

# CITITRAVEL PROTOCOL

## *SAFE EVENTS*

### Spain & Portugal

LAST UPDATE: OCTOBER 2021

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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 from Schengen & EU countries, as well as UK, USA, Canada... 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, has a negative PCR or TMA test or a certificate of recovery. Travelers from USA will need a vaccination certificate and a negative COVID test. 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 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 75%-100% in most enclosed spaces** (such as restaurants, meeting rooms, museums, theaters), **100% for outdoor areas** (such as terraces of restaurants and cafés).
- **Transportation:** 100% bus capacity in most regions.
- **Set-up** indoors: 8-10 pers. / outdoors: 10-15 pers. per table, depending on the regions.
- **Facemasks** are not mandatory in outdoor areas since 26<sup>th</sup> 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 EU, Schengen Associated countries (Liechtenstein, Norway, Iceland, Switzerland), Australia, Brazil, Canada, Chile, China, South Korea, United States of America, Jordan, Kuwait, New Zealand, Qatar, Rwanda, Saudi Arabia, Singapore, Taiwan, Ukraine, United Kingdom, Uruguay and special administrative regions of Hong Kong and Macao - Check-out the full list and details in this link: [COVID-19 | Measures implemented in Portugal](#)
- **No quarantine:** except for travelers from South Africa, India and Brazil.
- **Requirements:** Certification of full vaccination against COVID19 or negative PCR test taken (in the last 72hrs) / Rapid Antigen test (in the last 48hrs).
- **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 – no limits in numbers.
- 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:

- **Restaurants, venues, bars, cafés, hotels, night clubs:** no time restrictions. **Set-up:** Outdoors/ Indoors: no set-up limitations per tables. 100% of the room capacity.
- **Transportation:** 100% bus capacity.
- **Shops:** all shops can open – no time restrictions.
- **Culture:** Museums, Theaters & Cinemas: are open at 75-100% of their capacities.
- **It is mandatory to present EU COVID Digital Certificate** to access: Bars and clubs; and attend major cultural and sporting events.
- **Facemasks:** Mandatory in public transportation and some indoors as: concert halls and events, large commercial surfaces.
- **No Curfew in Portugal.**
- **Social distancing rule** of 1,5 – 2 meters is recommended at all times.
- For more detailed information on the current regulations, check-out: [COVID-19 | Measures implemented in Portugal](#)
- Other links of interests:



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



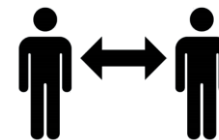
Checking transportation protocols



Checking Hotel protocols



Checking F&B protocols



Social distance & safe capacities



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

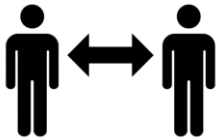


24/7 Covid 19 emergency number

# 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.



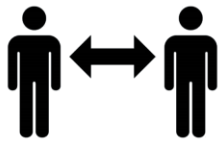
## Hospitality desk protocols

- ✓ 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

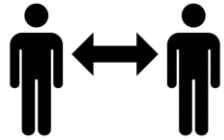
- ✓ Reinforcement of cleaning rules and hygienic procedures
- ✓ Systematic cleaning



## 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



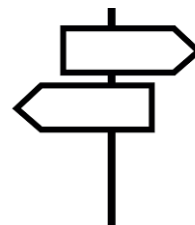
## Upgraded cleaning & sanitising protocols

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



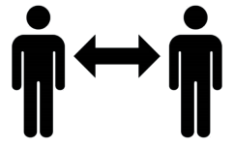
## H&S protocols for employees

- ✓ 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



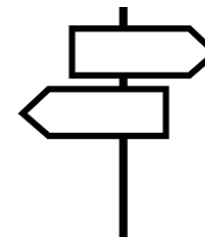
## H&S protocols for employees

- ✓ Compulsory PPE
- ✓ Temperature check



## Upgraded cleaning & sanitizing 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