.
- ★ At the beginning of the event in order to give the guidelines, it is advisable the projection of a small instructional video.
- ★ All the staff involved in the event must know the Plan of Contingency of the same.
- ★ Protection equipment must be available (gloves, masks, chocks, caps), of disinfection (water alcohol gel and disinfectant of surfaces), in sufficient quantities for all the workers and the possible needs of the attendants. In addition, a stock of reserve will be available for emergencies which varies based on the dimensions of the event.
- ★ People particularly sensible or in situation of risk must not work in this type of events.

### 5.3.2 Courses

Same as in the previous paragraph, the first thing to be done is the evaluation of risks and the compliance of the criteria established by the pertinent administrations in each phase.

- ★ In general, the courses online must prevail over the on-site ones.
- ★ Value the maximum capacity based on the sanitary situation and the indications of the pertinent administrations.
- ★ If it is necessary and in order to maintain the distance of security, relocate furniture.
- ★ If it is not possible to maintain a sufficient distance, install in the classroom methacrylate screens.
- ★ Increase the presence of dispensers of water alcohol gel.
- ★ Avoid the use of shared materials and reduce as much as possible the equipment provided, it is recommended that everything possible is provided in digital format.
- ★ The classrooms must have bins with lids and, if possible, with pedal or tiltable in which tissues and other disposable material can be thrown away. Such bins must be cleaned frequently and at least once a day.

### 5.3.3 Events in schools or associations

In the case of the schools, all the **protocols established by the educational center itself must be followed**. When we move to a place to perform the activity it is important to carry our complete PPE, evaluating all the risks.

### 5.3.4 Group travels

We will try to avoid this type of displacements recommending that each attendant performs it on its own. However, in the unavoidable cases where the activity includes displacement in a concerted bus, we will have to be very careful. It is recommended to follow these guidelines:

- ★ Inform previously the people involved in the activity about all the security measures.
- ★ Organize the group in order to maintain a safe distance when waiting the bus. Demand the compulsory use of the mask.
- ★ Accessing the bus through the back doors keeping the distance with the remaining participants, as well as entering and getting out in an orderly manner.
- ★ Before starting their displacement and when it concludes, washing the hands with water and soap or with a water alcohol gel.
- ★ Not using the back row of seats behind the driver and they must always maintain the maximum possible separation between travel companions.

## 5.4 Protocols for interactive activities

In the case of interactive activities, the core premise is to adapt and modify the activities in order to minimize the community use and contact of equipment.

### 5.4.1 Workshops with security for mixed groups

- ★ If possible, perform the workshop outdoors.
- ★ Delimitation of the space which the participants must occupy.
- ★ Avoid common use equipment, and if it is essential to use one, this one has to be disinfected between each use for different participants.
- ★ At the beginning of the activity, explain the procedures of security, paying special attention to the use of equipment.
- ★ Individual equipment which must be provided to each participant will be placed in a disinfected plastic cover and placed in the “working” place of each one.

### 5.4.2 Workshops with security for children

In this case, the measures of the previous point will be followed, but paying special attention to the compliance of the measures, since due to being children the rules of the activity must be highlighted.

Our “**first-aid kit for contingencies**” must be an essential element for this type of activities with little ones.

## 5.5 Protocols for activities of Accessibility

In general, it is necessary that we start to consider criteria of accessibility at the time of performing our activities, at this moment it gains special importance taking into account some considerations:

- ★ To draw from the fact that they are considered groups of risk by the World Health Organization.
- ★ Support staff will be needed in the activities with groups of functional diversity which help to control the protocols.
- ★ Guarantee the accessibility to the products of disinfection removing physical barriers which may exist (gels and products of disinfection within everyone's reach).
- ★ In case of support elements, wheel chairs, walking sticks...it must be guaranteed the disinfection of the elements before the beginning of the activity.
- ★ Taking into account the difficulty that certain functional activities generate in order to maintain the measures of social distancing. Recommending the use of gloves, masks and protection screens, if possible.
- ★ There are groups which are more vulnerable to the need of touching in order to understand and interpret. We must guarantee the objects they are going to touch, as well as their disinfection after each individual use.
- ★ The explanations of the protocol of security must be clear and brief, understandable by each one of the participants.
- ★ Translator into pictograms for people with Autistic Spectrum Disorder, for the elaboration of indications and to make the information accessible.  
<https://www.pictotraductor.com/>
- ★ It may be of help this guide about the coronavirus of Easy Reading.  
<https://www.discapnet.es/informacion-sobre-el-coronavirus-en-lectura-facil>
- ★ Take into account if we find ourselves in any case of exception, where it may not be obligatory the use of the mask. Thus, the regulation text establishes an exception for those “people in which the use of the mask turns out counter indicated due to health reasons duly justified, or due to their situation of incapacity or dependence, providing behavioral disorders which make impossible its use”.  
<https://www.cermi.es/es/actualidad/noticias/pandemia-excepcionado-el-uso-de-mascarillas-en-determinadas-situaciones-de>

- ★ Practice active listening, particularly if your conversational partner has difficulties when talking or is making an effort.
- ★ In closed areas, value the use of adapted signaling.  
<https://puntodis.com/categoria/covid-19/>
- ★ If you must offer assistance be nice and respectful, ask if there are specific instructions and do not forget to maintain the security measures.
- ★ If there is any activity which the person is not going to be able to perform it must be informed before the beginning of the activity.
- ★ If the person needs technical assistances for its mobility, it will be recommended to bring disinfectant gel, but before the lack of it, it will be offered in situ.
- ★ In the event of people with hearing impairment, it must be ensured that it was clear for them the information, since the conditions of low lighting may make difficult the communication, as well as the use of mask, which will hamper the reading of lips.
- ★ In the case of people with visual impairment or blind, the setting must be described, indicating the physical dimensions and the location of the different elements in order to be able to comply with all the necessary measures in order to avoid contagion of the COVID-19.

**In Chapter 8 “Webs of Reference and Official Information” we have included the direct link to the documents of the ICTE (Institute for the Tourist Spanish Quality) and which gathers the measures of action and security of the different tourist sectors at national level, therefore we recommend its consultation.**

## 5.6 Unified security criteria

- ☐ The professional must remember that the surgical masks and the sanitation masks are not PPEs.

The **mask FFP2 must always be used** in order to have a more effective protection. The visits and groups come and go, but if someone of the organization is infected it extends to the rest of workmates and from there to other groups, therefore the chain of contagion multiplies.

- ☐ Use of sanitation or surgical mask in every route, both outdoors and in halls.
- ☐ Maintain distances of security at every moment avoiding gatherings and crossings in the passing areas.
- ☐ Provide water alcohol gel and make use before and after the activity.
- ☐ Cleaning surfaces with virucide products.
- ☐ Avoid shared use of surfaces or equipment.
- ☐ Put special care and sanitize hand rails, doorknobs, etc.
- ☐ In case of using protection screen, a mask must be used as well.

## PART 3

# MEASURES OF PROTECTION AND SANITATION







6

# PROTECTION MEASURES

*“[A philosopher] stated that he knew the secret... He studied the two heavenly foreigners and blurted out in their face that their persons, their worlds, their suns and their stars were created only for the use of men.*

*In light of such statement, our two travelers dropped one against the other, taken by an attack of...uncontrollable laughter.”*

*Voltaire “Micromegas. A philosophic history”*

# CHAPTER 6

## MEASURES OF PROTECTION

Once established all possible measures of protection of collective protection, it is necessary to address the issue of the individual protection as well as the instruments or equipment we may use ourselves or share with the attendants.

### 6.1 The importance of a PPE

It is understood as individual protection the technique which has as purpose the protection of the worker against external aggressions, whether they are of a physical nature, chemical or biological, which may arise in the execution of the activity.

Although under the terms of labor risk prevention, it is seen as the final link of the preventive chain in the case of this sanitary crisis the PPEs have become an essential protection tool.

According to the provisions in the **Royal Decree 773/1997**, the equipment must be certified based on the **Regulation (EU) 2016/425** regarding the individual protection equipments, which is shown by the conformity marking CE.

In general, the recommendation is to use disposable PPEs, or if this is not the case, those which can be disinfected after their use, following the recommendations of the manufacturer.

The PPE must be chosen in such a way that it guarantees the maximum protection with the minimum discomfort for the user and to that end it is essential to choose the size, design or dimension which properly adapts to the same.

### 6.2 Types of Protection Equipments, creating my PPE

We suggest some types of PPE which could be useful for the safe development of the activities:

- ☐ Masks FFP2 (the surgical and sanitation ones are not considered PPE)
- ☐ Gloves
- ☐ Protection screen or face protection
- ☐ Reflective jacket or light points
- ☐ Safety goggles

### 6.2.1 MASKS

About the generalized use of masks by the population, according to the last indications of the Ministry of Health and as mentioned in the **Official Spanish Gazette published the 19 May 2020**, it indicates that:

**“Article 1. Purpose.**

*The present order has as purpose the obligatory use of the mask by the population.*

*For the purposes of the provisions in the present order, it will be understood as fulfilled the obligation mentioned in the previous paragraph by using any type of mask, preferably of sanitation and surgical which cover nose and mouth. It will be observed, in every case, the indications of the sanitary authorities about its use.*

**Article 2. Subjects bound by the obligation.**

1. *People six months old or over remain obliged to use masks in the mentioned areas in article 3.*
2. *The obligation included in the previous paragraph will not be required in the following events:*
  - a) *People with some type of respiratory disorder which may be aggravated by the use of mask.*
  - b) *People in which the use of mask turns out counter indicated due to health reasons duly justified, or who due to their situation of disability or dependency have behavioral disorders which make unfeasible its use.*
  - c) *Execution of activities in which, due to the nature itself of these, becomes inconsistent the use of the mask.*
  - d) *Cause of force majeure or situation of need.*

**Article 3. Areas in which the use of the mask becomes obligatory.**

*The use of the mask shall be obligatory in the public road, in outdoor spaces and in any closed space of public use or which is open to the public, as long as it is not possible to maintain a distance of interpersonal security of at least two meters.”*

Therefore, we must demand to the participants in the star-tourism activities to bring their mask, in addition we recommend to have available some extra units just in case someone forgets it or loses it.

The masks recommended for the population in general are the surgical or sanitation ones, however for us, due to being the drivers of the activity, ideally, would be to use in addition a protector screen or a mask FFP2, since we can be in contact with different groups and we have a greater risk of infection.

**Remember that FFP2 masks are PPE, the sanitation and surgical ones are not PPE.**

### Correct use of masks

Perform a correct use of masks always associated to the measures of prevention and to the measures to reduce the community transmission:

- If you have symptoms, stay at home and do isolate yourself in your room
- Maintain 2 meters distance between people
- Wash your hands frequently and meticulously
- Avoid touching eyes, nose and mouth
- Cover mouth and nose with the flexed elbow when coughing or sneezing
- Use disposable tissues
- Work at a distance as long as possible

Make a correct use in order not to generate more risk:

Wash your hands before putting it

During the whole time the mask must cover the mouth, nose and chin

Avoid touching the mask while wearing it

- Throw the mask away when it is damp and do not reuse the masks unless it is indicated that they are reusable

To remove the mask, do it by the back side, without touching the front side, dispose of it in a closed bin and clean your hands

6 May 2020

See official sources to be informed

[www.mscbs.gob.es](http://www.mscbs.gob.es)

@sanidadgob

#WE WILL STOP THIS VIRUS TOGETHER

GOVERNMENT OF SPAIN

MINISTRY OF HEALTH

(Coat of arms of the Government of Spain)

## 6.2.2 GLOVES

The use of gloves outdoors is recommended in cases such as going to a shop or if we have to go to a bank, etc. But since they can give the feeling of **false security**, the important thing is the frequent washing of hands and to avoid touching the face (mouth, eyes, etc.). However, during the course of an activity of star-tourism it is not easy to perform the washing of hands, so as an alternative, we have the water alcohol gel. Therefore, we must have available a big bottle of the same, thus the first thing we will do when receiving the visitors is to offer them a bit of gel so that they disinfect the hands.

Do I have to use gloves when I go out to the street in order to protect myself from coronavirus?

No, when we go out, the adequate and frequent cleaning of hands is more efficient than the use of gloves, because:

Using gloves for a long time makes them dirty and may get infected.

You can be infected if you touch your face with contaminated gloves.

Removing the gloves without contaminating the hands is not easy, it requires a specific technique. It is recommended the cleaning of hands after their use.

YES, it is convenient to use disposable gloves in stores to choose fruits and vegetables as it has been done until now.

In the work environment the specific recommendations of labor Health must be followed

An incorrect use of the gloves may generate a feeling of false protection and put in greater risk of infection those who wear them, helping thus to the transmission.

26 May 2020

See official sources to be informed

[www.mscbs.gob.es](http://www.mscbs.gob.es)

@sanidadgob

#WE WILL STOP THIS VIRUS TOGETHER

GOVERNMENT OF SPAIN

MINISTRY OF HEALTH

(Coat of arms of the Government of Spain)

### 6.2.3 PROTECTOR SCREEN or FACE PROTECTION

The Face Protection Screens are another instrument which has become known during this pandemic. There are those who consider their use as a replacement of the mask, but nothing could be further from the truth. These screens started to be used in the hospitals to protect health professionals from possible contagion due to splashes mainly in the eyes. Since it has the lower part open, they do not protect the nose and mouth, therefore in order to be effective, the mask must also be used. But be careful, a low-quality screen can cause eye lesions, dizziness, etc. It is important that they have the certification of European quality:

*" The certified eye protection based on the rule UNE-EN 166:2002 for the protection against liquids may be integrated goggles against droplets or face protection against splashes".*

The disinfection of the same may be done with water and soap or disinfectant gel, but be careful, if the equipment does not fulfil the regulation or if we use very strong liquids, the plastic may deteriorate and lose its effectiveness. In addition, we will remember to pay special attention to its cleaning since if we don't do it properly, virus traces might remain and therefore the possibility of contagion increases.

Knowing that the virus lasts on the plastic about 72 hours it is recommended that, if you are going to use protection screen, you perform replacements. Thus, after cleaning it, you may leave it during that period and use the replacement one. The amount of replacements would depend on your activity, you must study that based on your circumstances.

### 6.2.4 REFLECTIVE JACKET or BRACELETS WITH LIGHT POINTS

A reflective jacket or of high visibility may facilitate that the attendants to the activity see and locate us with the aim of preserving the distance of security.

There are also those who use a point of light in the arm/wrist/ankle to remain traceable.

In any event, once the observation starts, the more darkness we have, the better. Therefore, the best would be to make use of these two resources if we have to move between the groups, and if it is considered necessary.

## 6.2.5 SECURITY OR PROTECTION GOGGLES

*“...Apart from the compulsory marked «CE» according to the provisions in the Royal Decree 1407/1992, the identificatory marks of the protection degree are also compulsory in the case of filtering eyepieces.*

*The **personal protection equipments (PPEs)** are regulated by European regulations which, in the case of **eye and face protection**, highlight the provision against impacts of different intensity, radiations (of more than 0.1 nm), hot melted metals and solids, droplets and splashes, dust, gas, electric short-circuit arc or any combination of these risks. According to the **European Regulation**, **the goggles for labor use have to be certified as a whole** (frames and lenses) not having certification each one of its part separately, that is, no frames can be used with eye pieces which have not been certified with them...”*

Source: <https://www.equipodeproteccionindividual.com/normativa-equipos-proteccion-ocular-gafas-pantallas-y-filtros-proteccion/>

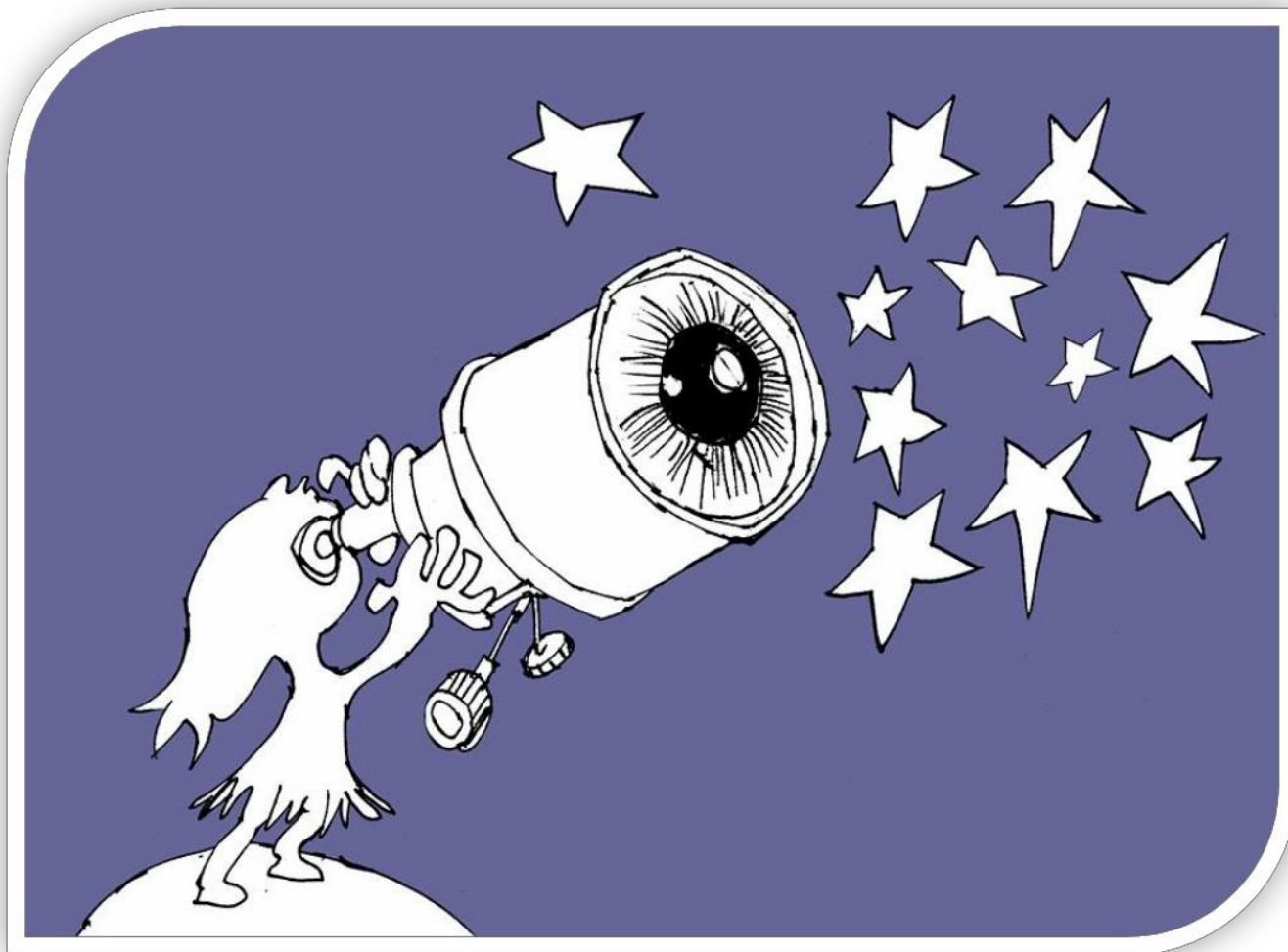
We recommend reading the complete chapter of the Source.

### Example of personal PPE

- ★ 2 masks FFP2 + 2 surgical / sanitation ones.
- ★ 3 latex or nitrile pair of gloves.
- ★ Biodegradable bottle of gel or disinfectant spray.
- ★ Transparent eye glasses, which cover the eyes completely or face screen.
- ★ Clothing with pockets which allow us to carry protection and disinfection equipment during the activity. No specific working clothes are needed. It is recommended that the clothes used are washed daily with hot water (over 60° C).
- ★ Several plastic bags.

### 6.3 Other Protection measures. THE INSTRUMENTATION “PPE”

In this paragraph we are going to offer you some examples or inventions of companions who have submitted their ideas. In this handbook we offer you a brief version of the same, and in the event of needing more information we recommend you to contact directly with the inventors. The contact details can be found attached to the information of their proposal.



### 6.3.1 PROTECTION FOR EYEPIECE (LABORATORY OF ASTRONOMY)

This protection DIY is elaborated with an acetate layer of sheet size. The intention is making a transparent cap which allows us to observe through it and avoid the direct contact of the assistants with the eyepiece of the telescope.

This proposal allows, in addition, that the assistants may create “in situ” its own eye protections. This protection of the eye piece not only avoids a possible contagion between assistants, but also provides another two points to take into account:

- Provides the attendants the reassurance that their protector is new (they have created it)
- It allows to dedicate 10 or 15 minutes at the beginning of our observation to discuss the necessary security measures and to talk about the protocol anti-covid19 in a relaxed and easy manner.

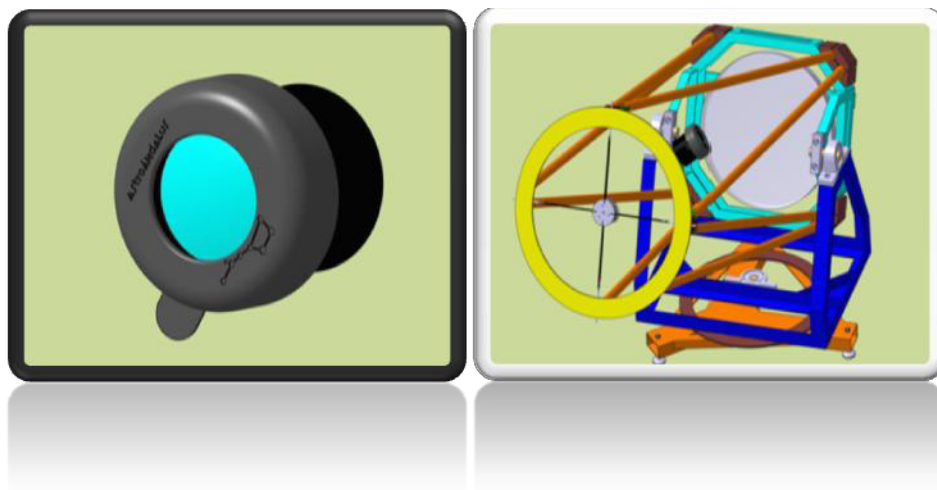
You can see a tutorial and download the template in the following link:

<https://laboratoriodeastronomia.com/astronomia-en-tiempos-de-coronavirus/>



### 6.3.2 PROTECTION FOR EYEPIECE WITH THERMOFORMED PLASTIC (AstroAndalus)

Through the thermoformed process with heat and vacuum, a form is given to a plastic. In this case we obtain a cover for eye pieces, as appears in the following images.

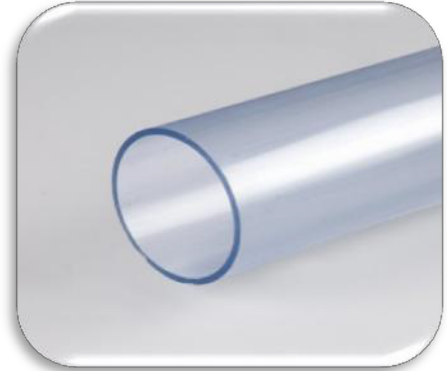


For further information you may contact directly in: <https://www.astroandalus.com/>

### 6.3.3 PROTECTION FOR EYEPIECE WITH PVC TUBE (STARTRAILS)

It comprises a PVC tube of 50 mm external diameter and around 48 mm inside, it is a good measure since it is not too big, but neither is it too narrow in order to be forced. There is another option which is 40 mm, in any case, it is recommended to measure your objective before and other bigger diameters can be found if needed.

The tube has to be cut with the measure of the eyepiece and to finish it, stick a transparent “lid” (layer type of acetate). Since it has 2 mm width the tube, there is sufficient space to stick the “lid” and for the final touch, it is recommended to sharp the edge so that it does not remain irregular or rough. The sections are 1 meter long, we can obtain from the same easily around 20 protections for eyepiece. The benefits of this system are that it can be cleaned without a problem and if the lid is scratched, it can be replaced immediately with a new one, maintaining the section of the tube intact.

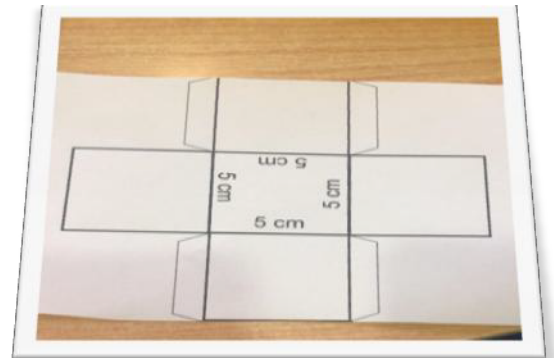


For further information you may contact directly in: <https://www.startrails.es/>

*Image of [www.mwmaterialsworld.com](http://www.mwmaterialsworld.com)*

### 6.3.4 PROTECTION FOR EYEPIECE (Légola, “Park of the Stars of Extremadura”)

Use for its elaboration transparent PVC lids of 200 microns, following the model of elaboration of an open cube in one of its sides, in order to insert the eye piece. Since it is a rather rigid material, it facilitates the disinfection, after each one of the observations and the manipulation of the same.



The transparent PVC has a significant improvement of transparency and visibility over the acetates but on the other hand they are more delicate tending to get scratched more easily.

About the overview of the model provided, a small modification is performed removing the coupling flaps and replacing them with transparent adhesive tape and scaling the model to the types of eyepieces which are going to be used in the observations.

They elaborate a cube by attendant for each one of the observations, gathering at the end to proceed to its disinfection and subsequent use.

The transparent PVC covers are sold in format A4 in stationery shops, of each one 2 and 3 protections for eyepieces can be obtained, based on the inches of the eyepiece to be covered.

Further information in: <https://www.ocioyturismoenextremadura.es/>

### 6.3.5 PROTECTION FOR EYEPIECE WITH POLYLACTIC ACID,

#### BIODEGRADABLE POLYMER (Ad Astra)

The material is **PLA**, a biodegradable polymer used in 3D printers.

Afterwards, there are 2 options: put a round cutting of an acrylic layer (which is purchased in the stationary shops) or putting glass.

In the first option, the layer will have to be thrown away after each tour, because the fact of disinfecting it would commit its quality (it would become more opaque and yellow with the time, without taking into account that it may get scratched easily). Therefore, it would affect the quality of the visibility of the astronomic object in the following sessions. From a layer several circles can be obtained and a format A4 costs around 15 cents.

If we use glass, this one can be cleaned together with the one that covers the eyepiece, therefore we wouldn't have to throw it away. Based on the quality of the glass, it will be more or less difficult to scratch than the acrylic.

The glass can have a minimum diameter of 32 mm and maximum diameter of 45 mm, and a maximum width of 3mm.

And a very important thing, it has to be flat, otherwise the image would be distorted.

Anyhow, between acrylic and glass, it is better the glass if we want to maintain the quality of the object we are observing.

The central hole which covers the eyepiece measures around 28 mm, which is thought to fit an eyepiece of 40 which has an opening of exactly 28 mm.

Putting other eyepieces, for example a 15 one, it would remain very little free space around the walls of the same (compared to the 40 one, which is wider), but it would not be a problem since this would not affect the field of vision. On the contrary: the opening of a 15 eyepiece is smaller than the central hole of 28 mm, thus no light is subtracted.



## Cleaning and disinfection:

Immerse the eyepieces covers (in the option with glass, maintain the glass in its place, it is not necessary to clean it aside) in one of the following solutions:

- Bleach dissolved in water at 0.5%. Example: proportion for 1 liter of disinfectant: 875 ml water + 125 ml bleach. 7 parts per water by 1 part of bleach.
- Alcohol 96° dissolved in water at 70%. Example: proportion for 1liter disinfectant: 300 ml water + 700 ml alcohol 96°. 3 parts of water by 7 parts alcohol 96°.

They have to remain submerged during 1 minute.

## Notes:

- Prepare a new mix in each use.
- Use close recipients (for example, a plastic tupper).
- Use cold water.
- Do not mix with acids (vinegar) neither nitrogenous bases (ammonia).
- Do not use in metals (corrosive).
- Leave to dry completely over a disinfected surface.
- Handle the eyepieces covers with gloves or the disinfected hands and put them in an air-tight sachet.

For example, plastic sachets with zipper can be used, those which come to freeze the food. That will be the sachet provided to the client.



For further information get in contact directly in: <https://www.adastralapalma.com/es/>

### 6.3.6 USE OF DIVING GOGGLES FOR BINOCULARS (Jesús Pérez Bastos)

For the observation through the **binoculars** each person will use **air-tight diving goggles**. They are expensive, but the quality of the vision is worth it.



The disinfection of the diving goggles, surely will shorten the life of the rubbers, but the quality of the vision is welcomed and in tours or activities VIP the clients will not doubt to pay a bit more.

We can add our logo in the goggles and turn it into a promotional product and which our visitors will keep as a souvenir from the experience.

7

## CLEANING OF EQUIPMENT





*“Being a kid, I had an unpleasant surprise when I understood that our Sun was called yellow dwarf and that the cultured people had it as an insignificant member of the Milky Way.”*

*Isaac Asimov*

## **CHAPTER 7**

### **CLEANING OF EQUIPMENT**

#### **7.1 EYEPIECES AND INSTRUMENTATION EQUIPMENT**

In order to be able to perform an optimal sanitation of the equipment and, as far as possible, to avoid damaging them, we recommend some guidelines of disinfection, cleaning and maintenance.

Firstly, it is very important that every observer wears gloves, mask and protection glasses (or failing this, use a cap),

Ideally, would be to be cautious and have reserved several identical eyepieces, the more the better.

With a UV radiation device of 250nm or less, we can begin to disinfect the eyepiece or eyepieces between observers, hence the recommendation of having several replacements of eyepieces.

The idea is to place a UV lamp within a box where the eyepieces are also placed, the box is closed and they are disinfected, in addition, the deterioration which the UV may cause to a single eyepiece is lower than other more aggressive products.

We will never use bleach to sanitize the eyepieces, but a solution of pure isopropyl alcohol diluted with deionized water at 70% or even isopropyl alcohol at 100%, we impregnate a cloth and we clean it softly. For other surfaces and materials, it is not recommended the use of sprays (to avoid that the nebulized product penetrates in electronic circuits and produces more damage), ideally would be using as well a damp cloth.

#### **7.2 CLEANING OF SANITATION REUSABLE MASKS**

For the cleaning and disinfection of the sanitation reusable masks any of the following methods can be followed:

- 1. Cleaning and disinfection of the masks with normal detergent and water at a temperature between 60°-90° (normal cycle of the washing machine).
- 2. Submerge the masks in a dilution of bleach 1:50 with warm water during 30 minutes. Then clean with water and soap and rinse to eliminate any trace of bleach and leave to dry.
- 3. Due to the special circumstances of the sanitary crisis caused by the COVID-19 and to the urgency of having disinfectant products available with virucide activity for the disinfection of reusable sanitation masks it has been established that it may be used, with this aim, any of the virucide products authorized by the Ministry of Health for PT2

(environmental use), who have passed the Rule 14476 of virucide activity and which are found registered for general public use (these products which are authorized in their mode of use for surfaces, may be used for the disinfection of reusable sanitation masks). Their use will also serve according to the recommendation of the manufacturer, paying special attention to the diluted use or not of the product and to the times of contact needed for the disinfectant activity. Once the masks have been disinfected, they will be cleaned with plenty of water and soap to eliminate any chemical remainder and will be left to dry.

*Fuente: Ministry of Health/mscbs.gob.es/*

### **7.3 WORKING CLOTHES AND PERSONAL BELONGINGS**

Regarding the working clothes, the general recommendation is that, after their use, are placed in a plastic bag, and to proceed to their daily cleaning at 60°. In addition, after handling it we must wash very well our hands and not to shake the bag with the clothes.

In the page of the Ministry of Health, they urge also to the following guidelines regarding the sanitation of personal belongings. Among others, they recommend separating the objects we may have exposed to the environment such as glasses, rings, telephone, bracelets, etc. Therefore, once we arrive home, we must separate them and proceed to disinfect them.

These belongings and the surfaces in external contact, may be disinfected with soap, disposable tissues with alcohol solution or a common cleaner.

The personal use objects such as glasses, mobiles, keyboards, mouse, cards, wallets, handbags, etc. will be cleaned frequently with the products indicated by each manufacturer. In order to disinfect them, when the material allows, use a clean cloth with water alcohol solution.

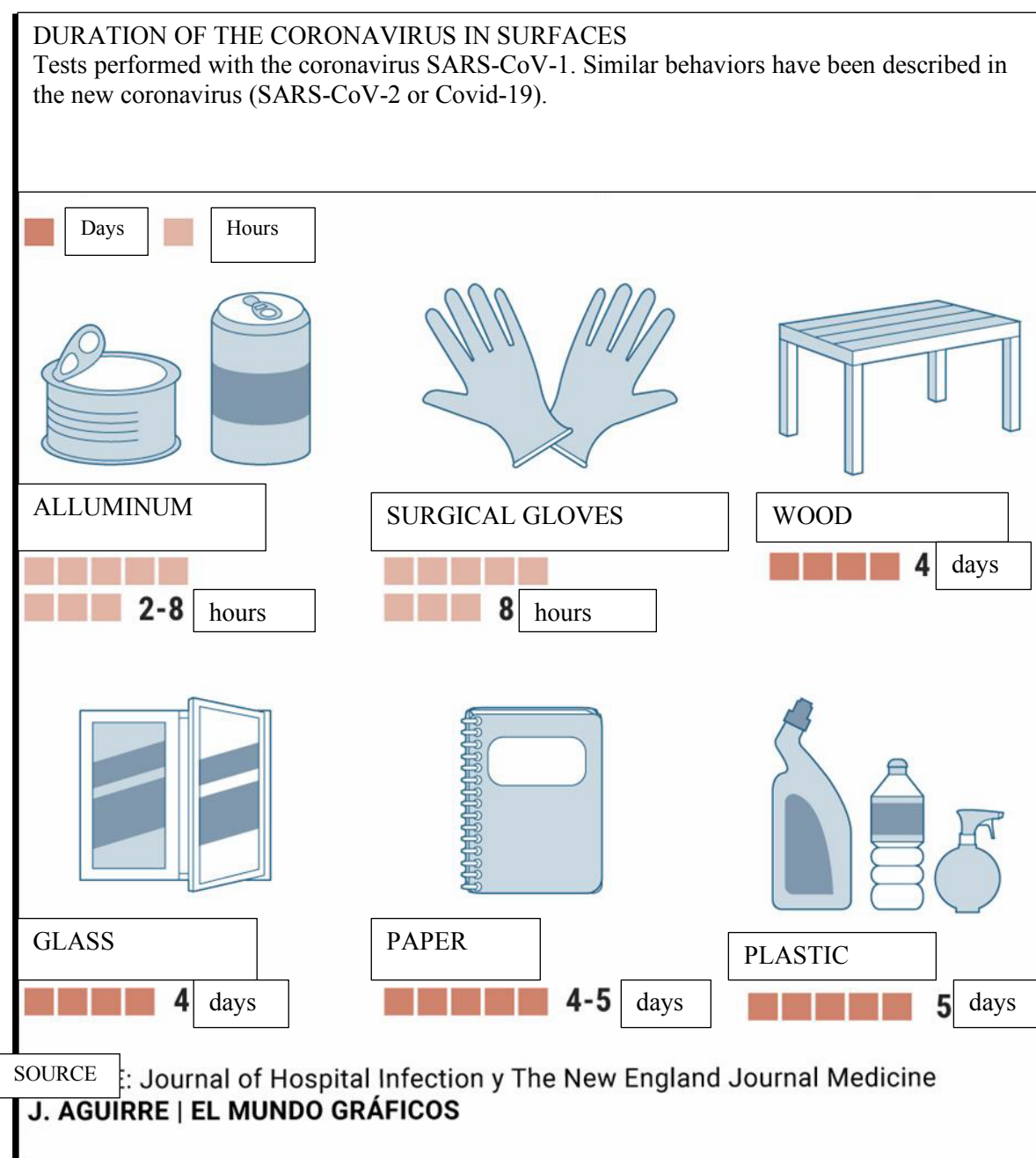
Failing this, you may use common alcohol (96% concentration) diluted in the following manner: mix 70 ml alcohol with 30 ml water. It is not necessary to rinse.

*Source: Ministry of Health /mscbs.gob.es/*

**In the *Chapter 8* the link to the page of the Ministry of Health can be found where a list of authorized virucide disinfectants can be checked.**

## 7.4 OTHER “QUARANTINE” EQUIPMENT

Taking into account the last information about the persistence of the coronavirus in the surfaces, we recommend you that for a greater security, and in addition to the cleaning and sanitation of the equipment, leave them a minimum time in “quarantine”. In the following image you may check the different times according to the type of material. However, we remind you that the information may vary at any moment, therefore a usual follow-up of the channels of communication and official information is recommended.

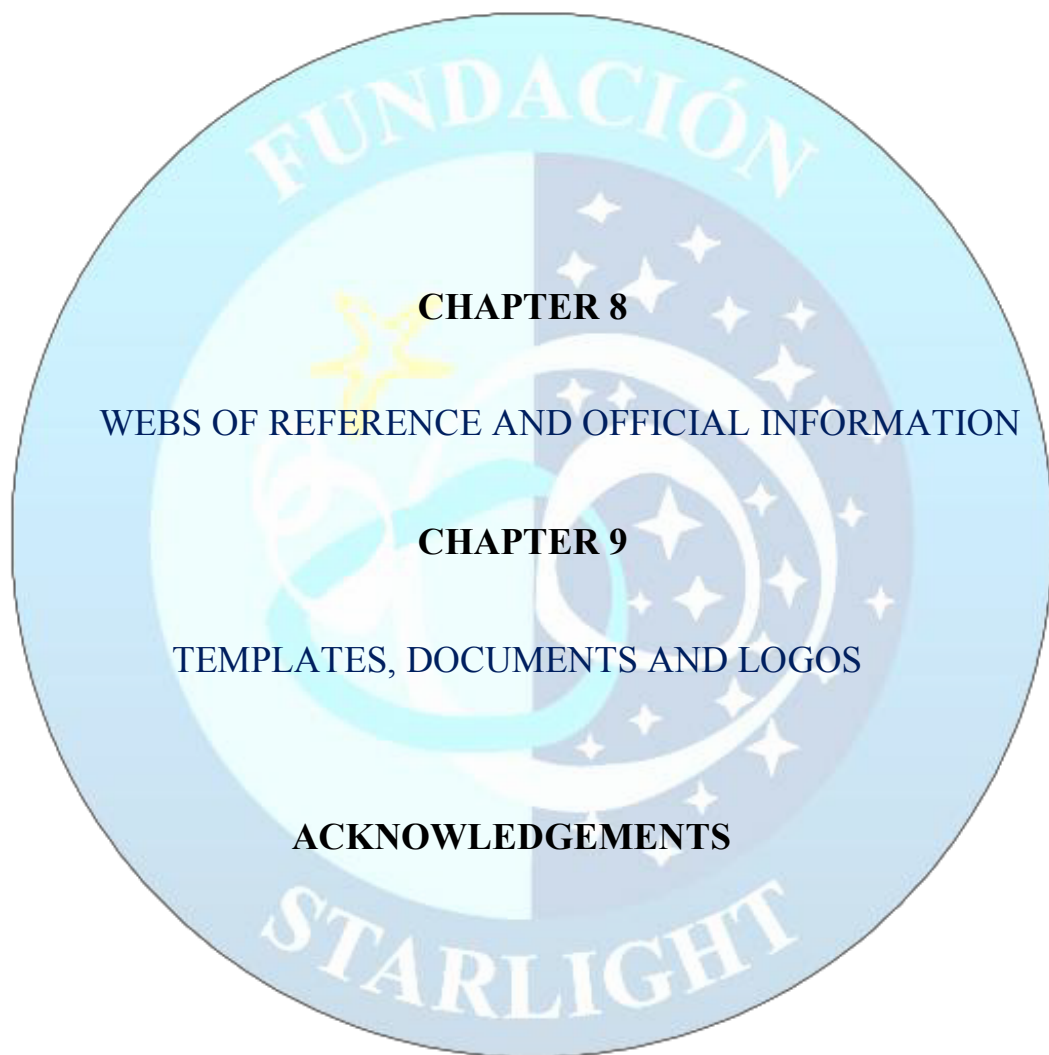




# PART 4

## ANNEXES





# 8

WEBS OF REFERENCE AND  
OFFICIAL INFORMATION

*“In the shimmering Pleiades, a grouping of stars known as the Seven Sisters or Cabrillas, the average observer is only able to spot six or seven.*

*But if this small piece is contemplated with a portable telescope, even from within a city, dozens of stars will appear; Tennyson described them as a swarm of fireflies in a cup of tea.”*

*Nancy Hathaway, Science communicator in astronomy*

## CHAPTER 8

### REFERENCE WEBS AND OFFICIAL INFORMATION

We let you visit **ALWAYS** the following sources of official information.

- Ministry of Health, Consumer Affairs and Social Welfare

(MSCBS) [www.mscbs.gob.es](http://www.mscbs.gob.es)

Several PDF and audiovisual material with the Measures of Security and Sanitation

<https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/ciudadania.htm>

List of authorized virucide disinfectants

[https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado\\_virucidas.pdf](https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado_virucidas.pdf)



- Center of Coordination of Health Alerts and Emergencies (CCAES)

[www.mscbs.gob.es/profesionales/saludPublica/ccayes/home.htm](http://www.mscbs.gob.es/profesionales/saludPublica/ccayes/home.htm)

- World Health Organization (WHO)

[www.who.int/es/emergencies/diseases/novel-coronavirus-2019](http://www.who.int/es/emergencies/diseases/novel-coronavirus-2019)

- European Centre for Disease Prevention and Control (ECDC)

[www.ecdc.europa.eu/en](http://www.ecdc.europa.eu/en)

- Institute for the Spanish Tourist Quality (ICTE)

[www.calidadturistica hoy.es](http://www.calidadturistica hoy.es)

*Particularly, the UNE Specifications to reduce risks against COVID19 in:*



*Travel Agencies, Spas, Hotels and Tourist Apartments, Camps and Holiday Cities, Restauration Services, Rural Accommodations, Golf courses, Guides of tourism, Museums and Heritage Locations, Offices of Tourist Information, Hostels and Guesthouses, Active tourism and Ecotourism.*

[www.calidadturistica hoy.es/ESP/m/36/1393/general/Inicio/Publicadas-las-Especificaciones-UNE-para-reducir-riesgos-frente-al-COVID-19-en-el-turismo](http://www.calidadturistica hoy.es/ESP/m/36/1393/general/Inicio/Publicadas-las-Especificaciones-UNE-para-reducir-riesgos-frente-al-COVID-19-en-el-turismo)

A large blue number 9 is centered within a yellow rectangular field in the top-left corner. The background of the entire slide is a night sky filled with stars, with the dark green branches of a tree visible in the lower half.

9

FORMS,  
DOCUMENTS AND  
LOGOS



*“Science consists of mistakes, which at the same time are the steps towards the truth.”*

*Julio Verne*

## CHAPTER 9

### FORMS, DOCUMENTS AND LOGOS

In this chapter all the PDFs can be found, forms and templates explained along the Handbook. However, we recommend you to check the digital edition of the same in case there was any update both of the official measures of security and sanitation and of the forms and/or templates.

List of Annexes which you may find:

#### **1. Statement of Responsibility**

It is recommended to ask this document to be returned to you signed, before the activity, by e-mail. However, you may carry some copies in case someone has not done it.

#### **2. Form of Previous Action**

It consists of a paragraph where the date and place of the activity is fulfilled, as well as the type of group we are going to assist. A second paragraph where we fulfill the equipment needed for that activity is a sort of “check-list”, so that we do not forget anything. A third paragraph serves to write all the names of the attendants and to highlight if any is of risk. And a fourth paragraph of Comments where we will write everything important for the activity.

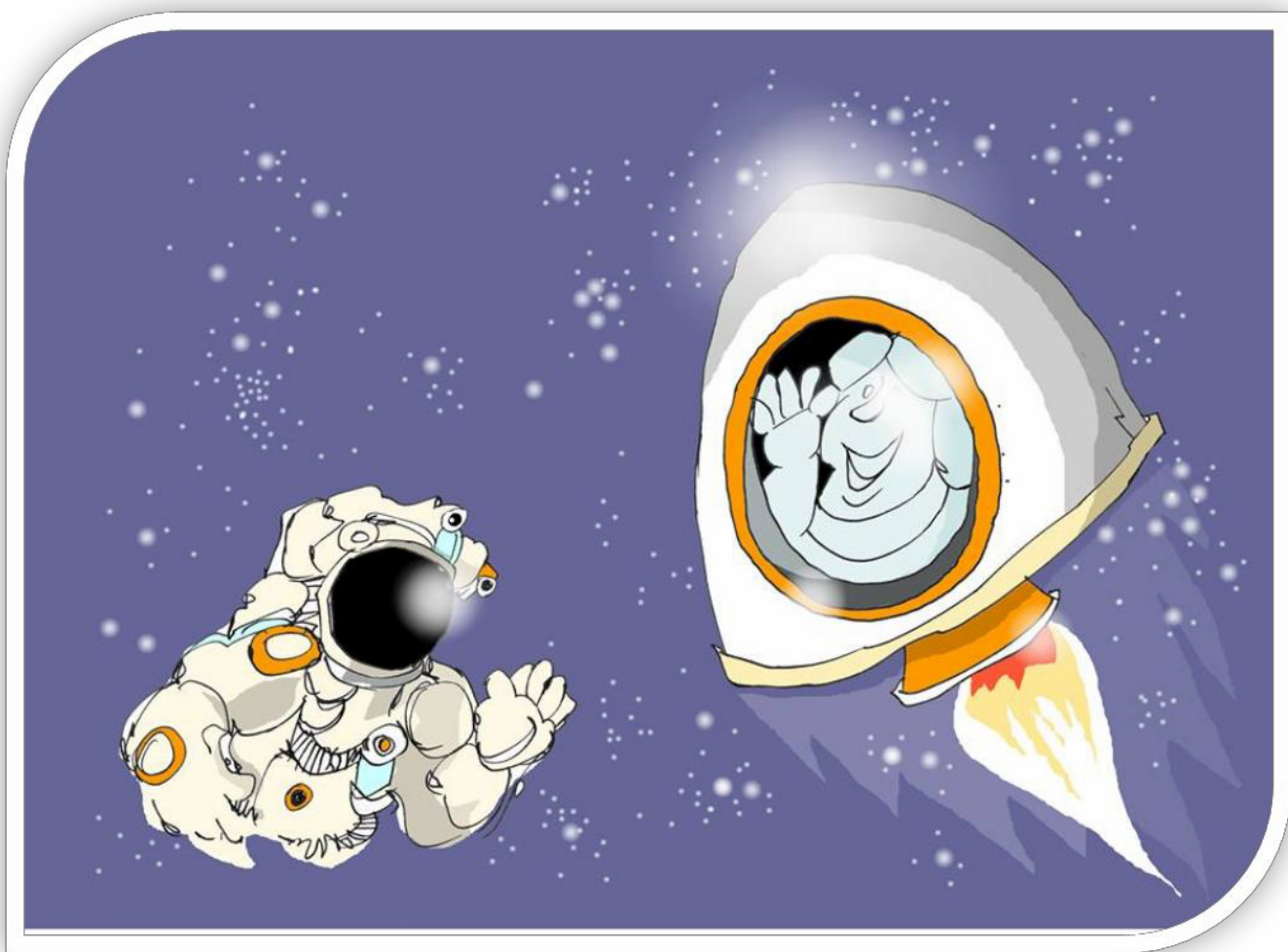
We have provided two templates, one with the basic necessary equipment and the other empty so that you fulfill it according to your needs.

#### **3. Welcome Form**

This form is a standard form so that you provide the basic information of security to your clients. The important is not to saturate of information, write the measures in a clear and brief manner.

#### **4. Logo “Safe Astronomy” and “No Covid19”**

#### **5. My Contingency plan**





## RESPONSIBLE DECLARATION BEFORE COVID-19

Dear Sir, Madam,

Given the situation regarding the COVID-19, it is necessary the collaboration of all the citizens in order to deepen the measures of prevention to preserve your health, the one of the remaining visitors and the one of those who develop the activity in these facilities. Hence, we request from you to perform the following RESPONSIBLE STATEMENT:

Information of the activity:

Type of activity:

Date:

Place

Personal data

NAME:

SURNAME:

ID CARD NUMBER:

ADDRESS:

E-MAIL:

TELEPHONE:

1.- Are you suffering any of these diseases? Mark with a cross

- Diabetes
- Cardiovascular or high-blood pressure
- Chronic liver
- Chronic lung
- Immunodeficiency
- Cancer under current treatment

2.- Are you pregnant?

- Yes
- No

3.- Are you over 60 years old?

- Yes
- No

4.- In the last 14 days have you been identified as close contact with a case of COVID 19, confirmed, probable or possible?

- Yes
  - No
- 



## RESPONSIBLE DECLARATION BEFORE COVID-19

5.- During the last months have you been confirmed as case or possible case of COVID 19:

- Confirmation through PCR test or quick test.
- Probable case: has suffered serious acute respiratory infection with clinical judgement
- Probable case: has been in contact with people who have suffered Covid 19.
- Possible case: has suffered minor acute respiratory infection to which no test has been performed.

6.- Have you been abroad in the last 14 days?

- Yes
- No

7.- Currently, do you have any of these symptoms?

- Temperature
- Cough
- Difficulty breathing
- Pain in the chest
- Lack of sense of smell or taste
- Any other symptom compatible with COVID19

We inform you that the data included in the present document about your health status are confidential and are subject to the current legislation on DATA PROTECTION and that the staff who will treat them will be exclusively from the Direction of \_\_\_\_\_

This treatment of data is necessary in order to maintain the health security in our facilities. The data will be deleted once finished the terms of prescription marked by the law, preserving them only in order to attend possible claims. You may exercise your rights of access, rectification, cancellation, opposition, portability and limitation of the treatment of your data addressing \_\_\_\_\_, accompanying a copy of your ID card duly accrediting your identity. Under any situation you have the right of filing a complaint before the Spanish Agency of Data Protection (AEPD).

(Town), the ..... of ..... of .....

Signature



## PREVIOUS ACTION FORM

ACTIVITY:

DATE:

TYPE OF GROUP:

- GFA (Coexisting Families / Friends)
- GFAR (Coexisting Families / Friends, with a person of Risk)
- GI (Independent Group, Mixed, Non-coexisting)
- GIR (Independent Group, Mixed, Non-coexisting, with person of Risk)

### LIST OF EQUIPMENT

PPE

INSTRUMENTAL PPE

FIRST AID BOX FOR CONTINGENCIES

WATER ALCOHOL GEL

EXTRA MASKS AND GLOVES

SIGNALING

COPIES OF RESPONSIBILITY  
STATEMENT

### ATTENDANTS

### COMMENTS

**PREVIOUS ACTION FORM**

ACTIVITY:

DATE:

TYPE OF GROUP:

- GFA (Coexisting Families / Friends)
- GFAR (Coexisting Families / Friends, with a person of Risk)
- GI (Independent Group, Mixed, Non-coexisting)
- GIR (Independent Group, Mixed, Non-coexisting, with person of Risk)

LIST OF EQUIPMENT

ATTENDANTS

<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

--

COMMENTS

--

COMPANY LOGO

NAME AND DATA  
COMPANY

Dear star-tourist,

Dear star-tourist,

Firstly, we would like to think you for having chosen us for this star-tourism

Firstly, we would like to think you for having chosen us for this star-tourism experience. We are sure that you are going to love it since all of our activities have been planned very fondly and carefully.

As you must know, due to the virus SARS-CoV-2, some things have changed

As you must know, due to the virus SARS-CoV-2, some things have changed affecting mainly the security and sanitation demanded in the tourist activities, mostly when it comes to groups.

Therefore, in order to guarantee the security of everyone, we have implemented

Therefore, in order to guarantee the security of everyone, we have implemented some measures which appear listed below:

- some measures which appear listed below:

- The use of water alcohol gel when at the arrival and each time the monitor / guide indicates it.

- The use of mask is compulsory in every moment

- The use of mask is compulsory in every moment

- Bringing gloves in case their use could be needed

- Bringing gloves in case their use could be needed

- Follow the indications of security of the monitor / guide at every moment

- Follow the indications of security of the monitor / guide at every moment

- Observe the distance of security established

- Observe the distance of security established

- The company reserves the right of admission, expulsion, as well as non-devolution

- The company reserves the right of admission, expulsion, as well as non-devolution of the amount paid for the activity due to behaviors which incur in non-compliance

of the amount paid for the activity due to behaviors which incur in non-compliance of the rules of security and sanitation, and which may put in danger the health of the remaining attendants or the monitor / guide itself.

of the rules of security and sanitation, and which may put in danger the health of the remaining attendants or the monitor / guide itself.

In case of doubt or query we will be pleased to help you.

In case of doubt or query we will be pleased to help you.

Thank you very much for your collaboration

Thank you very much for your collaboration

Name Responsible

Name Responsible

## SAFE ASTRONOMY COVID-19



Reduced groups  
Minimum distance of security (2m)  
Compulsory use of mask  
Disinfection of equipment  
Personal eyepiece protection



## My Plan of Contingency

---

A plan of contingency is an ensemble of alternative procedures and instructions to the normal operational conditions of the company, in such a way that it allows the use of this one, although some of its functions stop doing so due to some incident or certain external conditions alien to the organization.

Currently, the need of the Plan of Contingency is fundamentally motivated by the emergency caused by the community risk which entails the pandemic generated by the Covid-19 (SARS- Cov-2).

This Handbook of Good Practices before the Covid 19 includes all the Preventive Measures needed to have in mind in the activities of Star-tourism, they have been considered:

- Organizational and planning measures.
- Measures of group protection.
- PPEs.
- Training and Information.

All of it, taking into account both the staff and the attendants in the activity.

The Evaluation of risks of these activities considering the 3 levels of risk (taken from Prevención\_RRLL-COVID-19, Ministry of Health) are framed under the level of risk 1: **Low Probability of Exposure.**



Due to this, ..... with ID card number ....., as representative of..... accept the measures outlined in the present document as my own, thus constituting my Plan of Contingency before the Covid-19.

In ....., the ..... of ..... 2020

Signed:



## ACKNOWLEDGEMENTS



*“Nothing is static, nothing is definitive, everything is performed temporarily.”*

*Jocelyn Bell Burnell, 1943*

## ACKNOWLEDGEMENTS

We want to thank every of the colleagues of the Starlight Family who have advised, counselled and collaborated selflessly for the performance of this Handbook and whose task has been, without a doubt, essential.



**We extend our most heartfelt thanks to:**

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*Exclusive authorization to the Starlight Foundation to use such vignettes in the present Handbook, both in their digital and printed format. <https://dragancartoon.com/> @DraganHumorGrafico*

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