

COVID-19 Health and Safety Protocol

As outlined by our partner in destination

*this information can change at anytime

Airports:

What safety measures have been taken at the airports by the local authorities?

The use of a face mask is mandatory, and other measures have been adopted, such as measuring the temperature of passengers and crew before boarding and on arrival.

What is the orientation for guides and assistants assigned to greet passengers upon arrival?

Guides have to follow the rules established by the Portuguese government, such as:

- Use of masks (especially at airports, monuments, restaurants, and hotels); disinfection with alcohol gel, social distance.

Most of the guides also have the Clean & Safe stamp, to distinguish tourist activities that are compliant with hygiene and cleaning requirements for the prevention and control of COVID-19 and other possible infections.

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Vehicles:

What sanitary protocols have been implemented? Please specify the capacity per vehicle suggested/allowed.

- *Passengers and drivers have to bring masks.*
- *Disinfectant gel is available at the entrance to the bus.*
- *It is guaranteed to execute daily cleaning and sanitation of the vehicles, using products certified by DGS norms to fight viruses and bacteria.*
- *Maximum capacity allowed – 2/3 of the total capacity of the bus.*

They also have the Clean & Safe stamp, to distinguish tourist activities that are compliant with hygiene and cleaning requirements for the prevention and control of COVID-19 and other possible infections.

Will you provide guests with hand sanitizers and/or masks?

We are providing a basic kit with masks and alcohol gel.

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Hotels:

What procedures have been implemented by the hotels with regards to check-in / check-out?

It depends on the hotels, but most of them are implemented check-in/Check-out online or by QR Code.

What is the general action taken by the hotels with regards to buffet meals such as breakfast?

At this moment Buffets are not recommended in Portugal. Some hotels have buffets but the clients will be served by their staff using masks. Other hotels have breakfast at the Restaurant served "a la carte", or in the room.

What sanitary protocols have been implemented with regard to room cleaning and facilities use?

The cleaning of spaces is being done several times a day and will have to follow several rules such as: giving preference to wet cleaning, renewing the air of rooms and closed places, disinfection of pools and SPAs, cleaning of utensils and appliances in the dining areas, among others.

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Tours/Excursions:

What sanitary protocols have been implemented?

Museums, palaces, and monuments have reopened to the public. The mandatory use of masks, and the regular hygiene of hands and spaces, are followed by established circuits, a previously estimated duration of visit, and the limitation of one person per 20 square meters.

Furthermore, the Clean & Safe seal guarantees all standards.

What is the orientation for guides and drivers?

Guides have to follow the rules established by the Portuguese government, such as:

- Use of masks (especially at airports, monuments, restaurants, and hotels); disinfection with alcohol gel, social distance. Most of the guides have also the Clean & Safe stamp, to distinguish tourist activities that are compliant with hygiene and cleaning requirements for the prevention and control of COVID-19 and other possible infections.

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Museums/Restaurants/Closed Spaces:

What are the new rules with regards to Museum visits?

Tourist attractions such as monuments, museums, zoos, or aquariums are open to visitors, who must comply with the rules of social distance and wear face masks.

Depending on its size, the different places allow only a small number of people to enter each time. Normally 2/3 of the total capacity of the place. At this moment visits to museums are limited to groups of 10/15 passengers to enter at the same time.

What are the new rules with regards to Restaurants?

From the north to the south of the country, restaurants have reopened with the CLEAN & SAFE seal. Restaurants are now limited to 50% of their total capacity and serving à la carte menus, once buffets are not recommended. All employees have to use masks and disinfect with alcohol gel.

What are the new rules with regards to Closed spaces/private venues?

The circulation and gathering of groups of up to 20 people are not permitted, in private or in public spaces, unless they belong to the same household. Cinemas, theatres, auditoriums, and showrooms must have marked seats, reduced capacity, and must keep social distance. The use of a face mask is mandatory. Outdoor shows can take place in a delimited venue to allow access control, even if free. They must follow rules of social distance and circulation, in order to minimize physical contact.