

CITITRAVEL PROTOCOL

SAFE EVENTS

Spain & Portugal

LAST UPDATE: JUNE 2022

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 High Risk countries will need a negative COVID test regardless of having a vaccination certificate. **No quarantine.**
- **Public Health Form:** If you do not have the EU Digital COVID Certificate or EU equivalent, you must fill in the SPTH Health Control Form. 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](#)



REGULATIONS IN SPAIN

- **Hotels, restaurants, bars, cafés, theaters, museums:** are open with normal hours. COVID certificate is not required to enter those places.
- **Back to maximum capacities** for all indoors and outdoors venues and events: restaurants, bars, nightclubs, meeting rooms, museums, theaters, stadiums...
- **Set-up** back to normal. No limitations.
- **Transportation:** 100% bus capacity.
- **Facemasks** are not mandatory outdoors. From 20th April '22 onwards, they are not required indoors either, except for public transportation, hospitals, etc.. Facemasks are still recommended in crowded areas.
- **Social distancing** recommended rule of 1,5 - 2 meters.
- In Spain the regulations are not centralized and are decided by the regional authorities. For more detailed information, please **Check the following links.** In **“Travel Safe”** you can find the main updated regulations in each region :

EVENTS IN SPAIN:

- **Events take place under normal conditions.**
- **No limits in numbers of participants.** Softer Health & Safety procedures are recommended. 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.



Travel Safe



PORTUGAL:

COVID REGULATIONS IN PORTUGAL - CURRENT SITUATION

TO ENTER IN PORTUGAL:

- **Check-out updated information:** [COVID-19 | Measures implemented in Portugal](#)
- **Requirements for mainland Portugal:** [EU Digital COVID Certificate](#) or negative PCR test taken (in the last 72hrs) or Rapid Antigen test (in the last 48hrs) for all flights arriving in Portugal regardless of their origin or purpose of travel.
- **Public Health Form** Since April 22, 2022, Passenger Locator Form is no longer required for entry to Mainland Portugal.
- **Health check on arrival** in Portugal at airports and ports: temperature check, documentary and visual assessment of passengers' condition.

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.
- [EU Digital COVID Certificate](#) is not mandatory anymore to enter in restaurants, bars, gyms, etc...except for Madeira island
- **Transportation:** 100% bus capacity.
- **Shops:** all shops are open – no time restrictions.
- **Culture:** Museums, Theaters & Cinemas: are open.
- **Facemasks:** are recommended but not mandatory anymore since 18th Abril '22. However they are still required for public transportation, hospitals, etc.
- **Social distancing rule** of 1,5 – 2 meters is recommended at all times.
- Other links of interests:
[COVID19 vaccine stats – current situation per country](#)

EVENTS IN PORTUGAL:

- Events are taking place – 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.



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ESTAMOS ON

Saiba mais em 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



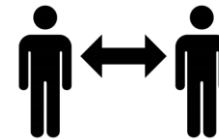
Checking transportation protocols



Checking Hotel protocols



Checking F&B protocols



Social distance & safe capacities



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

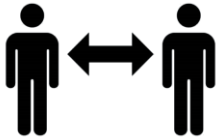


24/7 Covid 19 emergency number

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.



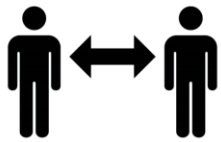
Hospitality desk protocols

- ✓ 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

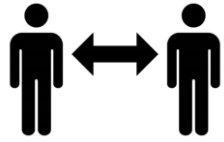
- ✓ Reinforcement of cleaning rules and hygienic procedures
- ✓ Systematic cleaning



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



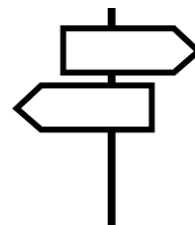
Upgraded cleaning & sanitising protocols

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



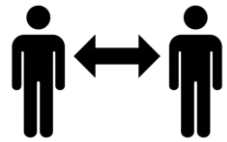
H&S protocols for employees

- ✓ 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



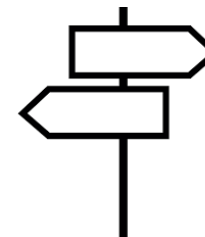
H&S protocols for employees

- ✓ Compulsory PPE
- ✓ Temperature check



Upgraded cleaning & sanitasing 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