

Survey results

Assistance for Ukrainian refugees

25 March 2022

<p>Austria / APHA</p>	<p>Industry initiatives</p> <p>Our website now includes the section "We help people from Ukraine", collecting essential information on how to offer support in the best way possible. We regularly inform our members on how to employ Ukrainian refugees (national legislation in force since 11.03.2022).</p> <p>There are also many private initiatives in the hotel sector, e.g., "One hotel, one family".</p> <p>Government support</p> <p>APHA is in close cooperation with the BBU (Federal Agency for Reception and Support Services), with a series of newsletters being sent to our 16.000 accommodation providers. Our collaboration includes the possibility to register on the BBU database to indicate the availability to provide rooms for Ukrainian refugees. Several hundreds of our members have already registered.</p>
<p>Croatia / UPUHH</p>	<p>Industry initiatives</p> <p>UPUHH is coordinating with the Croatian Ministry of Tourism for hoteliers to provide accommodation for refugees.</p> <p>We are also conducting preliminary talks with the Ministry of Labour to evaluate feasible options to include Ukrainian people in the labour market.</p> <p>UPUHH serves as an essential coordinator for hotels. We are assessing whether establishments are willing to receive refugees, and we will continue to coordinate activities between the government and hoteliers.</p> <p>Government support</p> <p>The Croatian government established a specific system to be coordinated by the Civil Protection. The Civil Protection will receive all refugees coming in Croatia and, based on their point of entry into the country, will transfer them to ad hoc sites – including hotels.</p> <p>Our current talks with the government revolved around humanitarian accommodation that establishments are willing to provide free of charge to refugees for a certain period. According to</p>

	<p>some preliminary – and still unconfirmed – news, the government might issue calls for establishments willing to accept refugees for a longer time and that the government will pay.</p>
Czech Republic / AHR CR	<p>Industry initiatives At the beginning of March, AHR CR started assisting by organising the accommodation of Ukrainian refugees in the Czech Republic. So far, thanks to the support of our hoteliers, we have provided almost 4000 rooms for free.</p> <p>Government support We are also in contact with the government in the eventuality that the hotel capacity will need to increase. Many hoteliers also provide individual assistance to their employees, relatives and families.</p>
Estonia / EHRA	<p>Industry initiatives the Estonian Hotel and Restaurants Association (EHRA) is taking care of maintaining communications between hotels and the government. The hospitality sector in our country is already offering jobs to refugees, many of whom have started working, too. Some refugee centres are opened in hotel premises, too.</p> <p>Many hotels have offered free rooms to refugees who have just arrived in the country and have not yet contacted refugees centres. This type of accommodation is usually for the short term – up to a week.</p> <p>Government support The Estonian Social Insurance Board has made public procurement to find partners for accommodating refugees, and EHRA has been closely involved in the process.</p> <p>The government is also compensating hotels for offering prices that cover all direct costs. The first 30 days of accommodation will be paid by the state. All offers should include accommodation, laundry possibilities and a full board.</p> <p>Decisions on what happens next will soon follow. So far, we managed to take care of basic needs. However, we will most probably end up lacking accommodations quite soon.</p>
Germany / IHA	<p>Industry initiatives IHA, as an association that acted at the national level, is not directly integrated into the distribution and accommodation of refugees. This is done by the regional and local DEHOGA associations.</p>

	<p>As support, we have created an overview of the various aid offers and initiatives in Germany, this is available under this link.</p> <p>Government support Refugees arriving in Germany from Ukraine are distributed to the federal states. Responsible for the organization of accommodation and catering in the federal states are the cities and rural districts.</p> <p>In order to coordinate the offers of room capacities to the cities and districts as effectively as possible, numerous regional associations in DEHOGA have created the possibility for accommodation providers to enter their concrete accommodation offers in a web form. The regional associations will then make this information available to the respective cities and rural districts.</p>
<p>Hungary / HHRA</p>	<p>Industry initiatives The Hungarian Hotel & Restaurant Association (HHRA) is cooperating with the Hungarian Red Cross and the Migration Aid. We initiated a charity action among the member hotels, in which, depending on the availability, hotels can offer rooms for refugees, free of charge. The action is very popular, in the last 2 weeks more than 120 rooms were accepted by Ukrainian refugees (mostly in Budapest).</p> <p>Besides the offered rooms, the hotels also help by offering beds, bedclothes, blankets, sanitary products, towels, plates, glasses, etc. to "Temporary Homes". Our hotels make hundreds of sandwiches every day for refugees, who are arriving from Ukraine at the Hungarian railway stations.</p> <p>Government support Some useful initiatives have already been adopted, like:</p> <ul style="list-style-type: none"> • As of 24 February 2022, the tourist tax will not be collected and declared for persons from Ukraine who have been legally residing in Ukraine prior to their arrival in Hungary. • Refugees are entitled to work in Hungary without permission. They just need to contact the Asylum Authority to get the refugee status – with no need for a personal interview. However, most of the refugees will only stay 1-2 days in Hungary before moving on to Western Europe.
<p>Poland / IGHP</p>	<p>Industry initiatives From the very first days, hotels in Poland introduced many initiatives and specific activities for refugees from Ukraine. The most important are:</p>

	<ol style="list-style-type: none"> 1. Providing accommodation and meals for people staying in hotels; 2. Preparing meals and delivering to collective refugee accommodation points outside hotels; 3. Providing rooms in hotels for Refugee Distribution Centers; 4. Intermediation in arranging work in hotels. This project is carried out by CCPHI together with UHRA (Ukrainian association) and it concerns reporting to the JOOBLE recruitment company both people looking for employment in a hotel as well as hotels looking for employees; 5. Provision of transport services by own buses from the border to the city where the hotel is located; 6. Assisting hotel employees in transporting their family members from Ukraine to Poland; 7. Organizing collections of food, clothing, medicines etc; 8. Three-month severance pay for employees who have decided to return to Ukraine. <p>Government support</p> <p>IGHP is in contact with state authorities about the forms and conditions of assistance provided by hotels to refugees from Ukraine. We sent a letter to the prime minister, among others, on necessary changes to tax regulations that would remove formal barriers limiting the scope of aid. In addition, members of the management of CCPHI took part in the sessions of the parliamentary committee, where the topic of helping refugees was also discussed. One of the most important changes in the regulations was the simplification of the procedure for employing Ukrainians for 18 months, on the same terms as for Poles.</p> <p>Financing of refugee stay in hotels from the state budget has now been significantly reduced (from PLN 120 to PLN 40 per person per day, i.e. from about EUR 27 to EUR 9), which has resulted in reduced interest in accepting refugees by hotels as part of state-funded assistance.</p>
<p>Romania / FIHR</p>	<p>Industry initiatives</p> <p>Since the beginning of the war, we implemented a platform that shows the hotels' availability to accommodate Ukrainian refugees. FIHR also created another platform where NGOs, volunteers or government institutions can send their requests. Based on these tools, FIHR managed to host hundreds of refugees in our hotels. Most of these offers were free of charge, while different institutions – such as NGOs, Embassies, etc. – paid for the rest.</p> <p>Government support</p>

	<p>FIHR is in direct contract with local and national authorities. So far, we had two significant achievements:</p> <ul style="list-style-type: none"> • The Romanian Government understood the necessity to assure a minimum amount to cover the accommodation – 120 lei (approx. EUR 24) for bed and breakfast/person • The Romanian Government has changed the employment frame for refugees, which let them work without a working permit for one year.
<p>Slovenia / TGZS</p>	<p>Industry initiatives The Chamber of Commerce and Industry addressed a call for practical help in the Ukrainian crisis. We informed our members and suggested the members help.</p> <p>Government support The Slovenian government issued a public call for the provision of hotel rooms for the Ukrainian refugees. Registered overnight facilities can participate. Minimal 20 beds per facility are required. Foreseen costs are to be reported. Contracts duration – until September 30, 2022.</p>
<p>Sweden / VISITA</p>	<p>Industry initiatives VISITA does not yet have an overall view on all initiatives involving hospitality establishments developed in Sweden. However, members have expressed their will to help provide both accommodation and work for Ukrainian refugees. A discussion is therefore ongoing and Visita have assisted members on issues such as how to temporarily redirect businesses to become accommodations for refugees. We will provide Hotrec with more information when we have it.</p> <p>Government support The Swedish Migration Board is responsible for finding accommodation for the Ukrainian refugees in Sweden. VISITA has offered to become a single point of contact between members of ours who wish to offer accommodation and the Swedish Migration Board. However, businesses, such as hospitality establishments wishing to offer accommodation, have been asked to make a tender to the Swedish Migration Board's ongoing public procurement on the matter. Private persons have been asked to turn to local voluntary organizations to offer accommodation to Ukrainian refugees.</p>
<p>Spain / CEHAT</p>	<p>Industry initiatives CEHAT is promoting a platform to provide Ukrainian refugees and their families with hotel rooms free of charge. On 3 March 2022, the</p>

	<p>association appealed Spanish tourist accommodation to speed up the offer of stays for displaced people from Ukraine, until the government determines an adequate solution for these people.</p> <p>CEHAT will be coordinating the work of reception by Spanish hotels, making an analysis of the accommodation plant available for this purpose and giving this issue the highest priority to manage in an agile and effective way the needs that arise in Spain.</p> <p>Government support CEHAT expressed its availability to collaborate with the Spanish government to manage this crisis.</p>
<p>Switzerland / HotellerieSuisse</p>	<p>Industry initiatives Hospitality establishments in Switzerland can easily indicate their availability to welcome Ukrainian refugees using the Campax platform. HotellerieSuisse collected essential information on the crisis and the possibilities for assistance from the accommodation industry for members (here below). <u>Information on remuneration and services from the State Secretariat for Migration (SEM):</u></p> <ul style="list-style-type: none"> • If the accommodation lasts four nights or less, the maximum amount of CHF 87.50 incl. VAT per night and person applies. • If the accommodation in the hotel room lasts longer than four nights, the flat rate per night and person may not exceed CHF 70.00 incl. VAT already from the first night. <p><u>Meals per day:</u></p> <ul style="list-style-type: none"> • Breakfast: Max. CHF 10.00 incl. VAT • Lunch: Max. CHF 20.00 incl. VAT • Dinner: Max. CHF 20.00 incl. VAT <p>Bed linen is changed once a week. Establishments that can offer a full board are preferred.</p> <p>Government support HotellerieSuisse supports the State Secretariat for Migration (SEM) in the coordination of accommodations for refugees from Ukraine.</p>
<p>United Kingdom / UKHospitality</p>	<p>Industry initiatives UKHospitality is supporting an humanitarian refugee pathway with the government to allow businesses and community groups to sponsor individuals. We are coordinating rooms, live-in jobs and separate jobs as part of the offer.</p>

Separately, the industry is fundraising for the Disaster Emergency Committee Appeal. We are brokering empty hotel rooms across Europe on a voluntary basis and collecting unused hospitality care kits to take to border areas.

Government support

There are ongoing discussions about the new scheme. This provides individuals with £350 per month to help host or house a Ukrainian refugee and it is not clear yet how this relates to hospitality venues offering rooms outside of a live in accommodation job offer. The government scheme is minimum 6 months.