





PORTUGAL'S REOPENING



Portugal is ready to welcome back tourists

General Information

Since the 15th of May the Portuguese Government ended the State of Emergency and has been reopening all services following new safety regulations/recomendations for the protection of the local population and visitors.

The use of face masks and social distancing of 2 meters are now mandatory in all Portugal, Madeira and Azores Islands in public transports, services, shops, supermarkets and restaurants, as well as in all indoor public spaces and outdoor gatherings.

In order to prevent the spread of the virus and its transmission, all services will take hygiene and sanitation measures according to the indications of the General Health Authorities, with specific rules for various sectors of activity which have been opening doors to the public at different times.



International Airports

Portugal Mainland (LIS, OPO & FAO)

- ✓ No mandatory confinement
- ✓ Contactless solutions to minimize exposure
- ✓ Walkthrough camera system for temperature control at the airports
- ✓ Use of masks in public or private transport (air, sea and land) as well as in all indoor facilities

**For detailed information please check official airport plan attached



International Airports

Madeira Islands (FNC, PXO)

UNTIL 30TH OF JUNE:

- ✓ Submit proof of testing to COVID-19 up to 72 hours prior to flight arrival at Madeira by a certified National or International laboratory

OR

- ✓ 14 days mandatory confinement upon arrival for non-residents

AS FROM JULY:

- ✓ Submit proof of testing to COVID-19 up to 72 hours prior to flight arrival at Madeira by a certified National or International laboratory

OR

- ✓ Mandatory test upon arrival at the airport in a designated area.
 - This test will be **complimentary** for the guest and supported by the Government of Madeira.
 - Tests will take about 15 minutes per passenger and will be performed by the regional health authorities (staff to be adapted to speed up the process)
 - Passengers will receive results in maximum 12h, until then they can circulate freely
- ✓ Contactless solutions to minimize exposure
- ✓ Walkthrough camera system for temperature control at the airports
- ✓ Fulfill questionnaire of the Regional Health Authority
- ✓ Use of masks in public or private transport (air, sea and land) as well as in all indoor facilities



International Airports

Azores Islands (all airports)

- ✓ Submit proof of testing to COVID-19 up to 72 hours prior to flight arrival at Azores by a certified National or International laboratory

OR

- ✓ Perform test upon arrival at Azores and stay in prophylactic isolation until the result is obtained (clients will wait until a maximum of 48 hours for the result)
- ✓ If test is positive, health authorities will advise the next steps
- ✓ Repeat the test after 5 days and 13 days, if their stay is for 7 or 14 days
- ✓ If the above rules are not accepted or taken into consideration, passenger must return to the destination of origin.
- ✓ While waiting to return to destination outside the Region, passenger must stay in prophylactic isolation in a designated hotel for this purpose
- ✓ Use of masks in public or private transport (air , sea and land) as well as in all indoor facilities



Transports

Public transports are limited to 2/3 of the capacity and mandatory use of face mask.

In taxis / TVDE, the front seats must be used only by the driver, and passenger occupancy cannot exceed 2/3 of the remaining space.

Access to commercial premises and catering and beverage establishments

Commercial premises should not be occupied by more than 4 people per 100 m² (excluding employees). In supermarkets, pharmacies and stores of essential goods, customers are expected to wait for their turn outside while respecting the safety distance. The use of face masks is mandatory.

4th May – Street shops up to 200 m² can open, from 10am.

Hairdressers, barber shops, manicurists and similar can open to the public by previous appointment only.

Bookstores and car shops can open to the public.

18th May – Street shops up to 400 m² can open.

Restaurants, cafes, bakeries and outdoor terraces can open with a 50% maximum capacity, until 11pm and according to specific conditions to be defined.

Until that date, they may maintain the take-away option and home deliveries.

Outdoor cafés and open air terraces can be used.

1st June – Shops with an area of more than 400 m² or located in shopping centers can open.

Restaurants, cafes, bakeries and outdoor terraces can already use full capacity BUT must comply with mandatory social distance between customers (1,5m).



Museums, cultural spaces and leisure spaces

4th May – Libraries and archives, zoos, aquariums and similar can open to the public.

18th May – Opening of museums, monuments and palaces, art galleries and other cultural spaces.

Each space will have its internal protocol.

Mandatory: face masks, social distance, limited number of entrances.

1st June – Opening of cinemas, theatres, auditoriums and showrooms with marked seats, reduced capacity to 50% and social distance.

Events

Events or gatherings with more than 10 people are not allowed.

Religious Ceremonies

They may occur from 30 or 31 May, according to rules to be defined between the National Health Authorities.

Sports

4th May – Individual outdoor exercise is permitted (without use of changing rooms and swimming pools).

30-31 May – Official football competitions of the 1st Football League and Cup of Portugal may take place.

Golf

The golf courses are already in operation. Each golf course follows the recommended health guidelines as well as specific measures established by the Portuguese Golf Federation available at www.fpg.pt.



Beaches

4th May– All leisure activities that involve the gathering of people on the beaches of mainland Portugal, the Azores and Madeira are still banned, but access to the sea is allowed for swimming or water sports.

18th May – It's allowed to go to the beach for moments of enjoyment outdoors and for bathing (but the beaches still have no surveillance).

6th June - Beginning of the bathing season. Access to the beach is conditioned by rules of circulation and use. There may be circulation corridors.

Social distance required between each group 1,5 mts and sunshades should distance at least 3mts between them.

Deck chairs to be booked in 2 different shifts : morning or afternoon .

The practice of sports activities with 2 or more people is not allowed (eg. ball games, rackets, etc), except for nautical activities, surf lessons and similar sports.

An occupancy status system will be implemented through signage:

Green: low occupancy (1/3)

Yellow: high occupancy (2/3)

Red: full occupancy (3/3)



Beaches new app declared safe

A new App was created to help beach users to find out how crowded their local beach is.

The information will be updated in real time on the “**InfoPraia**” app and on the website of the Portuguese Environment Association - www.apambiente.pt. (in Portuguese)

Rules available at <https://covid19estamoson.gov.pt/plano-desconfinamento-medidas-gerais/desconfinamento-praias/> (in Portuguese)

Recreational fishing is now permitted.

Camping & Caravaning

The campsites, as well as the service areas for motorhomes, can reopen with the maximum capacity limited to 2/3 of the area.

Land Border restriction

Since March 16, tourist circulation and leisure trips between Spain and Portugal have been suspended.

The movement of goods and merchandise is permitted only by land.

On the land border, document control of people was restored. National citizens and holders of residence permits may still enter the country.

Authorized Crossing Points at the Land Border - www.sef.pt

The land borders between Portugal and Spain will remain closed until **15th June** .

Hotels

Some hotels are being opened since mid May and many others will reopen in the beginning of June.

All respecting the new protocols established by the Portuguese Health Authorities, related to space and employees personal hygiene as well as to the required social distance between staff and Guests.

Clean & Safe stamp

Portugal launches the « Clean & Safe » stamps. They are free of charge , optional and valid for 1 year.

Hotels , Restaurants and all Tourism Business in general in Portugal have been invited to apply for a «Clean & Safe» stamp showing they adhere to hygiene protocols aimed at controlling Covid-19 and other possible infections.

To display them, businesses must implement «an internal protocol» recommended by the country's General Health Authorities.

The protocols ranges from staff training measures to cleaning and disinfection regimes, social distancing between staff and having a place where people displaying possible symptoms of Covid-19 can isolate.

«Random audits» by local authorities will ensure protocols are being adhered to.



Recomendations

Before making a trip, it is important to consult the alerts and restrictions in the country of destination. It is suggested to consult the border services in the country where the trip begins or consular representation at destination.

During your stay if you feel any symptoms, please call:

SNS 808 24 24 24 (Portugal Mainland)

SNS 800 24 24 20 (Madeira)

SNS 808 24 60 24 (Azores)

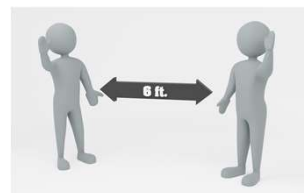
- Wash your hands frequently with soap and water or an alcohol-based solution.



- When coughing or sneezing cover your mouth and nose with your forearm or with tissue paper that should be placed immediately in the trash.



- Use of face masks are mandatory indoors and whenever social distance is not possible.





In case of Covid -19 symptoms

- ✓ If a person feels any symptoms related to Covid-19, they should not leave the hotel.
- ✓ They should remain in the room and call the hotel reception, who should afterwards call the Portuguese Health emergency hotline “Saude 24”
- ✓ The Local health authority will then evaluate the state of health of the patient
- ✓ The person should not go to any health center, private medical practice or to the ER of any hospital
- ✓ Wait for the instructions of the health professional who will assist and assess their clinical situation
- ✓ If hotel has available surgical masks, they should provide one and explain how these should be put on correctly
- ✓ The local health authority can opte to send the person to the referenced local Covid-19 hospital or not, dependig on person’s clinicial situation.



MTS Globe Portugal Services



MTS Airport Welcome Desk

- ✓ Our representatives will undergo thermal screening before entering duty and will be taken off in case they present fever or any symptoms related to Covid-19
- ✓ Our representatives will wear face masks at all time
- ✓ Our representatives will keep a social distance of minimum 2 m
- ✓ The MTS welcome desk will be disinfected 2x day and no entries are permitted besides MTS own staff
- ✓ Our welcome desk will have a protective acrylic barrier
- ✓ Documents and welcome envelopes will be replaced by e-documents



MTS White Label Reps

- ✓ Our representatives will undergo thermal screening before entering duty and will be taken off in case they present fever or any symptoms related to Covid-19.
- ✓ Our representatives will wear face masks at all time
- ✓ Uniforms will be changed daily, washed/disinfected and ironed.
- ✓ Our representatives will keep a social distance of minimum 2m
- ✓ Reps will suggest guests to have virtual meetings instead of “physical” meetings
- ✓ If presence meeting will take place, the rep will organize the space in order to assure 2m between guests

Transfers (Portugal Mainland)

Drivers Hygiene, Respiratory Procedures, and Social Distancing

- ✓ Handwashing and respiratory hygiene
- ✓ Social Distancing – 2 meters
- ✓ Body temperature- routine evaluation

Personal Protective Equipment (PPE)

- ✓ Eye Protection
- ✓ Masks
- ✓ Gloves
- ✓ Alcohol / gel solution



Vehicle (Portugal Mainland)

- ✓ Capacity reduced to 2/3 of capacity**
- ✓ Seats 1st row is forbidden to passengers
- ✓ **In vehicles up to 9 seats** passenger seats next to driver are forbidden. Passengers can only use back seats
- ✓ Daily cleaning performed by the driver between services
- ✓ Deep weekly disinfection
- ✓ Passengers should enter through the rear door
- ✓ Alcohol gel available to customers
- ✓ It is mandatory the use of masks by passengers



Transfers (Madeira)

Drivers Hygiene, Respiratory Procedures, and Social Distancing

- ✓ Handwashing and respiratory hygiene
- ✓ Social Distancing – 2 meters
- ✓ Body temperature- routine evaluation

Personal Protective Equipment(PPE)

- ✓ Eye Protection
- ✓ Masks
- ✓ Gloves
- ✓ Alcohol / gel solution



Vehicle

The maximum capacity of these transports are conditioned on the following terms:

- ✓ a) until the end of next June the Occupancy allowed is up to 70% of the capacity ;
- ✓ b) during the next month of July the Occupancy allowed is up to 90% of the capacity;
- ✓ c) From August 2020, the vehicles can drive with the maximum capacity allowed.
- ✓ The restrictions identified above do not apply when the customers being transported in the vehicle are members of the same household.
- ✓ Daily cleaning performed by the driver between services
- ✓ Deep weekly disinfection
- ✓ Passengers should enter through the rear door
- ✓ Alcohol gel available to customers
- ✓ It is mandatory the use of masks by passengers



Excursions & Activities

Bus excursions (Portugal Mainland)

Drivers & Guides Hygiene, Respiratory Procedures, and Social Distancing

- ✓ Handwashing and respiratory hygiene
- ✓ Social Distancing – 2 meters
- ✓ Body temperature- routine evaluation

Personal Protective Equipment(PPE)

- ✓ Eye Protection
- ✓ Masks
- ✓ Gloves
- ✓ Alcohol / gel solution



Vehicle

- ✓ Capacity reduced to 2/3 of capacity
- ✓ Seats 1st row is forbidden to passengers
- ✓ Daily cleaning performed by the driver between services
- ✓ Deep weekly disinfection
- ✓ Passengers should enter through the rear door
- ✓ Alcohol gel available to customers
- ✓ It is mandatory the use of masks by passengers

Visits

- ✓ It is not allowed gatherings of more than 20 people
- ✓ Guide will do most of the explanation inside the bus or outside the monuments
- ✓ Monuments/indoor sites will have reduced capacities according to m2
- ✓ It is mandatory the use of masks by passengers in all indoor visits

Bus excursions (Madeira)

Drivers & Guides Hygiene, Respiratory Procedures, and Social Distancing

- ✓ Handwashing and respiratory hygiene
- ✓ Social Distancing – 2 meters
- ✓ Body temperature- routine evaluation

• PERSONAL PROTECTIVE EQUIPMENT (PPE)

- ✓ Eye Protection
- ✓ Masks
- ✓ Gloves
- ✓ Alcohol / gel solution



Vehicle

The maximum capacity of these transports are conditioned on the following terms:

- ✓ a) until the end of next June the Occupancy allowed is up to 70% of the capacity ;
- ✓ b) during the next month of July the Occupancy allowed is up to 90% of the capacity;
- ✓ c) From August 2020, the vehicles can drive with the maximum capacity allowed.
- ✓ Daily cleaning performed by the driver between services
- ✓ Deep weekly disinfection
- ✓ Passengers should enter through the rear door
- ✓ Alcohol gel available to customers
- ✓ It is mandatory the use of masks by passengers



National Monuments and Museums

Each space will have its own internal protocol, which should follow these general rules:

- ✓ Promote sanitary prevention measures, in terms of hand hygiene, respiratory etiquette, social distance, surface hygiene and disinfection, symptom monitoring and individual protection
- ✓ Guarantee the definition of a maximum capacity for the indoor exhibition spaces (5 people / 100 m²)
- ✓ Apply social distance (2 meters) between visitors
- ✓ When possible, insure one way routes with visible signs
- ✓ Minimize points of visitor's concentration
- ✓ Avoid paper promotional materials that allow undifferentiated handling



Activities (Portugal Mainland)

ZOOMARINE

The Oceanographic Park Zoomarine Algarve will reopen its doors on the 10th of June 2020. From then on it will be possible to visit this Theme Park , one of the best in Europe.

The safety and well-being of the visitors, employees and animals has always been their highest priority. So it is still their goal to make you feel safe and comfortable during the entire visit.

For this reason, in addition to the park regulations and useful visit suggestions, they have adopted new and strengthened health, hygiene and safety measures in accordance with the guidelines of the General Directorate Health and the recommendations of governmental authorities, which we must all comply with, taking into account today's requirements.

The complete information with the preventive measures Covid-19 will be published next Monday, June 1st.

WATER SLIDE PARKS

Water slide Parks are closed until further notice due to Covid19.

Information will be updated as soon as possible.

BOAT TOURS

All our Boat Tour Partners are being certified by Turismo de Portugal with the Clean & Safe certificate, assuming the commitment to guarantee to all those who visit us compliance with the recommended safety standards to mitigate the effect of Covid19.

All will be respecting the new protocols established by the Portuguese Health Authorities, related to space and employees personal hygiene as well as to the required social distance between staff and guests.



Activities (Portugal Mainland)

JEEP TOURS

Waiver & Risk Assessment

Before starting the tour, it is mandatory to sign a **waiver stating:**

- Has not had contact with anyone infected with Covid-19 in the past 30 days
- Confirms that has no symptoms of Covid-19
- Commits to keep the social distance between others, not speaking directly to someone / others and only touching what is necessary
- Follow and obey to all the Organizer's instruction during the tour

Safety Measures

It will be implemented all hygiene and health safety measures that the government of Portugal and that the [DGS decrees](#), maintaining security and making constant updates to hygiene procedures.

Clean & Safe Briefing

Before starting the tour and with all participants properly equipped with hygiene and safety material, the guide disinfects everyone's hands and explains what procedures to adopt during the tour regard to:

- Opening and closing doors
- Social distance
- The place where the guests will be seated (it will not be possible to change places)
- When in contact with hands
- Visits and points of interest during the tour, namely how they should behave to avoid unnecessary risks with third parties
- Use of the contaminated waste bin on board
- Recognition and compliance with the group's hygiene rules imposed



Activities (Portugal Mainland)

JEEP TOURS (2)

During the Tour

- We avoid proximity speech and keep a minimum distance of 2 meters
- Vehicle windows and roof will remain open when possible
- We make stops for disinfecting hands and door handles
- We control as much as possible all customer movements inside and outside the vehicles to avoid risks

Other Safety Measures

On board, guests have our “Clean & Safe” kit made up of disposable masks, disinfectant / gel and first aid to be used and handled according to the Guide / Driver's instructions. The “Clean & Safe” literature for Covid-19 is posted on board.

Our Suppliers

All our suppliers (Food & Beverage - restaurants, cafes and bars - nautical partners, wineries, farms, artisans or distilleries) comply with specific safety standards regard to "Clean & Safe". These rules are always applied and explained to customers by our guide / driver during the tours.



Activities (Madeira Islands)

Sea Activities

The maximum capacity of the vessels are conditioned on the following terms:

- a) Until the end of June the vessels with capacity up to 60 passengers, the occupancy must be up to 70% of the capacity, 90% during the month of July and without any restriction on capacity as of August 2020;
- b) Until the end of July the vessels with capacity for more than 60 passengers, the occupancy must be up to 70% of the capacity, 90% during the month of August and without any capacity restriction as of September 2020.

Walking Tours

- ✓ Social Distancing – 2 meters
- ✓ Use of masks during the transportation as well as in all indoor facilities.
- ✓ Regarding the Levada walks, each professional guide can only accompany 25 clients, maximum.



Rent-a-Car

Due to regulatory restrictions to contain the spread of COVID-19, some rent-a-car are temporarily closed or with reduced opening hours.

The association of Rent-a-cars reinforced hygiene conditions of the vehicles and created additional measures to ensure health & safety conditions for both customers and employees.

Vehicle hygiene procedures

I. Equipment to be used by the employee:

The employee who cleans the vehicle must be equipped with a surgical mask, gloves and protective clothing. Hands should be washed before placement and after removing gloves.

II. Hygiene procedures

The vehicle's hygiene procedures comprises of two phases:

- a. Cleaning: removal of garbage and any objects that are inside the vehicle and that are not part of it;
- b. Disinfection: cleaning the vehicle surfaces with a product suitable for removing viruses, bacteria and fungus, which should be effective in eliminating the COVID-19 virus.

The surfaces to be cleaned, in particular those referred to in vehicle hygiene procedures, must be cleaned as follows:

- a. Clean with a cloth moistened with water and detergent;
- b. Disinfect with a cloth moistened with disinfectant or alcohol at 70°;
- c. Allow to dry.



Golf

Some of the golf courses in Portugal are reopening . As precautionary measures, the use of protective masks inside the pro shop is mandatory, golfers must use their own golf equipment and tee times may have a limit of fewer than 4 players.

Golfers should do the following:

- ✓ Only arrive at the teeing area no earlier than five minutes before the starting time.
- ✓ Apply and maintain social distancing measures when authorized to use the teeing area. Players in the same group should wait for their turn to play, at a distance from each other, and if available, at the specified location previously marked on the ground.
- ✓ Maintain a two-club distance (approximately 2 meters) from other players, including at the teeing area and the green.
- ✓ Pick up the ball from the hole as carefully as possible.
- ✓ Smooth bunkers with your feet or a club.

Golfers should NOT do the following:

- ✓ Physically greet other playing partners before or during the game.
- ✓ Remove or touch the flagstick.
- ✓ Exchange scorecards with other players or physically check another player's scorecard.

General Course Information:

- ✓ Scorecards can be returned to the Committee by electronic means (for example, taking a photo or using an app)
- ✓ The Committee may decide to remove all flagsticks from the golf course.
- ✓ For bunker play, no Local Rules can be applied that would modify the applicable Rules of Golf, such as relief from footprints.
- ✓ Rounds can be acceptable for handicap purposes if at least a part of the ball is below the surface of the putting green.
- ✓ Pairs formats of play with ball sharing, such as Foursomes and Greenstones, are not allowed.

Conclusion

IMPORTANT NOTE :

All the above rules may change at any time , should the Health situation with pandemics also change.

Portugal already boasts several characteristics that make it a Safe Travel Destination in this new corona virus world.

Apart from a long coast with many sandy beaches and astonishing wild cliffs, social distance should not be an issue.

Some of the best experiences around here are outdoors: sailing, surfing, watersports at sea, hiking or biking, etc.

The implantation of the measures under the Clean & Safe Programme allows visitors to have more confidence in our services and thus be able to relax during their stay getting more and more natural, healthy and safe memories of Portugal.





Welcome back!
Thank you