

Protocol for access to the Peace Palace under COVID19 by guests of the Visitors Centre and Events

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Introduction

This protocol is complementary to the protocol developed with the Permanent Court of Arbitration (PCA), the International Court of Justice (ICJ), the Hague Academy of International Law (HA) and the Carnegie Foundation (CF), for the return to work on the Peace Palace premises and which is specifically aimed for protecting the health and safety of all residents, regular providers of facility services, participants of hearings and deliberations and business visitors.

This protocol comprises rules and procedures pertaining to COVID-19 that are specifically aimed at access to the Peace Palace by guests of the Visitor Centre and Events. The protocol purports to ensure activities happen in a safe and responsible way, protecting the health and safety of all residents, regular providers of facility services, participants of hearings and deliberations, business visitors and guests in and on the premises of the Peace Palace.

The protocol is compliant with the rules and regulations set out by the Dutch Cabinet and the Dutch National Institute for Public Health ([RIVM](#)). The measures undertaken and described in this protocol are guided by standards existing in the Netherlands and draws on various approved protocols available at time of writing, as created by:

- The Association of Dutch Museums (*Museumvereniging*): [protocol musea](#);
- The Federation for the Protection of Dutch National Monuments (*Federatie Instandhouding Monumenten*) and the Dutch Association for Art, Culture and Heritage (*Kunsten 92*): [protocol monuments](#);
- The industry and trade union CLC-VECTA: [protocol events](#).

As these rules and procedures are subject to constant monitoring, evaluation and review, the protocol too, will be subject to ongoing monitoring and evaluation by the Carnegie Foundation and may be adapted based subsequently.

Applicability of and Responsibility for Adherence to the Protocol

The protocol applies specifically to guests of the Visitor Centre, including participants of (guided) tours, and guest of events. These guests are called upon to exercise caution and to respect the rules of the protocol.

The Carnegie foundation is responsible for monitoring and enforcing the protocol rules if necessary, in respect of its own activities. The foundation will share a comprehensive version of the protocol with all guests through website and other relevant channels of communication.

The general rules of behavior will be communicated in the Visitor Centre and Academy building using simple pictograms and clear language, in English and French.

Visitor Centre & Tours

General preventative health & safety measures

1. All guests of the Peace Palace Visitor Centre must make reservations and book tickets in advance through the website. Anyone without an advance booking will not be admitted.
2. When making a reservation, guests will be asked to answer questions pertaining to their health and any potential COVID-19 symptoms. If any of the questions is answered with a YES, the visitor will be asked to postpone their visit until all questions can be answered by a NO.
3. Guests who have been admitted and who nevertheless show signs of a cold, a temperature or any symptoms which cast a doubt on the visitor's health will be asked to leave.
4. All general rules apply: 1.5 m distance, general hand and face hygiene, etc.
5. The use of masks will be recommended.

Visitors Centre

1. Upon entering the Visitor Centre, guests will be asked to confirm their agreement to abide by the Peace Palace COVID-19 protocol. If not, they will be asked to leave.
2. Posters with the health check questions will be placed at eye-level on the walls at the entrances to the Peace Palace and guests will be asked to read and notify if any the questions are answered with a YES. They will then be asked to leave.
3. Guest will be asked to clean their hands at the entrance of the Visitor Centre.
4. Plexiglass safety screens have been put in place at the desk of the Visitors Centre.
5. In the Visitors Centre, a maximum of 30 persons will be admitted at any given time.
6. A one-way system has been implemented in the Visitor Centre. Signage will guide the guests through the centre.
7. It will be discouraged to use the lockers. Guests are requested to limit the belongings they bring along to the Peace Palace.
8. The audio equipment used by the guests will be cleaned after every use. Guests will be advised to bring own headphones.
9. Contactless payments will be encouraged.
10. Guests are requested to limit use of the washroom facilities as the majority of the toilets will be closed for guests. Only one toilet is available with sufficient space to guarantee 1.5 m distance. Staff will organize and monitor visits to the toilet: parents/guardians accompanying young children may go together. There are clear and visible instructions on how to use the facilities so that it is safe for everyone.
11. Cleaning in the Visitors Centre (including lavatories) will be intensified and will include particular attention to disinfecting high-touch surface (sinks, soap & towel dispensers, toilets, doorknobs, handles, light switches, surfaces, screens) any other zones of contact.

Tours

1. The General Palace Tour and The Palace Tour Great Hall of Justice will channel the guests from one location to the other, according to a set route. Guides will provide information to the guests at specific places in the palace where there is sufficient space to adhere to the 1.5m distancing. They will also ensure that guests follow the route and that people keep moving, in order to avoid congestion.
2. Gardentours and groundtours will consist of groups of maximum 18 people. They will be accompanied by a guide. 1.5m distance will be kept at all times.
3. Special private visits can be booked for up to 8 people for households and families. They will be accompanied by a guide who will maintain 1.5m distance at all times.

Specific Rules for Events

1. All general rules apply: 1.5 m distance, general hand and face hygiene, screening for COVID-19 symptoms before entry, access denial to anyone with symptoms.
2. The Carnegie Foundation follows the protocol of the Dutch industry and trade union CLC-VECTA for trade and consumer fairs.
3. In the case of an event organised by a third party, event organisers will be asked to share their own protocol with the Carnegie Foundation and will be informed of the Peace Palace protocol, which they will be required to follow.
4. Event participants will only be admitted with a pre-booked ticket.
5. Event participants will enter and exit the Peace Palace premises through the Visitors Centre.
6. The spatial norm for events, conferences and meetings is 1 person per 5m².
7. Social distancing will be ensured through signage and markings clearly indicating where guest may walk, sit and in what order they are expected to enter and leave the rooms.
8. The seating plan in every room is such that 1.5 m distance between participants is maintained at all times.
9. Participants will enter the auditorium / conference room single-file in time slots and will be directed to their pre-allocated seats (e.g. row 1 will enter first and exit last). Arrival times will be staggered in order to avoid long lines. Officers will be stationed in and outside the auditorium / conference room in order to assist with orderly entry, seating and exit.
10. Event organisers will plan sufficient time in between sessions to ensure that participants can make their way in and out of the meeting room safely and comfortably and do not bump into each other in the corridors.
11. Sanitizing hand gel will be available at the entrance of the Peace Palace and by the doors of all meeting rooms.