

# CITITRAVEL PROTOCOL

## *SAFE EVENTS*

### Spain & Portugal

MARCH-JUNE 2021

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CITITRAVEL CONTACT DETAILS:



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# SPAIN: MARCH – JUNE 2021:

## COVID REGULATIONS IN SPAIN - CURRENT SITUATION

### TO ENTER IN SPAIN:

- **Borders are open** with most of the countries including EU and UK.
- **Negative PCR or TMA test** taken in the last 72hrs is required. **No quarantine.**
- **Health check on arrival** in Spain at airports and ports: temperature check, documentary and visual assessment of passengers' condition.
- **Public Health Form** must be completed before entering to Spain via airports or ports. It can be done online at: [FORM FOR SPAIN](#)
- [Welcome to Spain - Recommendations for travellers](#)
- **Check-out the following link before you travel to Spain** ►
- [COVID19 vaccine stats – current situation](#)



### EVENTS IN SPAIN:

- **Events are currently allowed** in most of Spain. MICE events are taking place.
- In most of the Spanish regions there are **no limits in numbers of participants** but strict Health & Safety rules have to be followed. Check-out the next box "REGULATIONS IN SPAIN"
- There is no defined roadmap from the authorities. Updates on the regulations are done each 15-30 days and only indicate the next step to be taken.



**Contact us:** If you plan an event, let us know the exact destination in Spain, the approximate dates and number of guests and we will update you on the latest available regulations.

### REGULATIONS IN SPAIN:

- **Curfew:** from 10pm or 11pm to 6am, depending on the regions.
- **Hotels, Restaurants, bars, cafés, theaters, museums, shops and public parks:** Open in most of the Spanish territory within the regional curfew limitations.
- **The maximum capacity is 30%-50% in most enclosed spaces** (such as hotels, restaurants...), **50%-75% for outdoor areas** (terraces of restaurants and cafés...), and **30%-75% in cultural venues** (museums, monuments, theatres and cinemas).
- **Transportation:** 50% - 100% bus capacity, depending on the regions.
- **Gatherings:** both indoors and outdoors, are limited to groups a maximum of 4 to 6 people per table, depending on the regions.
- **Facemasks must be worn in all public spaces** both indoor and outdoor.
- **Social distancing** rule of 1,5 - 2 meters must be followed at all times.
- In Spain the regulations are not centralized and are decided by the regional authorities. For more detailed information, please **check the following links:**

Travel Safe



# PORTUGAL: MARCH – JUNE 2021:

## COVID REGULATIONS IN PORTUGAL - CURRENT SITUATION

### TO ENTER IN PORTUGAL:

- **Borders** re-open on 5<sup>th</sup> April (except for Madeira and Azores which are open). It is possible to travel to Portugal following the below requirements:
- **Negative PCR test** taken in the last 72hrs.
- **A quarantine** of 14 days or a reduced quarantine of 7 days with a new negative PCR test. No quarantine entering Madeira and Azores.
- **Public Health Form** must be completed before entering to Portugal via airports or ports. It can be done online at: [FORM FOR PORTUGAL](#)
- **Health check on arrival** in Portugal at airports and ports: temperature check, documentary and visual assessment of passengers' condition.
- [COVID19 vaccine stats – current situation](#)

### EVENTS IN PORTUGAL:

- Events are currently not allowed in Portugal until 19<sup>th</sup> April.
- From 19<sup>th</sup> April onwards, events are allowed respecting the limitations you will find the box “Regulations in Portugal” and with the approval of the DGT (Direção-Geral do Território).
- Updates on the regulations are done each 15 days.



**Contact us:** If you plan an event, let us know the exact destination in Portugal, the approximate dates and number of guests and we will update you on the latest available regulations.

### REGULATIONS IN PORTUGAL:

- **“Soft” lockdown** until 3<sup>rd</sup> May: general duty of home retreat. From 3<sup>rd</sup> May onwards: back to normal.
- **Restaurants, venues, bars, cafés:** Until 5<sup>th</sup> April: closed / Until 19<sup>th</sup> April : only terraces, max. 4 guests per table / From 19<sup>th</sup> onwards: 25% of their capacity, indoors: max. 4 guests per table, outdoors: 6 guests per table, time restrictions/ From 3<sup>rd</sup> May onwards: 50% of their capacities, indoors: max. 6 guests per table, outdoors: 10 guests, no time restrictions.
- **Hotels:** same capacity limitations than for restaurants and venues.
- **Transportation:** 2/3 bus capacity.
- **Gatherings:** Outdoors: max. 10 people / Indoors: max. 5 people. From 3<sup>rd</sup> May onwards: no limitations in numbers but has to be within the capacity restrictions of the venue.
- **Shops:** 5<sup>th</sup> April: shops with max. 200m2 re-open. 19<sup>th</sup> April: all shops re-open.
- **Culture:** 5<sup>th</sup> April: Museums: re-open with limited number of visitant / 19<sup>th</sup> April: Theaters & Cinemas: re-open with limited capacities.
- **Facemasks:** Outdoors & Indoors: mandatory until 5<sup>th</sup> July.
- **Social distancing** rule of 1,5 – 2 meters must be followed at all times.
- For more detailed information on the regulations and “back to normal” roadmap , please **check the following links:**



não paramos  
**ESTAMOS ON**

Saiba mais em [covid19estamoson.gov.pt](https://covid19estamoson.gov.pt)

# WHAT IS CITITRAVEL DOING TO DELIVER SAFE EVENTS?



Cititravel has designed a check-list system in order to:

- ✓ Update our clients on the current situation and procedures to be followed
- ✓ Control that all suppliers apply the procedures established by H&S authorities
- ✓ Application of specific Covid-19 protocol for Cititravel internal and external staff



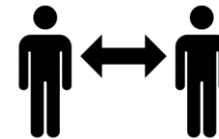
Checking transportation protocols



Checking Hotel protocols



Checking F&B protocols



Social distance & safe capacities



H&S protocols for guides and staff  
PPE (Personal Protective Equipment)

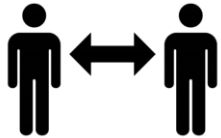


24/7 Covid 19 emergency number

# GUIDES AND STAFF PROTOCOLS TO PREVENT COVID-19



Citravel's staff will ensure that protocols of the different suppliers are accomplished and is responsible to undertake the good procedures on the flow of guests throughout the social programme.



## Social distancing & capacity monitoring

- ✓ At monuments, venues, queues...



## H&S protocols for guides and staff

- ✓ Compulsory PPE
- ✓ Temperature check before going to work
- ✓ Back up staff if required



## Monuments & tours

- ✓ Design of the itinerary according to its specific protocols.



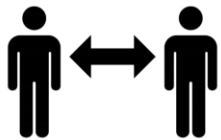
## Hospitality desk protocols

- ✓ Protection measures
- ✓ Hydroalcoholic gels



24/7 Covid 19 emergency number

# LOGISTICS AND TRANSPORTATION PROTOCOLS TO PREVENT COVID-19



## Social distancing & capacities

- ✓ Meet & greet procedures
- ✓ Passengers per vehicle
- ✓ Entrance and exit procedures
- ✓ Luggage (un)loading procedures



## Guests' Personal Safety equipment & protocols.

- ✓ Compulsory use of mask
- ✓ Frequent use of hydroalcoholic solution



## Upgraded cleaning & sanitising protocols

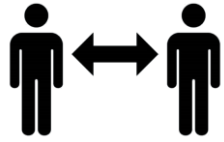
- ✓ Reinforcement of cleaning rules and hygienic procedures
- ✓ Systematic cleaning



## Health and safety protocols for drivers & staff

- ✓ Compulsory PPE
- ✓ Temperature check
- ✓ Back up driver if required

# HOTEL PROTOCOLS TO PREVENT COVID-19



## Social distancing rules

- ✓ Check in and check out
- ✓ Public areas



## Guests' Personal Safety equipment & protocols.

- ✓ Compulsory use of mask and frequent use of hydroalcoholic solution



## F&B services

- ✓ Capacity monitoring
- ✓ Adapted menu and service



## Conference services

- ✓ Capacity monitoring
- ✓ AV protocols
- ✓ Protocol and coordination of suppliers during set-up and dismantling



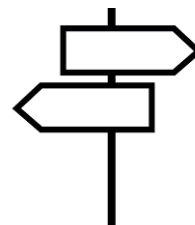
## Upgraded cleaning & sanitizing protocols

- ✓ Common areas and accommodation
- ✓ Systematic cleaning of meeting facilities after each service/session



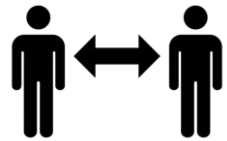
## H&S protocols for employees

- ✓ Compulsory PPE
- ✓ Temperature check



## Visible H&S signaging

# RESTAURANTS AND VENUES PROTOCOLS TO PREVENT COVID-19



## Social distancing rules

- ✓ Capacity monitoring



## Guests' Personal Safety equipment & protocols

- ✓ Whenever possible recommended use of mask
- ✓ Frequent use of hydroalcoholic solution



## F&B services

- ✓ Adapted menu and service



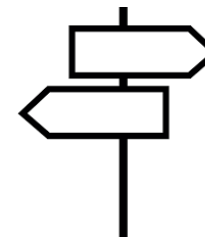
## H&S protocols for employees

- ✓ Compulsory PPE
- ✓ Temperature check



## Upgraded cleaning & sanitising protocols

- ✓ Systematic cleaning after each service



## Visible H&S signaging



# WHAT SHOULD BE TAKEN INTO CONSIDERATION?



## Extra time for different procedures:

- ✓ Check in, check out
- ✓ Access to meeting rooms
- ✓ Transportation logistics...



## Additional staff to ensure the accomplishment of H&S procedure:

- ✓ Group arrivals at the airport/train station might require additional staff to avoid agglomeration
- ✓ Reduced the number of guest per guide/staff throughout the social programme (visits to museums, monuments, dinings, activities...)



## Additional equipment:

- ✓ Extra PPE back up options (mask, gloves...)
- ✓ Extra cleansing item for guests (Hydroalcoholic gels, individual hygienic wipes..) throughout the social programme



## Protocol:

- ✓ Will be adapted to the current situation
- ✓ Cititravel will keep you updated on the situation and protocols
- ✓ Before the event (approximate 2 weeks) Cititravel will reconfirm with the suppliers the exact situation and protocols to be applied for your event