





# SPAIN'S REOPENING

# Spain is ready to welcome back tourists

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

## General Information

Since the 21st June the Spanish 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 is mandatory when you cannot avoid the social distance of 1.5 meters. Except in public transport, services, shops, supermarkets and restaurants, as well as in all indoor public spaces and outdoor meetings, where it is always mandatory.

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.

# General Information - Airports

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

- ✓ Contactless solutions to minimize exposure
- ✓ Walkthrough camera system for temperature control at the airports
- ✓ Locutions reporting news and prevention and safety measures.
- ✓ Safety distance signs
- ✓ Fulfill questionnaire of the Regional Health Authority on arrival
- ✓ Use of masks in public or private as well as in all indoor facilities is mandatory
- ✓ People who do not travel can not be inside the terminal to avoid agglomeration at the airport, only arriving or departure clients as well as workers will be inside
- ✓ Medical control available if necessary
- ✓ Actually due to the capacity control at the airport the exit of the terminal will be only through the central doors
- ✓ Due to the mandatory medical control once landed, an extra 30 minutes of time must be calculated to leave the terminal

# General Information – Hotels

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

## Hotels

Hotels that open will respect the new protocols established by the Spanish Health Authorities, related to space and employees personal hygiene as well as to the required social distance between staff and guests.

However hotel and hotel chain will reinforce these measures with farther own action plans.

## Health and Safety

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.

# General Information – Transportation

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

- **Public Transports**

- ✓ Public transport operates at full capacity.
- ✓ Use of the face mask is mandatory.

# General Information - Beaches

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

## 21<sup>st</sup> June

- ✓ It's allowed to go to the beach for moments of enjoyment outdoors and for bathing ( beaches have already surveillance).
- ✓ The access to the beach may be conditioned by rules of circulation and use.
- ✓ Social distance required between each group 1,5 mts.
- ✓ The practice of sports activities with 2 or more people is allowed (eg. ball games, rackets, etc.).

## General Information – Others

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

- **Access to commercial premises and catering and beverage establishments**

The commercial premises open in their full capacity. Disinfectant gel is available at the entrance of stores and the use of the mask is mandatory. In supermarkets, pharmacies, and essentials stores, customers are expected to wait their turn outside while respecting the safety distance. The use of masks is mandatory.

Restaurants, cafes, bakeries and outdoor terraces can already use the 75% capacity, but they must comply with the mandatory social distance between customers (1.5m).

- **Museums, cultural spaces and leisure spaces**

Gradual opening of cinemas, theaters, auditoriums and showrooms with marked seats, capacity will not extend 75%

- **Events**

Events or gatherings with 20 people are allowed, however it may be subject to changes depending on location.

- **Religious Ceremonies**

Religious ceremonies are allowed, capacity will not extend 75%

- **Sports**

Individual outdoor and indoor exercise is permitted (without use of changing rooms and swimming pools), as long as the safety distance of 1,5m is maintained.

Official football competitions of the 1st Football League may take place without public until further notice



# In case of Covid -19 symptoms

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

- ✓ 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 Spanish Health emergency line.
- ✓ 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.
- ✓ In case you are not at the hotel and you feel any sypptoms, please call: +34 061 or 112



# MTS Globe SPAIN

# MTS Offices

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

- ✓ Our employees will undergo thermal screening before entering duty and will be taken off in case they present fever or any symptoms related to Covid-19. Thermal screening is also available for your staff.
- ✓ Our representatives will wear face masks if social distance of minimum 1,5 m can not be respected.
- ✓ Special focus on office cleaning
- ✓ Disinfectant gel available in all the offices
- ✓ Prevention and hygiene measures will hang in all offices and especially in meeting rooms.
- ✓ In case you have contracting managers/guides at the offices our Destination Managers will strongly recommend them to clean their own working desk before leaving the office.

# MTS Airport Welcome Desk

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

- ✓ 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 1,5 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 envelops will try to be replaced by e-documents

# Transfers Providers

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

## Drivers Hygiene, Respiratory Procedures, and Social Distancing

- ✓ Handwashing
- ✓ Social Distancing – 1,5 meters
- ✓ Body temperature- daily evaluation

## Personal Protective Equipment (PPE)

- ✓ Masks
- ✓ Alcohol / gel solution

## Vehicle

- ✓ Coach transfers: full seats capacity permitted
- ✓ Seats 1st row is forbidden to passengers
- VTC´s up to 9 seats:
  1. Excluding driver row, if occupants live on same household, no limitation on back rows.
  2. Excluding driver row, if occupants don't live on same household, 1 seat must be empty between passengers.
- ✓ Daily cleaning after each service of the most contact areas performed by the driver
- ✓ Daily disinfection
- ✓ Alcohol gel available to customers
- ✓ It is mandatory the use of masks by passengers



# Excursion Providers

All the information and measures below could be change at any time by the Spanish government and the ministry of health.

## Drivers & Guides Hygiene, Respiratory Procedures, and Social Distancing

- ✓ Handwashing
- ✓ Social Distancing – 1,5 meters
- ✓ Body temperature- routine evaluation

## Visits

- ✓ The tour guide will promote information of sanitary and hygienic regulations before each visit
- ✓ The tour guide will try to avoid main agglomerations during the visit
- ✓ Safety distance of 1,5 meters between passengers guide and driver must be respected.
- ✓ The use of mask is mandatory when the social distancing of 1,5 meters is not possible

## Personal Protective Equipment(PPE)

- ✓ Masks
- ✓ Alcohol / gel solution

## Vehicle

- ✓ 100% capacity but a maximum number of people will be established on each tour to offer a safe service
- ✓ Boarding and disembarking from the vehicle should be done through the rear door.
- ✓ All passengers should keep the same seat in the coach.
- ✓ Daily cleaning and disinfestation of the vehicles.
- ✓ Extra cleaning performed by the drivers between services
- ✓ Alcohol gel solution available for customers
- ✓ It's mandatory the use of masks by passengers.

Each destination will send a dossier with the excursions planned for that season as well as the security measures for each of them.



We hope to return the illusion to families, couples, children's, adults, and to all those who love to travel.

We want you to recover the desire to discover new places, mountains, monuments and hidden beaches. Discover and try Spanish gastronomy and sunsets on the coasts.

Enjoy the warmth and friendliness of residents and customers.

Offering an unforgettable experience has always been our main objective. We can only achieve this by working as we have always done, hand by hand for the reactivation of our businesses and our dreams.







See you soon!