

CITITRAVEL PROTOCOL

SAFE EVENTS

Spain & Portugal

LAST UPDATE: JUNE 2021

CITITRAVEL CONTACT DETAILS:



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SPAIN:

COVID REGULATIONS IN SPAIN - CURRENT SITUATION

TO ENTER IN SPAIN:

- **Borders are open** for non-essential trips for Schengen & EU countries but also UK, USA, Israel, Japan... Check-out: [FULL LIST OF COUNTRIES](#) - updated each 7 days
- **Requirements:** Digital COVID Certificate indicating that a person has either been vaccinated against COVID-19 at least 14 days before traveling, has a negative PCR or TMA test taken in the last 72hrs or has recovered from COVID-19 within the last 6 months. No quarantine for travelers from those countries.
- **Public Health Form** must be completed before entering to Spain via airports or ports. It can be done online at: [FORM FOR SPAIN](#)
- **Check-out the following link before you travel to Spain** ►
- **Health check on arrival** at airports and ports: temperature check, documentary and visual assessment of passengers' condition.
- [COVID19 vaccine stats – current situation per country](#)



EVENTS IN SPAIN:

- **Events are currently allowed** in Spain. MICE events are taking place.
- In most 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"



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

Can vary depending on the regions

- **Curfew lifted in all Spain.**
- **Hotels, restaurants, bars, cafés, theaters, museums:** are open mostly with normal hours. Depending on the regions, restaurants can open until 11pm-1am, and some regions also allow nightclubs to open until midnight-2am.
- **The maximum capacity is 50%-75% in most enclosed spaces** (such as restaurants, meeting rooms, museums, theaters), **75%-100% for outdoor areas** (such as terraces of restaurants and cafés).
- **Transportation:** 50% - 100% bus capacity, depending on the regions.
- **Set-up** indoors: 4-10 pers. / outdoors: 6-15 pers. per table, depending on the regions.
- **Facemasks** are not mandatory in outdoor areas since 26th June '21. They still must be worn in all public spaces indoors.
- **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 contact us or **check the following links:**

Travel Safe



PORTUGAL:

COVID REGULATIONS IN PORTUGAL - CURRENT SITUATION

TO ENTER IN PORTUGAL:

- **Borders are open to:** Non-essential travels from the countries of the EU, from Schengen Associated countries (Liechtenstein, Norway, Iceland, Switzerland) and from the UK. Other countries are allowed to enter Portugal exclusively for essential reasons (which are: professional, study, family reunion, health or humanitarian reasons)
- **A quarantine** requested for travelers from South Africa, India and Brazil.
- **Requirements:** Certification of full vaccination against COVID19 or negative PCR test taken in the last 72hrs requested to all travelers.
- **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 per country](#)

EVENTS IN PORTUGAL:

- 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 given 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:

- **Curfew lifted in Portugal.**
- **Restaurants, venues, bars, cafés:** can open until 10:30pm or 1am, depending on the regions. For private events the limit is 50% of their standard capacity.
- **Hotels:** limited to 50% of their capacities in their common areas or function rooms.
- **Set-up:** Outdoors: max. 10 people / Indoors: max. 6 people per table.
- **Transportation:** 100% bus capacity.
- **Shops:** all shops can open within their standard timings.
- **Culture:** Museums, Theaters & Cinemas: are open with limited capacities.
- **Facemasks:** Outdoors & Indoors: mandatory until 5th 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:**



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ESTAMOS ON

Saiba mais em covid19estamoson.gov.pt

WHAT IS CITITRAVEL DOING TO DELIVER SAFE EVENTS?



Cititavel 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 Cititavel internal and external staff



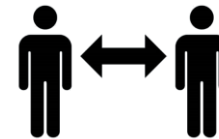
Checking transportation protocols



Checking Hotel protocols



Checking F&B protocols



Social distance & safe capacities



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

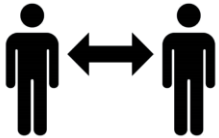


24/7 Covid 19 emergency number

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.



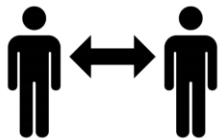
Hospitality desk protocols

- ✓ 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

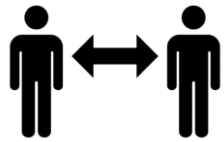
- ✓ Reinforcement of cleaning rules and hygienic procedures
- ✓ Systematic cleaning



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



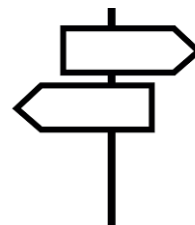
Upgraded cleaning & sanitizing protocols

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



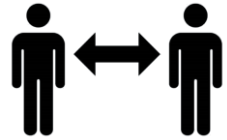
H&S protocols for employees

- ✓ 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



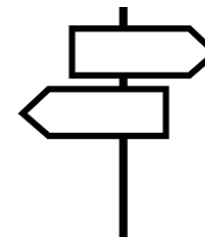
H&S protocols for employees

- ✓ 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