



ALGARVE

CLEAN & SAFE

BEST PRACTICES MANUAL

Introduction

COVID-19 was declared a pandemic by the World Health Organization on March 11, 2019. Portugal declared the state of emergency a few days later on March 18. New public health measures were implemented to gradually decrease virus transmission, which led to the inevitable suspension of most economic activities in Portugal.

After the stabilization, disease propagation control and the recent passage to the state of calamity, the Algarve's economic and social life must be resumed. This will happen according to the phased reactivation plan defined by the Government in compliance with recommendations of the World Health Organization, Directorate-General for Health and other relevant authorities.

We are aware of what tourism represents to Portugal's GDP and even more aware that protecting public health is needed and safety is a factor that influences the choosing of a travel destination. This way, adopting a new set of standards that ensure not only disease prevention and minimization of transmission risk, but also the mitigation of the economic impacts caused by the pandemic is crucial.

This **Best Practices Manual – Algarve Clean & Safe** aims at serving as a guide to tourism operators in the Algarve, by providing them with the most adequate measures that they can implement to reinforce destination safety and the trust of tourists, workers and residents.

This reference instrument for the best practices in the tourism sector, made in articulation with associations of corresponding tourism areas, is organized by business area: tourist resorts; restaurants; tourism entertainment businesses; beach concessions; travel agencies; golf; marinas and recreational harbours; car rentals; water parks; campsites and caravan parks, among others.

Recommendations in this manual will be updated whenever the epidemiological situation requires so. Our hope is that these recommendations serve everyone in the tourism business and keep the Algarve's competitiveness in this global, particularly vulnerable world.

Turismo do Algarve would like to thank all partners that have actively contributed to the preparation of this manual, namely:

- **Turismo de Portugal;**
- **ARAC - Associação dos Industriais de Aluguer de Automóveis sem Condutor;**
- **CNIG - Conselho Nacional da Indústria do Golfe;**
- **APPR - Associação Portuguesa de Portos de Recreio;**
- **Marina de Vilamoura, SA - Vilamoura World;**
- **Algarve Anima;**
- **AHRESP - Associação da Hotelaria, Restauração e Similares de Portugal;**
- **Federação Portuguesa de Surf;**
- **Associação Nacional de Surfistas;**
- **Associação de Escolas de Surf da Costa Vicentina;**
- **Associação de Parques de Campismo do Alentejo e Algarve.**



Table of Contributions

1. Tourist Resorts	1
2. Restaurants and Cafés	3
3. Restaurants and Cafés -Take-away and Home Deliveries	5
4. Beaches - Beach Concessions	6
5. Tourism Entertainment Businesses - (with physical facilities)	6
6. Tourism Entertainment Businesses - (without physical facilities)	7
7. Travel and Tourism Agencies - (with physical facilities)	7
8. Travel and Tourism Agencies - (without physical facilities)	10
9. Golf	11
10. Marinas and Recreational Harbours	12
11. Car Rental Businesses	13
12. Surf	14
13. Surf - Surf Schools	15
14. Water Parks / SPAs	16
15. Campsites and Caravan Parks	17
16. Events	17

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BEST PRACTICES MANUAL

1.

Tourist Resorts

[Turismo de Portugal – “Clean & Safe” Seal]



 visit Portugal





1.

Tourist Resorts

[Turismo de Portugal – “*Clean & Safe*” Seal]

Employee training

I. All employees received specific information and/or training about:

- a. Internal protocol concerning the coronavirus COVID-19 outbreak.
- b. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19 outbreak, including the procedures below:
 - **Hand hygiene:** wash hands often with water and soap for at least 20 seconds or use hand sanitizer with at least 70% of alcohol, cover the entire hand surface and rub hands until they are dry.
 - **Respiratory etiquette:** cover mouth and nose with forearm when coughing or sneezing or use paper tissues and throw them away immediately; wash hands or use a hand sanitizer after coughing or sneezing and blowing nose; avoid touching eyes, nose and mouth with hands.
 - **Social conduct:** change the frequency and way of contact between workers and between workers and customers, **avoiding (where possible) close contact**, hand shaking, kissing, shared work places, in-person meetings and sharing of food, utensils, glasses and towels.
- c. How to self-monitor fever daily (measure body temperature twice a day, and take note of measured value and time), and check for cough or troubled breathing
- d. How to follow the guidelines of the Directorate-General for Health concerning surface cleaning and laundry care in establishments.

- **Information for customers**

I. Information below is available to all customers:

- a.** How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19.
- b.** Internal protocol concerning the coronavirus COVID-19 outbreak.

- **The establishment has**

- I.** Personal protective equipment that is enough for all workers.
- II.** Personal protective equipment available to customers (maximum establishment capacity).
- III.** Stock of cleaning supplies proportional to establishment size, including disposable cleaning wipes moistened with disinfectant, bleach or 70% alcohol.
- IV.** Antiseptic alcohol-based solution or alcohol-based solution dispensers near entrance / exit points and, whenever applicable, at the entrance of restaurants, bars, and common sanitary facilities in each floor.
- V.** Pedal bins with plastic bag.
- VI.** Isolation area for those who become suspected cases or confirmed cases of COVID-19 that must have natural ventilation or a mechanical ventilation system; smooth, washable surfaces; bathroom; stock of cleaning supplies, surgical masks and disposable gloves; thermometer; independent waste bin; waste bag; bags to collect used clothes; and water and non-perishable foods kit.
- VII.** Liquid hand washing soap and paper towels, in sanitary facilities.



- The establishment guarantees

- I. Washing and disinfection of surfaces where employees and customers move around, according to the internal protocol, which guarantees control and prevention of infections and resistance to antimicrobial agents.
- II. Cleaning of surfaces and objects that are used by multiple people (including counters, light switches, elevator switches, doorknobs, cupboard handles) several times a day.
- III. Wet cleaning is preferred to dry or vacuum cleaning.
- IV. Air renewal for rooms and closed areas is made regularly.
- V. Disinfection of pools and other equipment in SPAs / wellness areas (where applicable) is made according to the internal protocol.
- VI. Jacuzzi disinfection (where applicable) is made regularly by emptying the jacuzzi and then cleaning and disinfecting; the jacuzzi is then filled with clean water and then disinfected with a proper amount of chlorine, according to the internal protocol.
- VII. Reinforced utensil, equipment, and surface hygiene, and direct handling of food by customers and employees avoided as much as possible, for restaurant and drinking areas, if any.



- Internal cleaning and hygiene protocol guarantees

- I. Definition of specific care for changing bed sheets and cleaning bedrooms that privileges two intervention periods spaced between them and proper protection according to the internal protocol.
- II. Bed sheets and towels are taken without shaking, and rolled from the outside to the inside, without touching the body, and are taken directly into the washing machine.
- III. Employees' uniforms and bed sheets / towels are washed separately in washing machines at hot temperatures (about 60 °C).

- The operation guarantees

- I. There is always an employee on duty who is responsible for activating the procedures in case of suspected infection (accompany the symptomatic person to the isolation area, give them the required assistance and call the National Health Service).
- II. Decontamination of isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are suspected cases of infection, especially for surfaces that are regularly touched and used by those cases, according to the guidelines of the DGS.
- III. Waste made by suspected cases of infection is stored in plastic bags that are separated, after being closed (e.g. tie wrap), and sent to an operator that is qualified to handle hazardous hospital waste.

Checking the information below and any additional information regularly is recommended:

<http://business.turismodeportugal.pt/pt/noticias/Paginas/turismo-de-portugal-cria-selo-estabelecimento-clean-safe.aspx>

Checking the information below and any additional information regularly and thoroughly is recommended:

<https://www.dgs.pt/directrizes-da-dgs/orientacoes-e-circulares-informativas/orientacao-n-0082020-de-10032020-pdf.aspx>

2.

Restaurants and Cafés

[AHRESP - Associação da Hotelaria,
Restauração e Similares de Portugal]

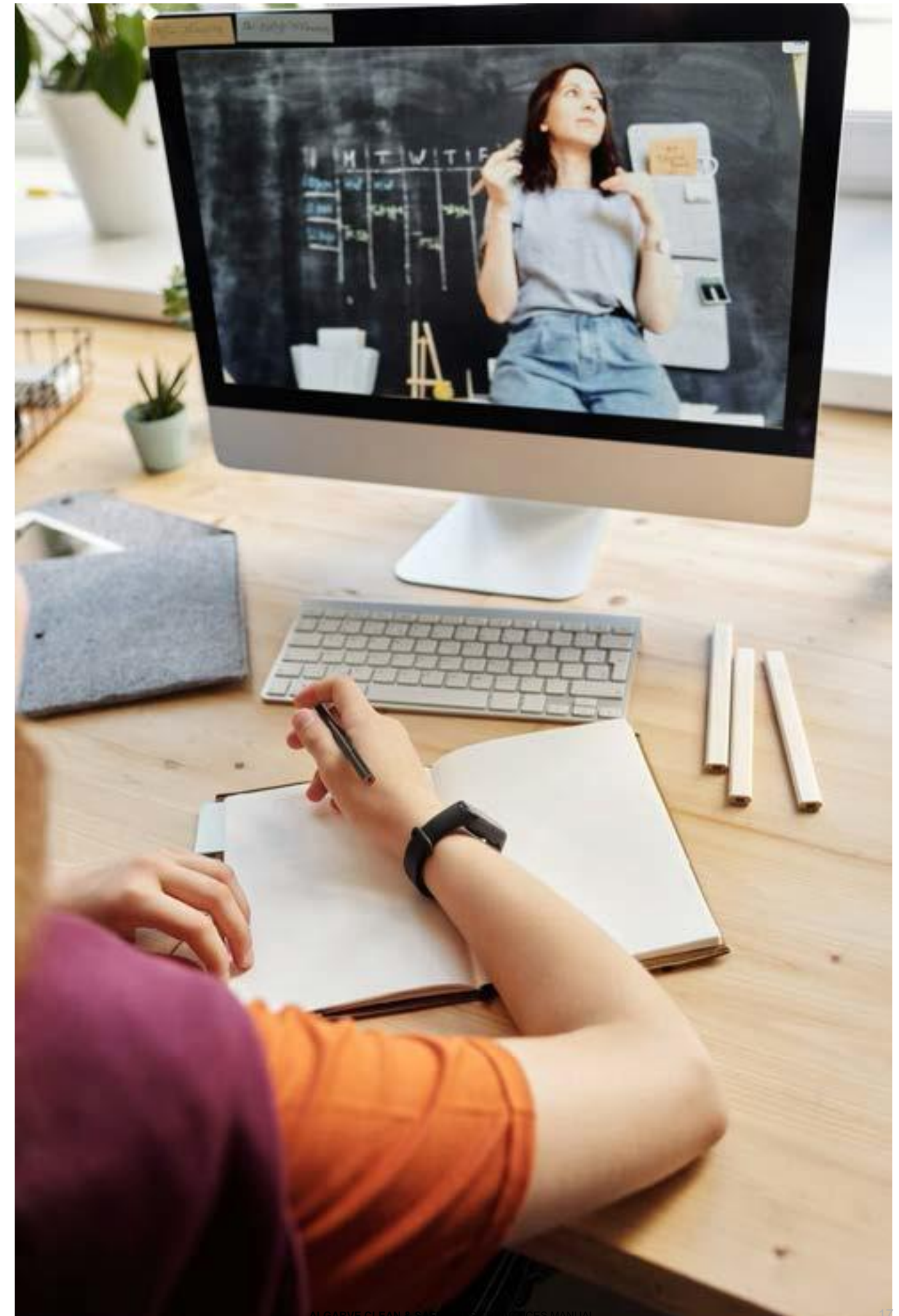


2.

Restaurants and Cafés

[AHRESP - Associação da Hotelaria, Restauração e Similares de Portugal]

- Inform your employees and customers about the coronavirus outbreak (*COVID-19*), by posting the General Recommendations on how to proceed (SNS) and posting or handing over the General Recommendations for Travelers (SNS).
- Keep informed to undo myths and misinformation, by only disclosing true, confirmed information about *COVID-19*, such as the information in the website of the Directorate-General for Health.
- Encourage your employees to follow the procedures below that are of the uttermost importance:
 - I. **Basic hand hygiene procedures: wash hands often with water and soap** – preferably liquid - for at least 20 seconds. If this is not possible, as an alternative, use a hand sanitizer with at least 70% of alcohol, cover the entire hand surface and rub hands until they are dry.
Hands must be washed when entering and exiting the establishment, before and after meals, after group activities (i.e. Meetings), and after going to the bathroom.
In this regard, post hand hygiene and hand sanitizing procedures next to hand-washing sites.
 - II. **Respiratory etiquette procedures: cover mouth and nose with forearm when coughing or sneezing** or use paper tissues and throw them away immediately. Avoid coughing or sneezing to the hands. Always sanitize hands after coughing or sneezing and after blowing the nose.
Avoid touching eyes, nose, and mouth with hands.
 - III. **Social conduct procedures: change the frequency and way of contact between workers** and between workers and clients, avoiding close contact hand shaking, kissing, shared workplaces, in-person meetings and sharing of food, utensils, glasses, and towels.



- Make sure there are always hand-washing facilities available with liquid soap and paper towels (cloth towels must be avoided).
 - Make sure surfaces and objects that are used by multiple people (e.g. tables, counters, light switches, doorknobs, cupboard handles) are cleaned several times a day.
- Make sure the air in rooms and closed areas is renewed ideally 6 to 12 times
- an hour.
- Despite there is no confirmation that food can spread the virus, make sure your employees are informed about the best practices on food hygiene and safety that must be observed in all food preparation and cooking stages, especially those that refer to hand hygiene, and proper food handling, storage and cooking.
 - Inform your employees about their responsibilities, which are:
 - I. Follow all procedures that concern them, especially those that must take place when there is a suspected case. To this end, it is extremely important that all employees know these procedures.
 - II. Inform the manager and/or employer about symptoms that match COVID-19 symptoms, preferably by phone.
 - Identify all resources that are essential to your operation (e.g. raw materials, suppliers, service providers and logistics) and are needed to keep your establishment running and meet your customers' needs.
 - Consider the possibility of allocating or recruiting and, if possible, training any additional employees to replace your employees who are performing tasks that involve higher risk of infection, such as customer care

- **Buy the equipment and products below:**
 - I. Hand sanitizer (antiseptic alcohol-based solution) that must be placed in strategic places (e.g. meal areas, biometric authentication, "isolation" area, customer areas) together with information about hand hygiene and washing (SNS).
 - II. Surgical masks to be used only by symptomatic persons (suspected cases).
 - III. Surgical masks and disposable gloves to be used as a safety precaution by workers who assist the symptomatic person (suspected case).
 - IV. Paper towels for hand drying at sanitary facilities and other places where hand sanitization is possible.
 - V. Pedal bin with plastic bag.
 - VI. Single-use cleaning supplies that must be thrown away or disposed of after being used. When this single-use option is not possible, cleaning and disinfection must be made after use (e.g. buckets and handles/sticks). The possibility of these supplies being used exclusively for dealing with confirmed cases in the establishment must also be considered. Compressed air equipment must not be used to clean, because of the risk of aerosol recirculation.
 - VII. Hygiene and cleaning products. Hygiene and cleaning plans must include coverings, equipment, and utensils, as well as objects and surfaces that are touched the most (e.g. handrails, doorknobs, elevator buttons, switches). Cleaning and disinfection of surfaces must be made with increased frequency by using degreasing detergent, followed by a disinfectant.
- Define an "isolation" area in the establishment to deal with suspected cases of infection (people who show signs, symptoms and meet the epidemiological definition of a suspected case) and prevent that other people (employees and/or customers) are exposed and infected.

- The “isolation” area must have natural ventilation or a mechanical ventilation system and smooth, washable surfaces (e.g. cannot have rugs, carpets or drapes). This area must have:
 - I. Telephone.
 - II. Chair for the symptomatic person to rest and be comfortable while they wait for case validation and probable transportation by INEM.
 - III. Water and non-perishable foods kit.
 - IV. Pedal bin with plastic bag.
 - V. Hand sanitizer (antiseptic alcohol-based solution) that must be available inside and at the entrance of the isolation area.
 - VI. Paper towels.
 - VII. Surgical masks (Masks are to be used only by people who show signs of respiratory disease. Masks must be used, removed, and disposed of according to the best practices for wearing masks. Hands must be sanitized according to the best practices for hand hygiene, before and after mask removal).
 - VIII. Disposable gloves.
 - IX. Thermometer.
- There must be a sanitary facility in the isolation area, or next to it, that has a soap dispenser and paper towels to be used exclusively by the symptomatic person.
- Circuit(s) to be used by a symptomatic person when going to the “isolation” area must be defined considering that all places where people / employees gather the most must be avoided.
- Define the internal communication process for a suspected case of infection among employees and/or clients that must be as quick and swift as possible. This communication process must define how communication between the symptomatic person – or the employee who identified the symptomatic person – and the manager and/or employer and between the employer and other employees is made.
- Appoint the employee who will be in charge of accompanying the symptomatic person and assist them in the event of a suspected case of infection.
- Organize an assessment exercise to see if operations defined for your establishment were properly understood.



- Any employee who shows signs and symptoms of *COVID-19* or finds a person in the establishment that meets the criteria for a suspected case, must:
 - I. Inform the manager and/or employee by telephone and go / accompany the person in question to the “isolation” area that was previously defined.
 - II. When needed (e.g. the symptomatic person has trouble walking), the manager and/or employer must ensure that proper assistance is given to such person while they go to the “isolation” area. Whenever possible, a distance of 1 meter from the patient must be kept.
 - III. The employee(s) accompanying / assisting the symptomatic person, must put on their surgical masks and disposable gloves before they begin to contact with such person. They must also sanitize their hands correctly after being in contact with such person.
 - IV. Any symptomatic person (suspected cases of *COVID-19*), already in the “isolation” area, must call SNS 24: 808 24 24 24.
 - V. They must put on a surgical mask if their clinical condition so allows.



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- People must check whether the mask fits properly (i.e. is fitted to the face in a way that the nose, mouth, and sides of the face are fully covered. An adaptation to this can be made by men with beards – surgical mask complemented with a paper tissue). Employees must replace their masks with new ones when masks become damp.
- The health professional in the SNS 24 will question the sick person as to signs, symptoms and epidemiological criteria that match a suspected case of *COVID-19*.
- Following case evaluation, the SNS 24 gives the information below:
 - I. If the person is not a suspected case of *COVID-19*: specifies the procedures that are adequate to the person's clinical condition.
 - II. If the person is a suspected case of *COVID-19*: the SNS 24 contacts the Medical Helpline (LAM) of the Directorate-General for Health for validation. The outcomes of this validation can be:
 - a. Suspected Case was Not Validated and is, therefore, closed for *COVID-19*. The SNS 24 specifies the regular procedures that are adequate to the sick person's clinical condition. The sick person must inform their manager and/or employer of this non-validation, and the latter must inform the company that provides occupational health services or the occupational physician in charge.
 - b. Suspected Case was Validated that results in the DGS deploying the INEM, INSA and Regional Health Authority to start the epidemiological investigation and contact management. In this case:
 - The sick person must remain in the “isolation” area (and wear a surgical mask, provided their clinical condition so allows) until the team of the National Institute of Medical Emergency (INEM) arrives, after being deployed by the DGS, to transport the patient to the reference Hospital, where biological samples for lab tests will be collected.
 - Anyone else is forbidden to access the “isolation” area (except for employees assigned to assist).
 - The manager and/or employer collaborates with the Local Health Authority in the identification of patient's close contacts.

- The manager and/or employer informs the company that provides occupational health services or the occupational physician in charge.
 - The manager and/or employer informs the other employees that there is a suspected case that was validated and is awaiting test results.
- The DGS informs the Regional Health Authority that in turn informs the Local Health Authority that informs the manager and/or employer about the results of these tests that can be:
- I. The case was not confirmed and is, therefore, closed for COVID-19, in which case regular company procedures apply, including cleaning and disinfection.
 - II. The case was confirmed and the manager and/or employer must:
 - a. Arrange for the cleaning and disinfection (decontamination) of the “isolation” area will remain closed until validation by the Local Health Authority.
 - b. Reinforce cleaning and disinfection, especially for surfaces that are touched often and most used by the confirmed patient that are highly likely to be contaminated. Pay special attention to cleaning and disinfection of the confirmed patient’s workplace (including materials and equipment used by them).
 - c. Store waste made by the patient in plastic bags that are separated, after being closed (e.g. tie wrap), and sent to an operator that is qualified to handle hazardous hospital waste (please see Flowchart for the Situation of an Employee showing Symptoms of COVID-19 by the SNS).
- “Close contact” is a person who is not showing any symptoms at the moment but was or might have been in contact with a confirmed case of COVID-19. The type of exposure by the close contact will determine the surveillance needed. Close contact with a confirmed case of COVID-19 can result in:
- I. “High risk of exposure”:
 - a. Employees who share the same workplace (office, room, section, areas up to 2 meters) with the patient.

- b. Employees who were face to face or in a closed area with the patient.
- c. Employees who shared tableware (dishes, glasses, cutlery), towels or other objects or equipment that might be contaminated with sputum, blood, or respiratory particles with the patient.

II. “Low risk of exposure” (occasional):

- a. Employees who had sporadic (momentary) contact with the patient (e.g. exposure to respiratory droplets / secretions while moving / circulating in a face-to-face conversation that lasted more than 15 minutes, cough or sneeze).
- b. Employees who assisted the patient, provided that they followed all preventive measures (e.g. proper use of mask and gloves, respiratory etiquette, hand hygiene).

- Moreover, the procedures for active surveillance of close contacts must be deployed for confirmed cases.
- For purposes of contact management, the Local Health Authority, in close collaboration with the manager and/or employer and occupational physician or company that provides occupational health services, must:
 - I. Identify, list and classify close contacts (including occasional), and
 - II. Accompany these contacts (call every day, inform, advise, and make a referral, if required).
- Estimated incubation period for COVID-19 is 2 to 12 days. This way, as a precaution, active surveillance of close contacts is made for 14 days since the day of the last exposure to the confirmed case.
- For a better understanding of the procedures that must be executed for people who were in close contact with a confirmed case of COVID-19, please check the Flowchart for the Monitoring of Close Contacts of a Confirmed Case of COVID-19 by the SNS.

Checking the information below and any additional information regularly is recommended:

<https://ahresp.com/homepage-2/coronavirus/>

3.

Restaurants and Cafés - Take-away and home deliveries

[AHRESP - Associação da Hotelaria,
Restauração e Similares de Portugal]



3.

Restaurants and Cafés - Take-away and home deliveries

[AHRESP - Associação da Hotelaria, Restauração e Similares de Portugal]

- For establishments that opt for the take-away scheme, there are some additional rules to be followed:

- I. The employee in charge of delivering the meal / food must wash their hands often with water and soap, preferably before and after order delivery.
- II. Card payments must be encouraged whenever possible.
- III. In case this is not possible, the employee must wash their hands with water and soap before and after every payment.
- IV. Automatic Payment Terminal (APT), when used, must be cleaned using disinfectant wipes.
- V. Utensils and boxes that are in contact with food must be adequate for this purpose and must be in perfect hygiene and condition.
- VI. Food packages must have the information “food-safe” or a symbol (fork and knife), in case it is not clear that it can be used with food.

- For establishments that opt for the take-away scheme or home deliveries there are some additional rules to be followed:

- I. The employee in charge of delivering the meal / food at home (couriers) must wash their hands often with water and soap, preferably before and after order delivery and whenever they enter the establishment to collect orders.
- II. To this end, make sure all hand-washing facilities have liquid soap and disposable wipes for hand drying (cloth towels must be avoided).
- III. In case washing hands with water and soap is not possible, employees must sanitize their hands using alcohol-based solutions or disinfectant wipes.

- IV. The courier must also sanitize the steering wheel of their transportation mean, their phones and accessories used for order transportation (e.g. thermal bags for meal transport) often, using alcohol-based solutions or disinfectant wipes.
- V. Payment methods that do not involve physical contact between the courier and the customer must be promoted whenever possible.
- VI. In case this is not possible, the employee must sanitize their hands with alcohol-based solution or disinfectant wipes before and after every payment (if handling money or cards).
- VII. Automatic Payment Terminal (APT), when used, must be cleaned using disinfectant wipes.
- VIII. Post the Guidelines for Couriers issued by the Directorate-General of Health (Flowchart for the Monitoring of Close Contacts of a Confirmed Case of COVID-19 by the SNS) and all respiratory etiquette rules (General Recommendations and General Recommendations for Travellers, by the SNS) in all collection points.

- In addition, compliance with certain food transport criteria is extremely important for keeping the organoleptic and safety properties of food.

- This way, food transport requirements that must be followed are:

- I. Transport vehicles and/or containers must be kept clean and in good conditions to protect foodstuffs from contamination. Whenever necessary, they must be designed in a way that allows for proper cleaning and/or disinfection.
- II. Vehicle loading boxes and/or containers must be used exclusively for food transport.

- Hygiene and safety requirements to be followed during food transport apply not only to food transport vehicles in general, but also to private vehicles that are used for the same purpose. In this case, the use of thermal bags that allow to keep the temperature of foods that require special conservation conditions is recommended.

- All foods must be transported in insulated thermal bags, except for bread, dry cakes, nuts, fruit, and tubers.
- Temperatures and permissible deviations recommended by the Directorate-General of Food and Veterinary for the transport of foodstuff are:

Table 1.
Recommended temperatures
and permissible deviations



PRODUCTS	TEMPERATURE	DEVIATION
COOKED MEALS	≥ 65 °C	-5 °C
REFRIGERATED FOODS	≤ 5 °C	3 °C
FROZEN FOODS	-12 °C	3 °C
DEEP-FROZEN FOODS	-18 °C	3 °C

Checking the information below and any additional information regularly is recommended:
<https://ahresp.com/homepage-2/coronavirus/>



4.

Beaches – Beach Concessions

[Marina de Vilamoura, SA – Vilamoura World]



4.

Beaches – Beach Concessions

[Marina de Vilamoura, SA – Vilamoura World]

The first step is to create signage that can be seen clearly by users at their first contact point with what they must do for their own safety and mandatory requirements according to the recommendations of the Directorate-General for Health. Signage must be posted in all public places and in the sand with information that raises awareness to hygiene, safety, and distancing.

Identify and define a Security Team with a leader to make sure all measures are being implemented. Make sure there are detailed awareness initiatives for employees and workers, but that keep social distancing.

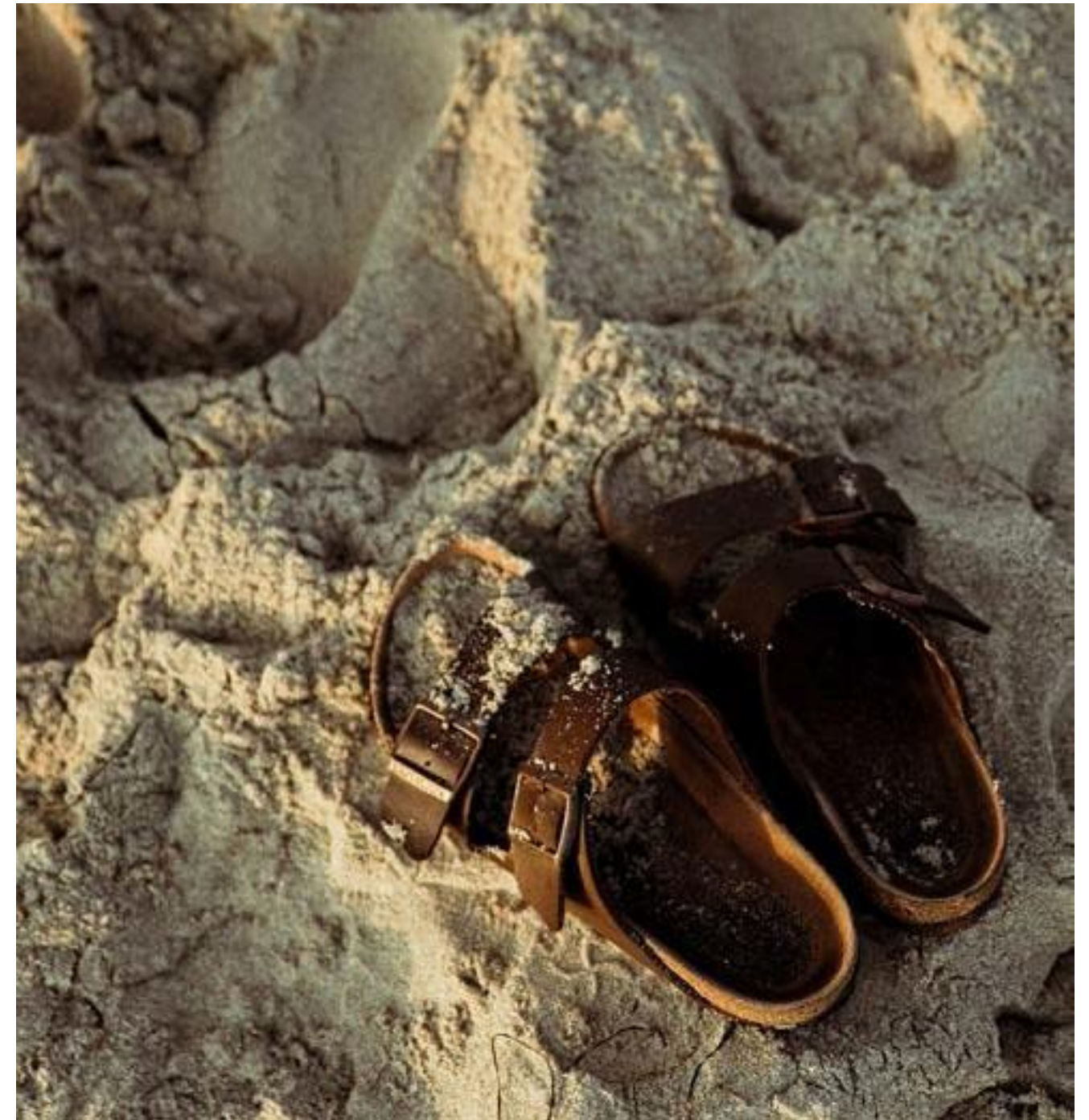
There must be a Crisis Procedure and a method to report incidents that may happen inside concessions, and a Contingency Plan must be implemented for employees and users. This plan must clearly specify how to communicate any suspected cases among users or employees internally and to the health authorities.

- Access and use of bathing facilities

I. General Recommendations

- a. Create and spread signage with hygiene and safety procedures to be followed on the Beach, according to the recommendations of the DGS, such as wearing masks and flip flops in beach accesses and common areas, respecting implemented safety distances (in accesses, sand, when going bathing, etc.), and having individual disinfectants. This information must also have the recommendation to avoid unnecessary circulation and stand in elevated walkways and sand walkways.
- b. Signage must be posted in all public places and in the sand with information that raises awareness to hygiene, safety, and distancing.

- c. Ensure there are hand-washing structures with soap near accesses or, in case this is not possible, recommend that hands are washed in sanitary facilities before going in the sand, always respecting distancing rules.
- d. Ensure that all employees who are in contact with users or move in common areas are using the personal protective equipment recommended by the DGS and that are adequate to their tasks, such as masks, face shields, gloves, flip flops, etc.



II. Beach accesses

- a. Where possible, narrow passageways must be divided longitudinally, preferentially at ground level, to allow for one-way, right-hand circulation.
- b. Ensure that hygiene and safety instructions are posted and easy to see, and say that flip flops and masks must be used in all common areas and accesses between the beach and the parking lot and that safety distancing must be kept.
- c. Ensure there are hand-washing structures with soap near accesses or, in case this is not possible, recommend that hands are washed in sanitary facilities before going in the sand, always respecting distancing rules.
- d. Ensure that street furniture and other equipment (e.g. beach ashtrays) are sanitized.

III. Beach reception and parking lot

- a. Pre-reservation formalities must be completed online to minimize contact and time spent at the reception. The user must be informed in advance about the obligation to follow hygiene procedures that were implemented.
- b. A proper acrylic barrier with lateral wings and opening must be used between the receptionist and user. If this is not possible, the floor must be marked in a way that guarantees proper social distancing.
- c. Ensure that employees use masks and gloves and that gloves are sanitized after handling a document or object handed over by the user.
- d. Check if the user is wearing a protective mask. If not, the user must be remembered to put on a mask correctly and sanitize their hands using the sanitizing gel available at the reception counter.
- e. Make sure sanitizing gel is available near customer service areas.
- f. Sanitize customer service area after each user, namely counter, pens, automatic payment terminal and any objects that were exchanged with the user.

- g. All documents handed or handled by users must be kept in a designated area and archived after 48 hours.
- h. User belongings found must be delivered to the reception and sanitized before being stored.

IV. Parking lots

- a. Ensure that hygiene and safety instructions are posted and easy to see.
- b. Restrict the number of vehicles according to parking area.
- c. Access to beach parking lots that are paid must be controlled according to parking lot capacity.
- d. Access to public parking lots must be evaluated, in each specific case, considering beach capacity and estimated restaurant / bar occupation.
- e. Encourage the use of automatic payment terminals or ATMs instead of money, while making sure that social distancing is being kept.
- f. Sanitize all equipment touched by customers, such as entrances / exits, payment machines, street furniture, and other equipment.

V. Sanitary facilities, showers, and hand-washing structures

- a. Place information about the maximum number of users allowed, according to the guidelines of the DGS and changing room size, outside the facility. These rules do not apply to people that belong to the same household. The rest of users must wait for their turn outside and keep safety distances.
- b. Indoor / outdoor showers can be used by one user at a time, except for children who must always be accompanied by an adult. The rest of users must wait for their turn outside and keep safety distances.
- c. Beach concessions with foot showers, must have them replaced with hand-washing structures with soap. A safe distance between equipment must be kept.
- d. Check for compliance with the obligations above regularly.
- e. Ensure that hygiene and safety instructions are posted and easy to see.

- f. Make sure common areas, such as the floor and other areas, objects and equipment that can be touched, are sanitized regularly by cleaning personnel, at least 4 times a day. Cleaning logs must also be kept (sanitary facilities).

VI. First-aid post

- a. Make sure the first-aid post is duly equipped with the material required by law and is prepared to receive a suspected case of COVID-19 that must be accompanied by the security team.
- b. In case a user has symptoms and meets the epidemiological criteria that match a suspected case of COVID-19, the user or employee who identifies the case must communicate this to the nearest lifeguard, who must contact the person in charge of the security team. This person will specify the procedures to be followed, namely going to the first-aid post that must be prepared to receive the suspected case.
- c. Once in the isolation room, the suspected case must call the SNS 24 helpline: 808 24 24 24 and provide all information needed.
- d. The employee accompanying / assisting the user or the symptomatic employee must wear disposable mask and gloves and comply with basic precautions for Infection control that involve hand sanitizing after being in contact with the patient.
- e. The person in charge of the security team must get user / employee's telephone contact to monitor the situation.
The user / employee must remain inside the first-aid post until the authorities arrive.
- f. It is recommended that a contingency plan is prepared that is adapted to the reality of each beach and in accordance with the guidelines of the DGS.

VII. Concession area: Shading equipment

- a. Decrease the number of tiki umbrellas and increase the distance between them to keep social distancing standards.

- b. Shading equipment in concession areas in the sand must be installed in a way that guarantees the minimum safety distance of 3 m between open umbrellas. The placing of additional equipment must be evaluated in each specific case, according to the dimensions of the sandy area.
- c. Lounge chairs, pads and other beach equipment must be cleaned every day when they are assembled and throughout the day when users change.
- d. Ensure that the safety distance between users who rented different shading equipment is kept.
- e. Tiki umbrellas must include a maximum of two lounge chairs. Additional lounge chairs cannot be rented.

VIII. Sand

- a. Signage must be posted with information that raises awareness to hygiene and safety procedures, including safety distance to keep.
- b. Vertical signage must be used to mark specific areas for users who bring their own gear, such as beach umbrellas or towels.
- c. These must be placed with a distance of at least 3 m between open umbrellas. Users without shading gear who belong to the same group / household must keep safety distance from other users.
- d. Safety distance must be kept when going bathing or near the water unless people belong to the same household or are with children.

IX. People with reduced mobility

- a. When accompanying people with reduced mobility, hygiene and safety procedures must be followed: amphibious chairs must be sanitized after each use, and the lifeguard, user and accompanying person must wear a face shield. A face shield must be provided in case the user does not have one and its proper use must be ensured.

X. Beach post

- a. Existing lifesaving gear must be sanitized every day and after every use by the lifeguard.

XI. Recreational support facilities

- a. Signage must be posted with information that raises awareness for hygiene and safety procedures to follow when using the equipment available.
- b. Ensure that equipment is sanitized before and after each use.
- c. Ensure that life jackets are sanitized after each use.
- d. Installation of equipment for games, such as volleyball, etc., must not be allowed.

XII. Restaurants and beach commerce

- a. Restaurants must follow the recommendations of the DGS and other relevant authorities, minimum safety distances, hygiene and opening hours defined by the Government.
- b. Signage must be posted with information that raises awareness to hygiene and safety procedures to follow in these areas, including safety distances that must be kept in waiting areas. Create shade for waiting areas and, preferentially, rest areas.
- c. The concessionaire must make sure there is a Security Team with a leader to guarantee that all procedures to implement are being followed and perform detailed awareness initiatives for employees.

Operational areas

I. General Recommendations

- a. Follow all recommendations of the DGS and Government as to operation and work conditions.





II. Starting the workday

- a. Employees must stay at home in case they show flu symptoms or are not feeling well.
- b. Check all employees for body temperature when entering the facilities.
- c. Employees whose body temperature is above 37.5 °C must be instructed to go back home and call the SNS 24: 808 24 24 24

III. Employees' uniforms

- a. Uniforms must be changed every day.
- b. Uniforms must be sanitized / washed properly and ironed.
- c. Employees must be provided with adequate personal protective equipment and must use it.

IV. Lockers and shower rooms for employees

- a. Signage with information about hygiene standards must be placed at workplaces. Hand washing recommendations must be placed at changing rooms / WC.
- b. The use of lockers in each functional area must be coordinated to guarantee social distancing between employees.
- c. Outside changing rooms / WC there must be information about how many users can be inside at the same time, according to the guidelines of the DGS and facility size, and information that people must wait for their turn outside.

V. Workplaces

- a. The number of people in each area must be restricted according to the maximum permissible for all workplaces.
- b. Individual work must be preferred to teamwork, but when this is not possible, work team members must be down to a minimum and team member rotation must be avoided.
- c. Tables, equipment and work areas must be sanitized at the start and end of a workday.

VI. Vehicles and vessels

- a. Make sure that all users wear personal protective equipment, masks, etc.
- b. Ensure that areas that are touched or liable to be contaminated are sanitized before and after the use of each vehicle or vessel.
- c. Keep spare masks and gloves inside the vehicle / vessel, as well as sanitization products, for all employees.

VII. Tools and utensils

- a. Exchange of tools between employees must be minimized.
- b. Employees must wear disposable or work gloves when using tools.
- c. Tools, including common communication means, such as mobile phones and radios, must be sanitized regularly.

VIII. Cafeteria

- a. Maximum capacity for meal areas must be guaranteed according to the guidelines of the DGS. In case of need, shifts must be arranged so that such capacity is not exceeded and there are no gatherings in the cafeteria. Ensure that the number of seats in the cafeteria is reduced to half to guarantee recommended distancing.
- b. The area must be sanitized in regular intervals.
- c. Tables and equipment must be sanitized after each use.
- d. Make sure table ware are sanitized after each use.
- e. Use a washing machine for all kitchen utensils.

IX. Employee training

- a. All employees, concessionaires, and maritime tourism operators must know the prevention rules that were implemented regarding COVID-19.

Checking the information below and any additional information regularly is recommended:

<https://www.dgs.pt/directrizes-da-dgs/orientacoes-e-circulares-informativas.aspx>



5.

Tourism Entertainment Businesses (with physical facilities)

[Turismo de Portugal – “Clean & Safe” Seal]



 visit Portugal



5. Tourism Entertainment Businesses

(with physical facilities)

[Turismo de Portugal – “Clean & Safe” Seal]

- Employee training

I. All employees received specific information and/or training about:

- a. Internal protocol concerning the coronavirus COVID-19 outbreak.
- b. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19 outbreak, including the procedures:
 - **Hand hygiene: wash hands often** with water and soap for at least 20 seconds or use hand sanitizer with at least 70% of alcohol, cover the entire hand surface and rub hands them until they are dry.
 - **Respiratory etiquette: Cover mouth and nose with forearm when coughing or sneezing** or use paper tissues and then throw them away immediately. Always sanitize hands after coughing or sneezing and after blowing nose. Avoid touching eyes, nose, and mouth with hands.
 - **Social conduct: change the frequency and way of contact between workers** and between workers and clients, avoiding (where possible) close contact, hand shaking, kissing, shared work places, in-person meetings and sharing of food, utensils, glasses and towels.
- c. How to self-monitor fever daily (measure body temperature twice a day, and take note of measured value and time), and check for cough or troubled breathing.
- d. How to follow the guidelines of the Directorate-General for Health concerning surface cleaning and laundry care in establishments.

- Information for customers

I. Information below is available to all customers:

- a. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19.
- b. The internal protocol concerning the coronavirus COVID-19 outbreak.

- Company facilities have

- I. Personal protective equipment that is enough for all workers involved in activities.
- II. Personal protective equipment available to customers (maximum group capacity).
- III. Stock of cleaning supplies proportional to company size, including disposable cleaning wipes moistened with disinfectant, bleach or 70% alcohol.
- IV. Antiseptic alcohol-based solution or alcohol-based solution dispensers near entrance / exit points and, whenever applicable, at the entrance of restaurants, bars, and common sanitary facilities in each floor.
- V. Pedal bins with plastic bag.
- VI. Liquid hand washing soap and paper towels, in sanitary facilities.

Company facilities guarantee

- I. Washing and disinfection of surfaces where employees and customers move around, according to the internal protocol, which guarantees control and prevention of infections and resistance to antimicrobial agents.
- II. Cleaning of surfaces and objects that are used by multiple people (including counters, light switches, elevator switches, doorknobs, cupboard handles) several times a day.
- III. Wet cleaning is preferred to dry or vacuum cleaning.
- IV. Air renewal for rooms and closed areas is made regularly.
- V. Reinforced utensil, equipment, and surface hygiene, and direct handling of food by customers and employees avoided as much as possible, for restaurant and drinking areas, if any.

- Internal cleaning and hygiene protocol guarantees

- I. Clothing used in activities and other accessories provided (e.g. towels) are washed at hot temperatures (about 60 °C) by employees and customers.
- II. Alcohol-based hand sanitizers are provided to activity participants, whenever required.
- III. Equipment used are sanitized or disinfected after each activity, according to the rules that apply to each equipment.
- IV. Transport means are sanitized or disinfected after each activity, according to the rules that apply to each type of transport.

- Service organization guarantees

- I. Maximum capacity per m² recommended by the Directorate-General for Health, in case of indoor activities.
- II. Safety distance is kept between activity participants, according to the recommendations of the Directorate-General for Health.
- III. Maximum capacity of transport means used in activities, according to the recommendations of the Directorate-General for Health.
- IV. Information, in the scope of the activity, is disseminated preferably in digital format / online.
- V. All partners involved in activities follow internal hygiene and safety protocols.
- VI. There is always an employee on duty who is responsible for activating the procedures in case of suspected infection (accompany the symptomatic person to the isolation area, give them the required assistance and call the SNS 24: 808 24 24 24)
- VII. Decontamination of isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are suspected cases of infection, especially for surfaces that are regularly touched and used by those cases, according to the guidelines of the DGS.
- VIII. Waste made by suspected cases of infection is stored in plastic bags that are separated after being closed (e.g. with a tie wrap) and sent to an operator that is qualified to handle hazardous hospital waste.

Checking the information below and any additional information regularly is recommended:

<http://business.turismodeportugal.pt/pt/noticias/Paginas/turismo-de-portugal-cria-selo-estabelecimento-clean-safe.aspx>



6.

Tourism Entertainment Businesses (without physical facilities)

[Turismo de Portugal – “Clean & Safe” Seal]



 visit Portugal



6. Tourism Entertainment Businesses

(without physical facilities)

[Turismo de Portugal – “Clean & Safe” Seal]

- Employee training

I. All employees received specific information and/or training about:

- a. Internal protocol concerning the coronavirus COVID-19 outbreak.
- b. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19 outbreak, including the procedures:
 - Hand hygiene: wash hands often with water and soap for at least 20 seconds or use hand sanitizer that has at least 70 % of alcohol, cover the entire hand surface and rub hands until they are dry.
 - Respiratory etiquette: cover mouth and nose with forearm when coughing or sneezing or use paper tissues and throw them away immediately. Always sanitize hands after sneezing and after blowing nose. Avoid touching eyes, nose, and mouth with hands.
 - Social conduct: change the frequency and way of contact between workers and between workers and clients, avoiding (where possible) close contact, hand shaking, kissing, shared workplaces, in-person meetings and sharing of food, utensils, glasses and towels.
- c. How to self-monitor fever daily (measure body temperature twice a day, and take note of measured value and time), and check for cough or troubled breathing.
- d. How to follow the guidelines of the Directorate-General for Health concerning surface cleaning and laundry care in establishments.

- Information for customers

I. Information below is available to all customers:

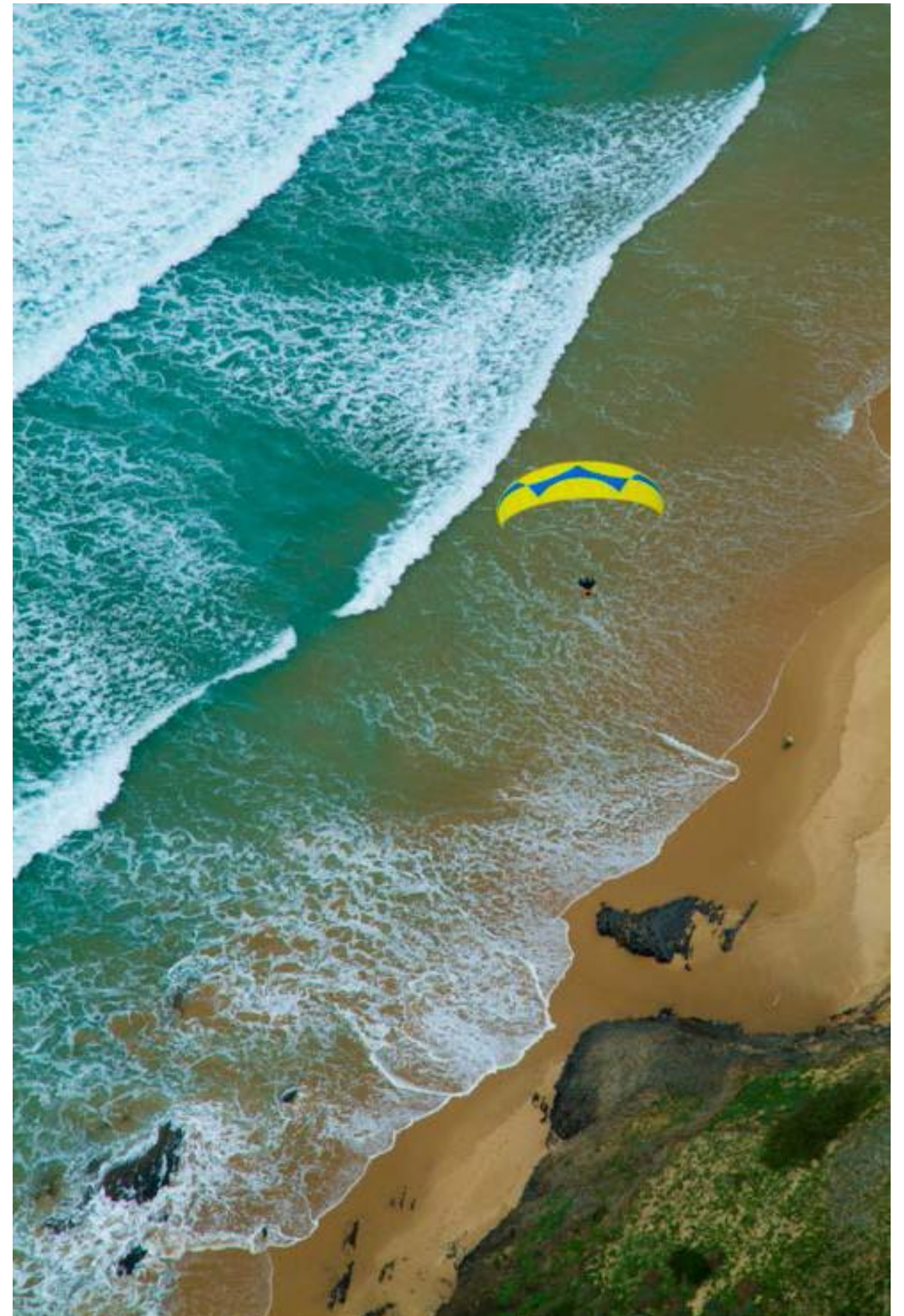
- a. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19.
- b. The internal protocol concerning the coronavirus COVID-19 outbreak.

II. The company guarantees

- a. Personal protective equipment that is enough for all workers involved in activities.
- b. Personal protective equipment available to customers (maximum group capacity).
- c. Clothing used in activities and other accessories provided (e.g. towels) are washed at hot temperatures (about 60 °C) by employees and customers.
- d. Alcohol-based hand sanitizers are provided to activity participants, whenever required.
- e. Equipment is sanitized or disinfected after each activity, according to the rules that apply to each type of equipment.
- f. Transport means are sanitized or disinfected after each activity, according to the rules that apply to each type of transport.
- g. Service organization guarantees
 - Social distance between activity participants is kept according to the recommendations of the Directorate-General for Health.
 - Maximum capacity of transport means used for activities, according to the recommendations of the Directorate-General for Health.
 - Information, in the scope of the activity, is disseminated preferably in digital format / online.
 - All partners involved in activities follow internal hygiene and safety protocols.

- There is always an employee on duty who is responsible for activating the procedures in case of suspected infection (accompany the symptomatic person to the isolation area, give them the required assistance and call the National Health Service – SNS 24: 808 24 24 24)
- Waste made by suspected cases of infection is stored in plastic bags that is separated after being closed (e.g. with a tie wrap) and sent to an operator that is qualified to handle hazardous hospital waste.

Checking the information below and any additional information regularly is recommended:
<http://business.turismodeportugal.pt/pt/noticias/Paginas/turismo-de-portugal-cria-selo-estabelecimento-clean-safe.aspx>



7.

Travel and Tourism Agencies (with physical facilities)

[Turismo de Portugal – “Clean & Safe” Seal]



 visit Portugal



7. Travel and Tourism Agencies

(with physical facilities)

[Turismo de Portugal – “Clean & Safe” Seal]

- Employee training

I. All employees received specific information and/or training about:

- a. Internal protocol concerning the coronavirus COVID-19 outbreak.

- Employee training

I. All employees received specific information and/or training about:

- a. Internal protocol concerning the coronavirus COVID-19 outbreak.
- b. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19 outbreak, including the procedures:
 - Hand hygiene: wash hands often with water and soap for at least 20 seconds or use hand sanitizer that has at least 70 % of alcohol, cover the entire hand surface and rub hands until they are dry.
 - Respiratory etiquette: cover mouth and nose with forearm when coughing or sneezing or use paper tissues and throw them away immediately. Always sanitize hands after sneezing and after blowing nose. Avoid touching eyes, nose, and mouth with hands.
 - Social conduct: change the frequency and way of contact between workers and between workers and clients, avoiding (where possible) close contact, hand shaking, kissing, shared workplaces, in-person meetings and sharing of food, utensils, glasses and towels.

- c. How to self-monitor fever daily (measure body temperature twice a day, and take note of measured value and time), and check for cough or troubled breathing.
- d. How to follow the guidelines of the Directorate-General for Health concerning surface cleaning and laundry care in establishments.

- Information for customers

I. Information below is available to all customers:

- a. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19.
- b. Internal protocol concerning the coronavirus COVID-19 outbreak.

- Company facilities have

- I. Personal protective equipment that is enough for all workers.
- II. Stock of cleaning supplies proportional to company size, including disposable cleaning wipes moistened with disinfectant, bleach or 70% alcohol.
- III. Antiseptic alcohol-based solution or alcohol-based solution dispensers.
- IV. Pedal bins with plastic bag.
- V. Liquid hand washing soap and paper towels, in sanitary facilities.

- Company facilities guarantee

- I. Washing and disinfection of surfaces where employees and customers move around, according to the internal protocol, which guarantees control and prevention of infections and resistance to antimicrobial agents.
- II. Cleaning of surfaces and objects that are used by multiple people (including counters, light switches, elevator switches, doorknobs, cupboard handles) several times a day.
- III. Wet cleaning is preferred to dry or vacuum cleaning.
- IV. Air renewal for rooms and closed areas is made regularly.
- V. Alcohol-based hand sanitizers are provided, whenever required.

Service organization guarantees

- I. Maximum capacity per m² recommended by the Directorate-General for Health.
- II. Safety distance is kept between activity participants, according to the recommendations of the Directorate-General for Health.
- III. Information, in the scope of the activity, is disseminated preferably in digital format / online.
- IV. All partners involved in programs sold by the Travel Agency follow internal hygiene and safety protocols.

Checking the information below and any additional information regularly is recommended:

<http://business.turismodeportugal.pt/pt/noticias/Paginas/turismo-de-portugal-cria-selo-estabelecimento-clean-safe.aspx>



8.

Travel and Tourism Agencies (without physical facilities)

[Turismo de Portugal – “Clean & Safe” Seal]



 visit Portugal



8.

Travel and Tourism Agencies

(without physical facilities)

[Turismo de Portugal – “Clean & Safe” Seal]

- Employee training

I. All employees received specific information and/or training about:

- a. Internal protocol concerning the coronavirus COVID-19 outbreak. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19 outbreak, including the procedures below:
 - Hand hygiene: wash hands often with water and soap for at least 20 seconds or use hand sanitizer that has at least 70 % of alcohol, cover the entire hand surface and rub hands until they are dry.
 - Respiratory etiquette: cover mouth and nose with forearm when coughing or sneezing or use paper tissues and throw them away immediately; wash hands or use a hand sanitizer after coughing or sneezing and blowing nose; avoid touching eyes, nose and mouth with hands.
 - Social conduct: change the frequency and way of contact between workers and between workers and clients, avoiding (where possible) close contact, hand shaking, kissing, shared workplaces, in-person meetings and sharing of food, utensils, glasses and towels.
- b. How to self-monitor fever daily (measure body temperature twice a day, and take note of measured value and time), and check for cough or troubled breathing.
- c. How to follow the guidelines of the Directorate-General for Health concerning surface cleaning and laundry care in establishments.

- Information for customers

I. Information below is available to all customers:

- a. How to follow basic prevention and infection control precautions concerning the coronavirus COVID-19.
- b. Internal protocol concerning the coronavirus COVID-19 outbreak.

- The company has

- I. Personal protective equipment that is enough for all workers.
- II. Stock of cleaning supplies proportional to company size, including disposable cleaning wipes moistened with disinfectant, bleach or 70% alcohol.
- III. Antiseptic alcohol-based solution or alcohol-based solution dispensers.
- IV. Pedal bins with plastic bag.
- V. Liquid hand washing soap and paper towels, in sanitary facilities.

- The company guarantees

- I. Washing and disinfection of surfaces where employees and customers move around, according to the internal protocol, which guarantees control and prevention of infections and resistance to antimicrobial agents.
- II. Wet cleaning is preferred to dry or vacuum cleaning.
- III. Air renewal for closed areas is made regularly.

- Service organization guarantees

- I. Third parties involved in programs sold by the Travel Agency follow internal hygiene and safety protocols.

Checking the information below and any additional information regularly is recommended:

<http://business.turismodeportugal.pt/pt/noticias/Paginas/turismo-de-portugal-cria-selo-estabelecimento-clean-safe.aspx>

9.

Golf

[CNIG - Conselho Nacional da Indústria do Golfe]



9. Golf

[CNIG - Conselho Nacional da Indústria do Golfe]

- Operation of Club Houses / Golf Shops / Restaurants / Bars / Buggy Bars / Secretariats and Warehouses (Golf Storage)

- I. Facilities of golf courses must follow the hygiene and safety guidelines and recommendations of the DGS for protection of players / customers and employees at work.
- II. Each course must define, communicate, and advertise, widely and locally, the set of protection measures adopted, according to their specific features and architectural limitations of each space. They must implement circulation corridors, duly signalled, to facilitate access, circulation and presence of different types of users.
 - a. It is recommended that all members, subscribers, and visitors are notified about functioning, safety and hygiene procedures implemented in the golf course, when booking tee times, and that such procedures are also posted and clearly visible in the club house and tee-off areas.
 - b. Measures must be adopted that ensure that a minimum distance of two meters between persons (players and employees) is kept everywhere and that make it possible for players to stay safe while in the course during the period strictly necessary to request and get the service and/or purchase the products.
 - c. In cases where golf reception and in-person customer service can remain open, this service must be supported, whenever possible, by online or telephone appointments, reservations or acquisition of services and products.
 - d. Payment in cash must be avoided. Online pre-payment, debit /credit card payment, MBWay or similar payment methods must be privileged.
 - e. Initially, recommendations are that golf stores are closed. However, the golf reception can sell boxes with balls, tees, gloves, etc. Players / customers

- are not allowed to touch products, choose, or try the materials. Exchanges or devolutions of any products are also not accepted.
- f. Recommendations are that right after the opening of golf courses, restaurants and bars remain closed and operate only under the take-away regime, for which they must follow the corresponding rules specified by the Government for the restaurant sector.
 - g. At this early stage, the golf club storage service must also remain temporarily closed. Members / subscribers or players who are just passing by must carry their golf bags, from and to their homes, after the game.

Ideally, they must carry their own disinfection and personal hygiene items in their bags.

- h. Sanitary facilities in the club house must remain open but must be inspected and disinfected multiple times a day. Players are recommended to pay special attention to their own hygiene, in particular, by disinfecting their hands in sanitary facilities.
- i. Locker rooms must remain closed.
- j. Initially, golf course facilities must be open only to players. Access and use by accompanying persons or visitors who are not golf players is not authorized.

- Etiquette rules and behaviours to adopt by golf players

- I. Players must not go to a golf course if i) they are in quarantine, ii) they belong to a “Risk Group”, iii) suspect or show symptoms of infection by Coronavirus, iv) have been diagnosed with COVID-19, or v) if they had flu symptoms or have been diagnosed with flu, cold, tuberculosis, asthma or any other respiratory diseases that could “mask” the COVID-19 symptoms.
- II. All employees working at the golf course must use masks and gloves permanently, according to the hygiene and safety guidelines and recommendations of the DGS, and disinfect their hands regularly.
- III. Only players who booked their tee time in advance can enter the golf course (after respective reservation confirmation and acceptance).



(online, email or telephone reservation systems).

- IV.** Players are allowed to access the golf course no more than 30 minutes before their game starts, and they must go to the tee-off area no more than 5 minutes before their game starts to avoid people gatherings in a given area.
- V.** Children under 14 are only authorized to play when accompanied by their parents or tutors.
- VI.** Players who access the club house facilities must be wearing their golf clothing and shoes, to the greater extent possible, to avoid using the locker rooms.
- VII.** Players must use masks while they are inside the club house facilities, and they must disinfect their hands, as often as possible, using their own products or products provided by the golf course.
- VIII.** Tee times must have a maximum of 2 players and the minimum interval between tee times must be 10 min.
- IX.** Players are recommended to use their disinfection and hygiene products regularly during the game.
- X.** Players must carry and use their own golf bags during the game, and always use their own clubs, tees, and balls. They must avoid using or touching any equipment that belongs to their playmate. The rental of golf bags and shoes to players by golf courses is not recommended.
- XI.** During the game, players must always follow the social distancing rules and be at least 2 m apart from each other.
- XII.** The player must use their score cards to take note of their swings and their partners' and exchanging cards is not allowed.
- XIII.** The player is responsible for repairing their divots in tees and fairways, as well as their pitch marks in greens.
- XIV.** The player is responsible for smoothing the sand in bunkers after their swings using their clubs or golf shoes.
- XV.** Touching, removing, or holding the flag is not allowed.
- XVI.** As to water obstacles, the player is responsible for retrieving and cleaning their ball, if possible, without any help from their playmate.
- XVII.** After the game has finished, players must greet according to the "social distancing" rules and abandon the green right away. They cannot check, exchange or hand over their score cards
- XVIII.** After the game is over, players are not allowed to clean their clubs, trolleys, or golf shoes inside the golf course facilities. Their equipment must be carried to and cleaned outside the facilities.



- Game management rules in the golf course

- I. The game must be organized and managed in a way that ensures players can enjoy the “golf experience” while safe. Restrictions and “social distancing” rules in force must be followed.
 - a. At the driving range and chipping, pitching, and putting areas, the practice perimeter available to each player must always be marked properly for the players to be at least 2 m apart from each other. The maximum number of players allowed in the driving range, chipping and pitching areas and putting greens at the same time must be defined to ensure “social distancing”.
 - b. Practice balls must be cleaned and disinfected before being handed over to each player in proper buckets.
 - c. Bunker rakes must be removed from golf courses.
 - d. Bins, benches, and ball washers must be temporarily removed. In case this is not possible, they must be sealed or covered in a way that prevents their use. Ideally, a paper bag should be handed to each player for gathering waste and litter generated during the game (e.g. damaged tees, ball boxes, cans, etc.)
 - e. Bathrooms, along the course, can remain open, provided the hygiene conditions are guaranteed and facilities are disinfected, preferably, multiple times a day.
 - f. In greens, flags must remain inside their respective cups. Touching, removing, or holding the flag is not allowed. Each golf course must adopt a technical solution so that balls can be easily removed from each hole (or do not even enter the hole).
 - g. Buggies and trolleys can be rented by players, provided there are conditions for equipment disinfection, before and after each use. In this case, each player must rent their own buggy. Two players per buggy will not be allowed.

Checking the information below and any additional information regularly is recommended:

<http://www.cnig.pt/pt/>

10.

Marinas and Recreational Harbours

[APPR - Associação Portuguesa de Portos de Recreio]



10. Marinas and Recreational Harbours

[APPR - Associação Portuguesa de Portos de Recreio]

The first step is to create signage that can be seen clearly by users at their first contact point with what they must do for their own safety and mandatory requirements according to the recommendations of the Directorate-General for Health. Signage must be posted in all public places and in the sand with information that raises awareness to hygiene, safety, and distancing.

Identify and define a Security Team with a leader to make sure all measures are being implemented. Make sure there are detailed awareness initiatives for employees and workers, but that keep social distancing.

There must be a Crisis Procedure and a method to report incidents that may happen inside concession areas, and a Contingency Plan must be implemented for employees and users. This plan must clearly specify how to communicate any suspected cases among users or employees internally and to the health authorities.

- Interaction with users

I. General recommendations

- a. Create and disseminate a flyer with hygiene and safety procedures that must be followed at the Marina / Recreational Harbour, according to the recommendations of the DGS, such as the use of mask, gloves and respect for safety distances implemented.
- b. Ensure there are sanitizers available to be used by users in all circulation areas.
- c. Ensure that all employees who are in contact with users or move in common areas are using the personal protective equipment recommended by the DGS and that these are adequate to their tasks and pursuant to occupational hygiene and safety standards.

II. Reception – Vessel Check-In / Out

- a. In case the customer comes from a region or country with restrictions, all information required must be received by email, telephone or VHF before their arrive to the Marina or when they make their reservation. The user must be informed in advance about the obligation to follow hygiene procedures that were implemented.
- b. For pre-reservations, documents / information essential for the check-in must be sent in advance to minimize the time users spend at the facilities.
- c. A proper acrylic barrier with lateral wings and opening must be used between the receptionist and user. If this is not possible, the floor must be marked in a way that guarantees proper social distancing.
- d. Card payments must be preferred to cash payments.
- e. Ensure that employees use masks and gloves and that gloves are sanitized after handling each object.
- f. The flyer and contingency plan with procedures must be handed over.
- g. Make sure there is only one user per point of customer care at the reception. The rest of users must wait for their turn outside and observe social distancing.
- h. Confirm whether the user is wearing a protective mask. If not, give them a mask (Marinas / Recreational Harbours must decide if masks will be free or paid). Confirm that users are putting their masks on correctly and kindly invite them to sanitize their hands with hand sanitizer that must be available on the counter and at building entrance.
- i. Recommendations are that body temperature is measured on arrival.
- j. Users whose body temperature is above 37.5 °C must be kindly invited to return to their vessels and inform the SNS 24: 808 24 24 24. Reception must ask for the user's telephone number to monitor the situation. The vessel must remain in the reception pontoon until the authorities say otherwise.
- k. Sanitize customer service area after each user, namely counter, pens, automatic payment terminal and any objects that were exchanged with the user, such as access cards, laundry chips, electrical plugs, nozzles, etc.
- l. All documents handed or handled by users must be



- kept in a designated area and archived after at least 48 hours.
- m.** Users must be advised to inform in advance about their intention to check out to make in-person processes quicker.

III. Shared areas

- a.** Ensure that hygiene and safety instructions are posted and easy to see.
- b.** Make sure shared areas are regularly sanitized by cleaning personnel.
- c.** Keep the floor and other areas, objects and equipment that can be touched, such as doorknobs, handrails, doors, counters, switches, etc. disinfected.

IV. Changing rooms, WC, and laundry rooms

- a.** Place information about the maximum number of users allowed, according to the guidelines of the DGS and changing room size, outside the facility. These rules do not apply to people that belong to the same household. The rest of users must wait for their turn outside and keep safety distances.
- b.** Only one user at a time is allowed in laundry rooms. Users must sanitize the equipment after use.
- c.** Laundry rooms have hand sanitizer and disposable wipes for equipment sanitizing.
- d.** Check for compliance with the obligations above regularly.
- e.** Ensure that hygiene and safety instructions are posted and easy to see.
- f.** Make sure shared areas, such as the floor and other areas, objects and equipment that can be touched, are sanitized regularly by cleaning personnel, at least 4 times a day. Cleaning logs must also be kept.

V. Access pontoons

- a.** Signage with information about hygiene standards must be placed in pontoon entrance.
- b.** Users must wear a protective mask whenever they walk by pontoons and keep recommended social distancing.
- c.** Sanitize everyday objects and equipment that can be touched, such as

doors, bins, etc.

- d. Assign alternate moorings, when possible.

VI. Maritime tourism activities

- a. Operators must follow the recommendations of the DGS and procedures implemented by the relevant authorities and by the Marina / Recreational Harbour.
- b. Receive, when applicable, training given by the Marina / Recreational Harbour and undertake to follow their obligations with the Management.
- c. Embarkation and disembarkation of passengers must be orderly and social distancing must be kept.
- d. Departure and arrival times must be coordinated with the Marina / Recreational Harbour to avoid gatherings on pontoons and ensure distancing.
- e. The rules defined for pontoons and accesses that are in the hygiene and safety flyer disseminated by the Marina / Recreational Harbour must be followed.

VII. Fuel station / reception bay / pump-out

- a. Signage about hygiene and safety procedures must be placed near these sites in a way that is easy to see.
- b. When there is more than one vessel at the reception bay / fuel station, users must wait for their turn inside their vessel.
- c. Fuel supply, pump-out service, and support to mooring of vessels must always be made by the same supplier or sailor, who must be wearing the recommended individual protections: face shield, mask, and gloves. Recommended social distancing between vessel users must also be kept.
- d. Card payments must be preferred to cash payments.
- e. Gloves, masks, sanitizer, and disposable wipes must be available to users and employees in these locations, when necessary.
- f. Users who interact must be wearing a mask. If not, give a mask to them, confirm they are putting their mask on correctly, and kindly invite them to sanitize their hands with sanitizing gel.

- g. Where possible, acrylic barriers must be put at the reception of the fuel station. They must have a whole for the passage of the payment terminal and receipt.
- h. Sanitize customer service area after each user, namely counter, pens, automatic payment terminal and any objects that may have been exchanged.

VIII. Shipyard

- a. Signage with information about hygiene standards must be placed in shipyard accesses.
- b. Confirm that all users in the shipyard are wearing protective masks. If not, give them a mask and confirm if they are putting the mask on correctly.
- c. Sanitize customer service area after each user, namely counter, pens, automatic payment terminal and any objects that may have been exchanged.
- d. Ensure that recommended social distance is kept between shipyard users.
- e. Employees must wear masks and gloves and respect the safety distance.

IX. Workshops and stores

- a. Workshops must follow the recommendations of the DGS, other relevant authorities and the procedures defined by the Marina / Recreational Harbour.
- b. Rules defined for the shipyard, pontoons and accesses must be followed.
- c. User access to the shipyard must be controlled at the entrance door (security). Only one user can be at each workshop at a time. The next user can only enter after the other user has left.
- d. Make sure there is only one user per point of customer care in each workshop / store. The rest of the users must wait for their turn outside and keep social distancing.



X. Marina or recreational harbour surrounding areas – restaurant establishments

- a.** Restaurant establishments must follow the recommendations of the DGS, the procedures defined by the Marina / Recreational Harbour for loading and unloading accesses, minimum safety distances, hygiene, and opening hours defined by the Government.
- b.** Floor, bins, benches, balconies, points of information, and other urban equipment in the concession area must be sanitized regularly.
- c.** Make sure banking institutions sanitize their ATMs.
- d.** Signage must be posted with information that raises awareness to hygiene and safety procedures for the general public and visitors.

- Interaction among employees

I. General recommendations

- a.** Follow all recommendations of the DGS and Government as to operation and work conditions.

II. Starting the Workday

- a.** Employees must stay at home in case they show flu symptoms or are not feeling well.
- b.** Check all employees for body temperature when entering the facilities.
- c.** Employees whose body temperature is above 37.5 °C must be instructed to go back home and call the SNS 24: 808 24 24 24

III. Employees' uniforms

- a.** Uniforms must be changed every day.
- b.** Uniforms must be sanitized / washed properly and ironed.
- c.** Employees must be provided with adequate personal protective equipment and must use it.

IV. Lockers and changing rooms for employees

- a. Signage with information about hygiene standards must be placed at workplaces. Hand washing recommendations must be placed at changing rooms / WC.
- b. The use of lockers in each functional area must be coordinated to guarantee social distancing between employees.
- c. Place information about the maximum number of employees allowed at the same time outside the changing rooms / WC, according to the guidelines of the DGS and facility site. Employees must also be informed that they must wait for their turn outside.

V. Workplaces

- a. The number of people in each area must be restricted according to the maximum permissible for all workplaces.
- b. Individual work must be preferred to teamwork, but when this is not possible, work team members must be down to a minimum and team member rotation must be avoided.
- c. Tables, equipment, and work areas must be sanitized at the start and end of a workday.

VI. Meetings

- a. Prefer video conferences and digital meetings to in-person meetings.
- b. Restrict the number of people in meeting rooms, according to the guidelines of the DGS.
- c. Tables, equipment, and work areas must be sanitized after each meeting.
- d. Tables and chairs must be distanced – leave one chair empty in the middle.

VII. Company vehicles and vessels

- a. Make sure that all users wear personal protective equipment, masks, etc.
- b. Ensure that areas that are touched or liable to be contaminated are sanitized before and after the use of each vehicle or vessel.

- c. Keep spare masks and gloves inside the vehicle / vessel, as well as sanitization products, for users and employees.

VIII. Tools and utensils

- a. Exchange of tools between employees must be minimized.
- b. Employees must wear disposable or work gloves when using tools.
- c. Tools must be sanitized regularly.

IX. Cafeteria

- a. Maximum capacity for meal areas must be guaranteed according to the guidelines of the DGS. In case of need, shifts must be arranged so that such capacity is not exceeded and there are no gatherings in the cafeteria. Ensure that the number of seats in the cafeteria is reduced to half to guarantee recommended distancing.
- b. The area must be sanitized in regular intervals.
- c. Tables and equipment must be sanitized after each use.
- d. Make sure table ware are sanitized after each use.
- e. Use a washing machine for all kitchen utensils.

X. Employee training

- a. All employees, concessionaires, maritime tourism operators, workshops and store owners must know the prevention rules that were implemented regarding COVID-19.

Checking the information below and any additional information regularly is recommended:

<http://www.marinadeportugal.pt/>

11.

Car Rental Businesses

[ARAC - Associação dos Industriais
de Aluguer de Automóveis sem Cond
utor]



Car Rental Businesses

[ARAC - Associação dos Industriais de Aluguer de Automóveis sem Condutor]

Vehicle hygiene procedure

I. Equipment to be used by employee

The employee who sanitizes the vehicle must be wearing a surgical mask, gloves, and protective clothing.
Hands must be washed before putting masks on and after taking masks off.

II. How to sanitize the vehicle

Vehicles must be sanitized according to the two-phase procedure below:

- a. Cleaning: remove all waste and objects inside the vehicle that are not part of the vehicle.
- b. Disinfection: cleaning of vehicle surfaces using a product that is adequate for the removal of viruses, bacteria, and fungi, which should also eliminate COVID-19 effectively.

Surfaces to clean, especially those mentioned in the vehicle hygiene procedures, must be cleaned as follows:

- a. Clean with a damp cloth with water and detergent.
- b. Disinfect with a damp cloth with disinfectant or 70 % alcohol.
- c. Let it dry.

III. Where to sanitize the vehicle

Vehicle hygiene must be made, whenever possible, in vehicle's last position, i.e. the position where it should be handed over to the customer.

This aims to ensure that the customer is the first person to contact with the vehicle after it has been cleaned, therefore decreasing the risk of contamination, and spreading of the COVID-19.

In cases where the vehicle must be handed over outside the facilities of the Renter, the driver delivering the vehicle must wear a surgical mask and gloves.

IV. Vehicle hygiene

- V. Vehicle surfaces, which are expected to be touched by the driver and / or passengers, must be cleaned with the disinfectant described in point ii. Special attention must be paid to the following areas:

- a. Steering wheel, including all the controls and functionalities (e.g. Horn, wind shield handle, handle that activates and deactivates headlights, etc.).
- b. Gear stick / lever.
- c. Exterior and interior handles of all doors, including boot handles.
- d. Dashboard, including control buttons for the air conditioning, radio, CD player, hazard warning flashers, GPS, etc.
- e. Interior rear mirror.
- f. Control buttons for power windows.
- g. Control buttons for side mirrors.
- h. Parking brake.
- i. All seatbelts and seatbelt blocker buttons.
- j. Glove compartment, including opening handle.
- k. Interior lights on / off buttons.
- l. Fuel deposit lid.
- m. Seat adjusters (height, backrest, headrest, pedal distance adjuster).
- n. Vehicle keys.

VI. Identification of sanitized vehicle

An identifying sign (e.g. a "tie") must be placed in the vehicle after sanitization so the vehicle is easily recognized as a vehicle that underwent the hygiene procedure.

VII. Use of sanitized vehicle

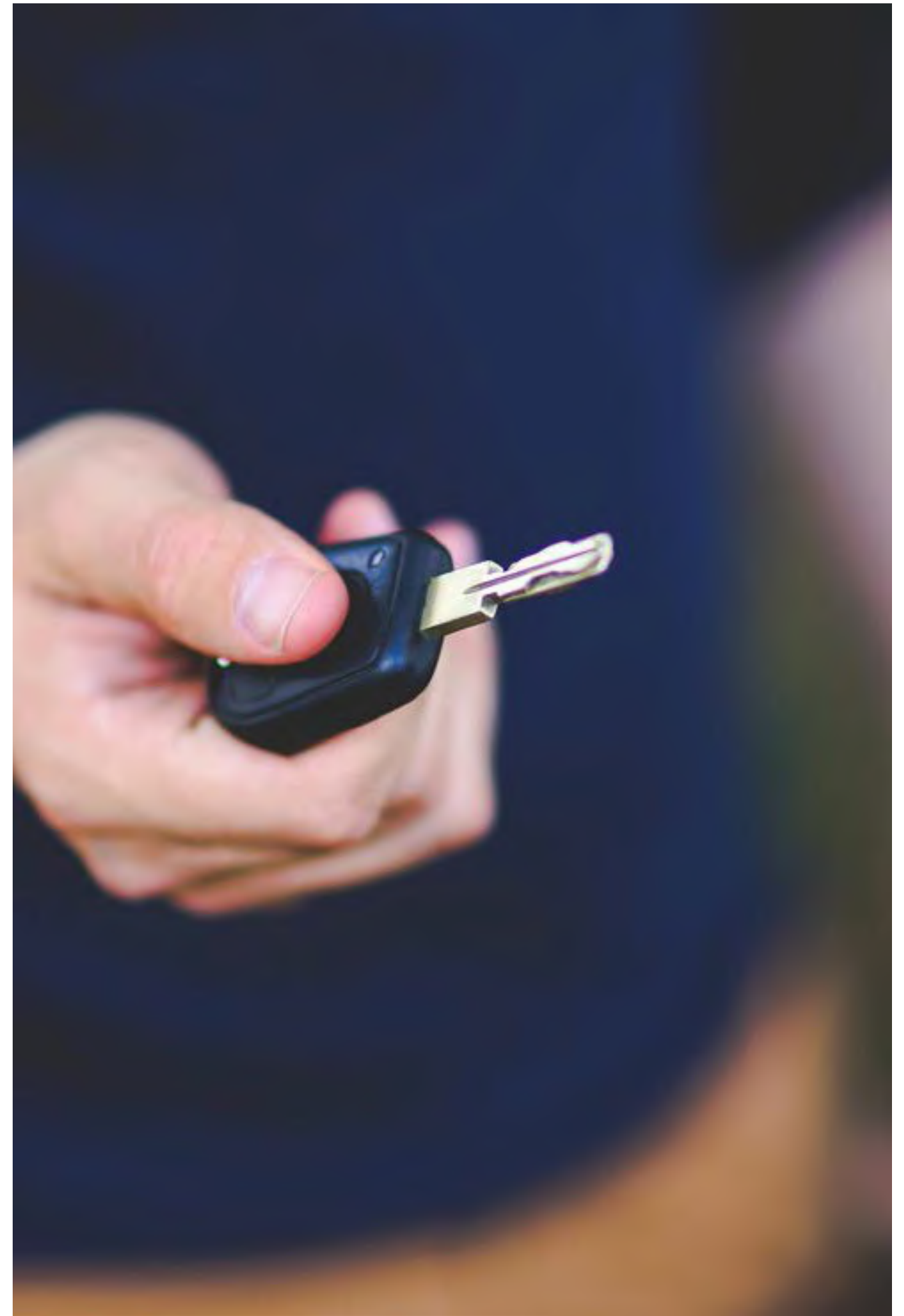
Any person who is not the customer is forbidden to enter the vehicle after the vehicles are cleaned and disinfected unless the vehicle is handed over outside Renter's facilities.

In case there is the need to enter or use a vehicle that was previously signalled as having been sanitized, the identifying sign mentioned above must be removed.

The vehicle must be cleaned and disinfected once more and identified has sanitized.

Checking the information below and any additional information regularly is recommended:

<http://www.arac.pt>



12.

Surf

[Federação Portuguesa de Surf,
Associação Nacional de Surfistas]



12.

Surf

[Federação Portuguesa de Surf and Associação Nacional de Surfistas]

- Recognition of the definition of Surfer as a citizen that has one or more surfboards, bodyboards, surf longboards, stand-up paddle boards, wetsuits and / or any other technical gear needed for surfing.
- Accesses to beaches, sea, and practice of this activity in the water must be made individually, by foot or car. A maximum of 2 (two) persons per vehicle (except for households) must be respected. Minimum distance of 4 (four) meters must be respected for people who are spread and not in a group.
- Access to the sea must be made using a corridor defined for this purpose. Surfers cannot remain on the beach or surrounding areas. When barriers are used to restrict access, stay and circulation of people in beaches and beach fronts, corridors must be created for direct access to the sea.
- Surfers must limit their daily activity to a maximum of 90 (ninety) minutes in the sea. They are not allowed to remain or socialize on the beach, beach fronts or parking lot(s).
- The commercial activity of surf schools (registered with the RNAAT or not, registered with the FPS) will depend on and be conditional to the pace at which companies and borders will open, by tourist demand flows, economic capacity, gatherings of people and their mobility conditions. Additional measures and limitations to economic operators may be necessary.
- As to events, initially the priority goes to national and international professional competition rather than amateur competitions. Professional surfers can return to their activity, considering the evolution of hygiene conditions and authorizations from official entities. Events will take place without audience, guest reception areas, and live transmissions will be preferred.

Checking the information below and any additional information regularly is recommended:

<https://www.surfingportugal.com>



13.

Surf - Surf Schools

[Associação de Escolas de Surf da Costa Vicentina]





13.

Surf - Surf Schools

[Associação de Escolas de Surf da Costa Vicentina]

- Administrative procedures and actions before classes:

- I. The maximum number of students / accompanying persons who can enter the office / surf school must be defined, according to facility's square meters (pursuant to the standards stipulated). Only those who must really enter should enter the facility. The rest of the people must remain outside and keep safety distance, while also making space to those who enter and leave the establishment.
- II. Payments must be made preferentially via wire transfer, MBWay, ATM / contactless or PayPal to avoid money handling.
- III. All surfaces, such as counters, tables, doorknobs, tableware, bathrooms, telephones, keyboards and tables, must be cleaned regularly.
- IV. Students and accompanying persons, especially the younger ones, must be encouraged to sanitize their hands regularly, using an alcohol-based solution that must be available in the establishment.
- V. All rest furniture (chairs, lounge chairs and the like) that can function as points of infection or gatherings must be removed.

- Space management on the beach during classes:

- I. Students should be alerted to arrive as close as possible to scheduled time and leave as quick as possible, after the end of the class.
- II. Number of students must be cut in half. Instead of 8 students per instructor, there must be a maximum of 5 students per instructor to maximize safety control during classes and avoid possible contact.

- III. Teaching corridor must be increased to 70 meters to allow for minimum safety distance between students and instructors.
- IV. Persons accompanying the students are not allowed in the teaching area (neither in the sand nor near the water), except minors.

- **Personal interaction at the club / school**

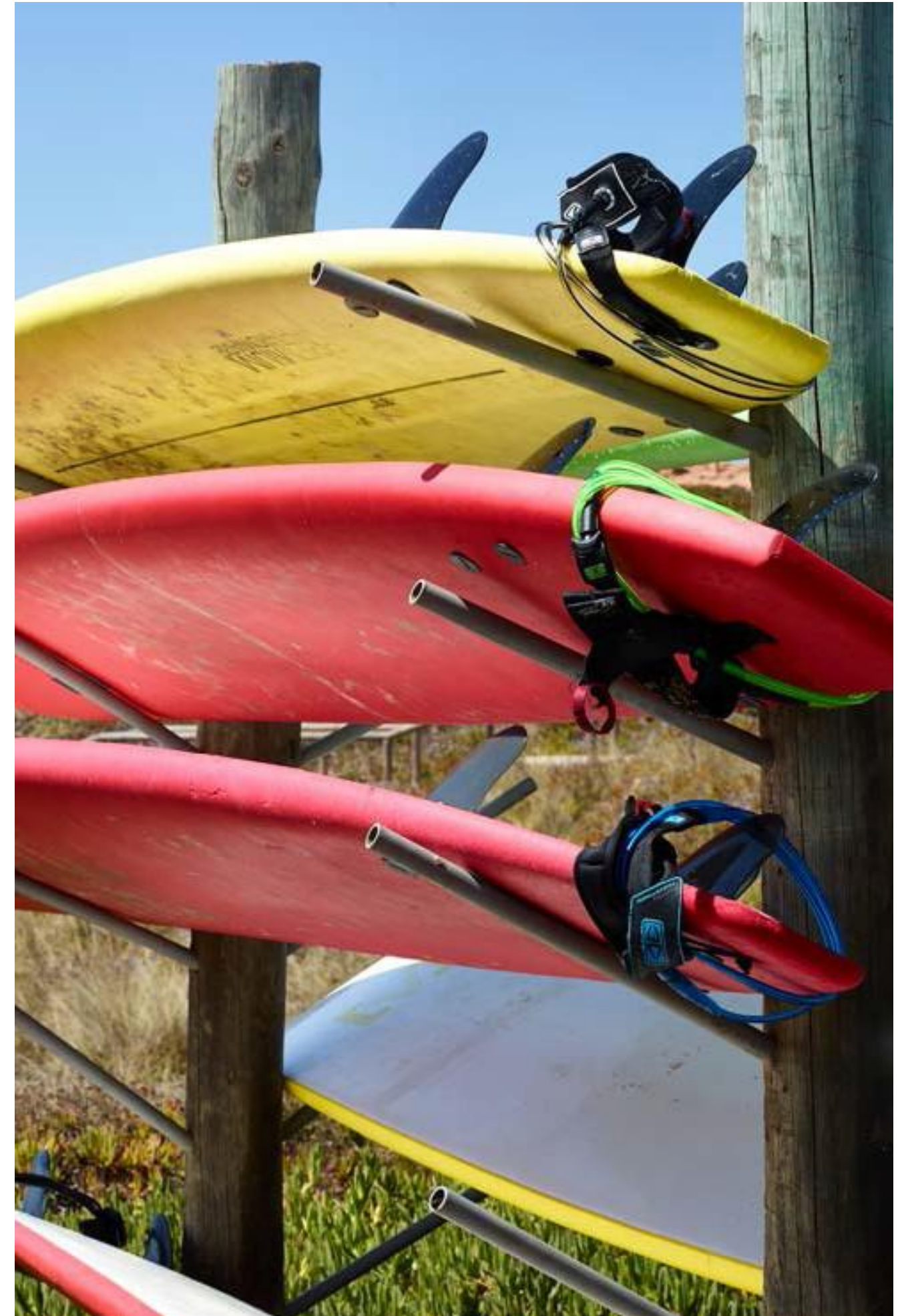
- I. Greetings that involve physical contact must be avoided.
- II. The student must keep a minimum safety distance from other students while watching explanations / demonstrations or practice.
- III. Make sure students sanitize their hands before and after classes.
- IV. Refuse to teach anyone who is a suspected case of COVID-19 or shows similar symptoms.

- **Technical gear:**

- I. Whenever possible, students must bring their own neoprene suit or otherwise they will have to use school suits intended for class use, which must be cleaned / disinfected properly.
- II. Students must handle their own gear only.
- III. After their daily use, boards and suits must be disinfected with a product to be designated by the health authorities, before they are stored and used again.
- IV. Unnecessary material to the class must not be used.

Checking the information below and any additional information regularly is recommended:

<https://www.surfingportugal.com>



14.

Water Parks /SPAs

[Algarve Anima]



14.

Water Parks / SPAs

[Algarve Anima]

- **Phase 1 – Reopening of water parks and SPAs with a reduced number of visitors**

In Phase 1 of reopening, the number of visitors allowed in water parks and SPAs is limited. The number of lockers available can be the ideal indicator when calculating the number of visitors allowed, because it was defined according to the dimensions and maximum capacity of SPAs and can be an effective way of managing this restriction. The EWA recommends the measures below:

- I.** The area outside entrances, check-out area and area in front of stores must have distance markers on the floor, according to the national guidelines.
- II.** Only 2/3 of lockers can be occupied at the same time (only one person can use a given locker). Counting must be made by the entrance log system or the number of keys being used.
- III.** In changing rooms / locker rooms without compartments, each locker being used must be separated by another that is not available.
- IV.** In saunas, individual seats must be at minimum distance of 1.5 m or preferentially at the distance defined by national guidelines.
- V.** Infusions in saunas are not allowed in phase 1 of reopening. Steam saunas are not allowed either in this phase.
- VI.** Individual lounge chairs must be 1.5 m apart or at the distance defined by national guidelines. The number of lounge chairs available must be reduced if needed.

- VII.** At restaurants, distance between individual tables must follow national guidelines. The maximum number of people per table is 2 (except for people from the same household) or the distance defined by national guidelines.
- VIII.** In self-service areas of restaurants, only packed foods, and drinks can be picked by the customers themselves. The employees must serve the rest of the food and drinks. Pool bars can serve drinks, but these drinks cannot be drunk while standing or sitting at the counter.
- IX.** Entrance or exit areas of attractions that have queues must have distancing markers on the floor with intervals of 1.5 m or the distance defined by national guidelines.
- X.** Payment counter must be protected by acrylic partitions.
- XI.** Cleaning and hygiene protocols must adapt to the evolution of virus prevention requirements. Cleaning and hygiene measures must be reinforced and the interval between their application must decrease.
- XII.** Hydrogymnastics, or any other type of classes, is allowed in case the minimum distance of 1.5 m between participants or the distance defined by the national guidelines can be kept. In swimming classes for children, the accompanying persons must help the teachers to enforce these rules.
- XIII.** Massages and physical therapy treatments will only be allowed if they are according to the general regulations for their return to operation. Beds / equipment used in treatments must be disinfected. Towels and sheets must be replaced after each use.
- XIV.** SPA customers must be informed via notices about coronavirus prevention measures. Liquid soap dispensers must be placed next to sinks and replenished regularly.



- Phase 2 – Reopening for normal operation of water parks and SPAs:

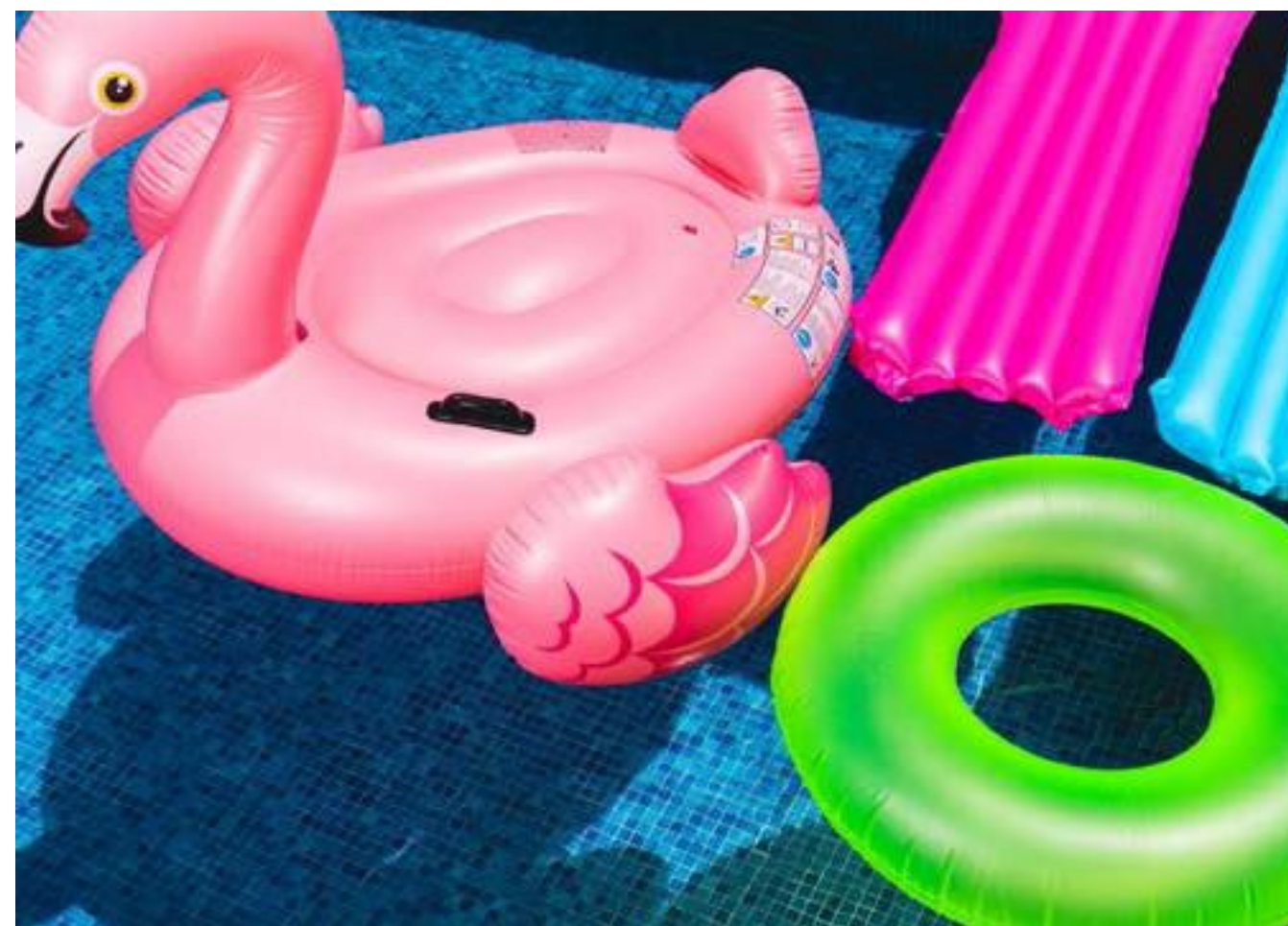
- I.** The number of users allowed is determined by the number of lockers available. Admission of customers that exceed the number of available lockers is not allowed.
- II.** This regulation, the distancing standards, and cleaning and hygiene protocols associated to the coronavirus must be followed until revoked by the relevant authorities or defined just as recommended measures.

Checking the information below and any additional information regularly is recommended:

<https://www.european-waterparks.com/en/home/>

Checking the information below and any additional information regularly and thoroughly is recommended:

<https://covid19.min-saude.pt/orientacoes/>



15.

Campsites and Caravan Parks

[Associação de Parques de Campismo do Alentejo e Algarve]



15.

Campsites and Caravan Parks

[Associação de Parques de Campismo do Alentejo e Algarve]

- Campsites in these regions undertake to operate according to the instructions given by Turismo de Portugal, included in the document “Clean & Safe” Seal: Tourist Resorts.

Make sure all guidelines, standards and rules that are defined in the future by the DGS, SNS, Ministry of Health and WHO are implemented.

Employees

I. Organization:

- a. Campsites and Caravan Parks’ employees will be informed about hygiene rules to implement.

II. Hygiene:

- a. Body temperature of employees will be monitored according to the legislation in force at the time.
- b. Employees will go to work equipped according to the safety standards in force at the time.
- c. Social distancing (2 m) will be guaranteed between employees and between employees and customers.
- d. The employer undertakes to follow all legal procedures in case any of its employees shows any symptoms that can indicate an infection by COVID-19 (body temperature, persistent cough, trouble breathing, nausea...).

Campsites and Caravan Parks

I. Reception:

- a. Access to reception will be controlled to limit the number of tourists inside at the same time (this number must be defined according to

building dimensions). Where possible, reception will be made without tourists entering the building (applicable only to parks whose infrastructures allow this).

- b. Parks will encourage their tourist to make online reservations and payments to avoid them going to the reception or minimize the time they spend at the reception.
- c. Only one member of the family will be allowed in the reception for the check-in / check-out (or to take care of any other matter).
- d. Only receptionists can use reception bathrooms.

II. Locker rooms:

- a. Locker room entrance will be controlled to limit the number of tourists inside at the same time (this number must be defined according to building dimensions).
- b. Some shower and toilet cubicles inside the locker rooms might be closed in a planned way to limit the number of users inside at the same time and guarantee cleaning and disinfection rotation.
- c. Tourists will have to wait outside to enter the locker rooms in a queue, while keeping a minimum distance of 2 m from each other.
- d. Parks will ask their customers to avoid using the Campsite Locker Rooms as much as possible and encourage them to use the bathrooms in the caravans and motorhomes.
- e. Locker room cleaning and disinfection service will be made according to the legislation and guidelines of the DGS.
- f. Locker rooms will be equipped with hand sanitizer and soap dispensers, hand driers and / or paper towel dispensers.
- g. The following request will be posted inside each locker room: “For your safety and the safety of others, please disinfect all contact surfaces before and after you touch them.”

III. Shared areas:

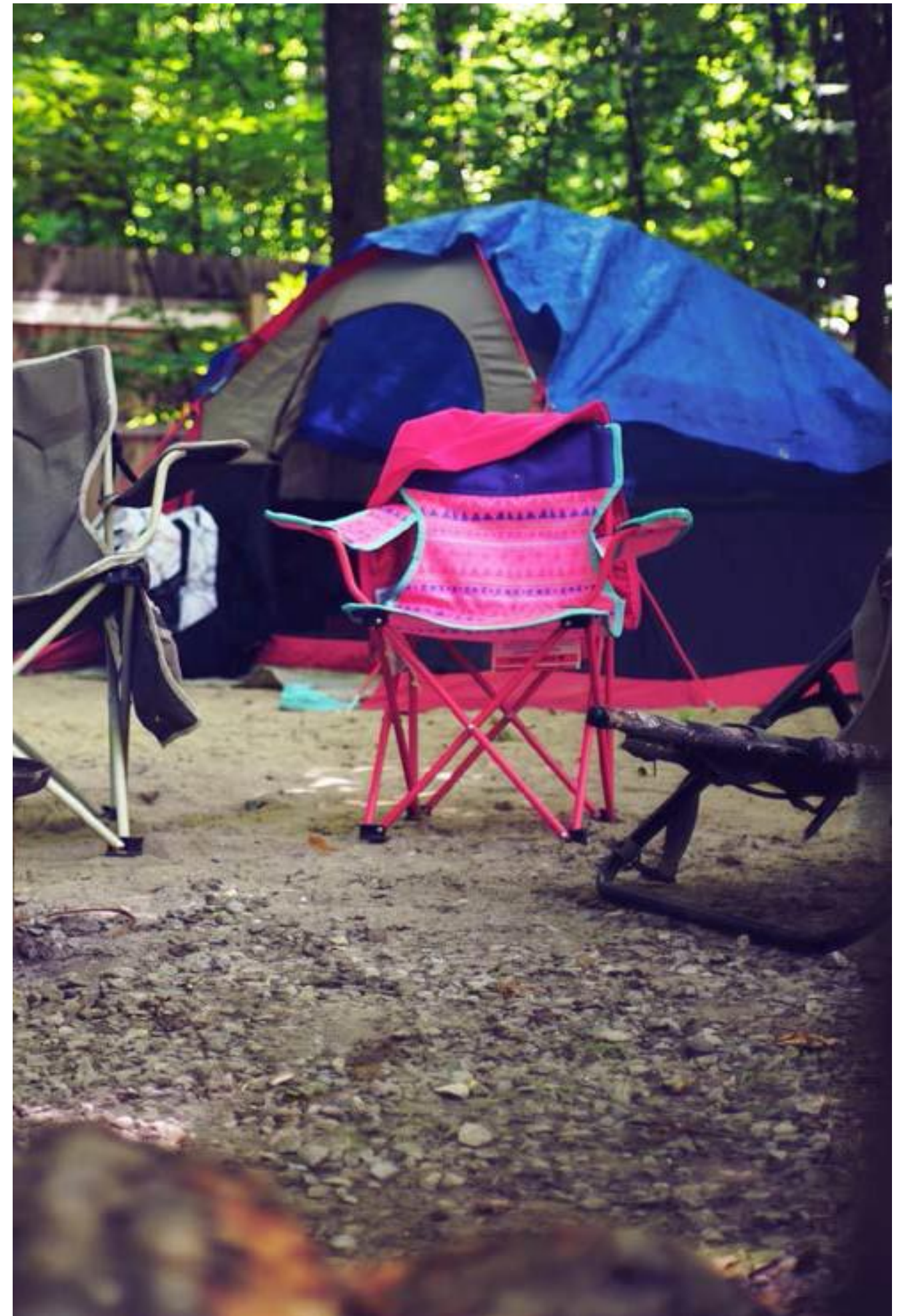
- a. Shared areas will be thoroughly cleaned and disinfected according to the recommendations of the DGS and WHO.
- b. All common access areas will have independent alcohol / gel dispensers for mandatory use by customers and employees.
- c. Whenever possible, customer care areas will have a

protective acrylic barrier separating employees from tourists.

- d. Restaurant services will operate according to the rules in force at the time.
- e. All closed areas (gyms, SPAs, libraries, lounges, game rooms, TV rooms / cinema, etc.) will operate according to the legislation in force at the time.
- f. Access to pools and surrounding areas will be made according to the rules in force at the time.
- g. Only park customers will be allowed to access the pools.
- h. Access to park's convenience store / supermarket will be made according to the legislation in force at the time.
- i. Access to park's laundry room will be made according to the legislation in force at the time.
- j. Access to children's playgrounds will be made according to the legislation in force at the time.
- k. Outdoor fitness equipment can be used by tourists, but recommendations are that equipment is disinfected before and after being used.
- l. Entertainment and small live music shows will operate according to the legislation in force at the time.
- m. Fitness / gymnastics activities will be performed outdoors. Tourists will keep a minimum distance of 2 m between each other and use their own towels.
- n. Access to tennis / paddle / sports fields will be made according to the legislation in force at the time.

IV. Tourists:

- a. Parks must inform tourist about their hygiene and safety rules via social networks, when an advance reservation is made and during the check-in.
- b. Parks must provide tourists with updated safety and hygiene information given by the DGS.
- c. Body temperature of tourists will be monitored according to the legislation in force at the time.
- d. Tourist entrance and exits will be managed according to the legislation and recommendations in force at the time.
- e. Tourists will be alerted for the importance of touching park's objects and equipment only to the extent that is strictly necessary to their outdoor routines, and that they must



- clean after themselves, for their own safety and the safety of others.
- f.** Parks will have to monitor vehicle entrances and exits.
- g.** Parks must have an updated list of the tourists who are staying there. That list must have the first and last name of the tourist, their nationality, vehicle's licence plate and number of identification document / passport (to facilitate the work of Civil Protection Authorities, in case of need).
- h.** Campsite or caravan park management / administration undertakes to follow all legal procedures in case any tourist shows symptoms of infection by COVID-19 (body temperature, persistent cough, trouble breathing, nausea...).

V. Camping and caravanning:

- a.** Parks undertake to reduce their capacity in 33%.
- b.** Camping equipment (caravans, motorhomes, and tents) must be at least 3 m apart from each other, if possible.
- c.** Tourist isolation will be made according to the legislation in force at the time.
- d.** Parks will recommend their tourists to reinforce hygiene and disinfection inside their accommodations.
- e.** Tourists will be informed that they must remain inside their accommodations in case they show symptoms like dry cough, headaches and chest pain, and that they must call the helpline SNS 24: 808 24 24 24 and inform an employee of the park.

VI. Complementary accommodation:

- a.** Parks undertake to book accommodation for purposes of prophylactic isolation.
- b.** Complementary accommodation will be thoroughly cleaned, disinfected, and ventilated according to the recommendations of the DGS and WHO.
- c.** Tourist isolation will be made according to the legislation in force at the time.
- d.** Parks will recommend their tourists to reinforce hygiene and disinfection inside their accommodations.

- e.** Tourists will be informed that they must remain inside their accommodations in case they show symptoms like dry cough, headaches and chest pain, and that they must call the helpline SNS 24: 808 24 24 24 and inform an employee of the park.

Checking the information below and any additional information regularly is recommended:

<http://www.fcmportugal.com/>



16.

Events

[Directorate-General for Health]



16. Events

[Directorate-General for Health]

- Mass gathering events

An event is considered a mass gathering event when the number of people is so high that can potentially exceed planning and response resources of the health system of the community in which the event takes place. This way, it is essential to consider event location and duration, as well as the number of participants, among other variables.

- Risk assessment for mass gathering events

This Guideline aims to update the procedures in place for the concentration of participants and access to such participants in mass gathering events, considering the evolution of the current COVID-10 situation both nationally and internationally, without prejudice for new updates.

According to the latest risk assessment made by the European Centre for Disease Control (ECDC) on March 12, 2020, Portugal remains in a situation of multiple introduction and limited local transmission in regard to the infection by the new coronavirus. In this situation, the cancellation of mass gathering events is justified under exceptional situations.

However, epidemiological evolution dynamics in the last days in some areas suggest a more complex scenario that can potentially lead to a quick growth of the infection by the new coronavirus. Recommendations are that some measures are reinforced, always considering the principle of precaution and without prejudice to the principle of proportionality.

Moreover, literature recommends the cancellation of mass gathering events to avoid spreading the virus among a high number of people in closed spaces. Participants can still be in close contact in outdoor events in entrances, exits and public transports that, therefore, must be avoided.

This way, cancellation or postponement of mass gathering events whose number of participants, origin of participants or execution conditions are liable to generate improper risks can be implemented in early stages of epidemic threat, especially when the number of confirmed cases is still low. Evidence shows that these decisions are more effective in this current stage than later.

- Guidelines on mass gathering events

The guidelines below were defined bearing in mind that mass gathering events can contribute to intensify the spread of the infection and that public health protection is priority:

- I. All events that imply or may imply the concentration of more than 100 people must be postponed or cancelled.
- II. All events that cannot guarantee recommended social distancing conditions must be postponed or cancelled.
- III. All events that imply or may imply the participation of people who were in national or international territory with active, continued community transmission of the virus in the past 14 days must be postponed or cancelled (information updated according to epidemiological evolution at: <https://covid19.min-saude.pt/areas-com-transmissao-comunitaria-ativa/>).
- IV. Access must be denied to people who show signs or symptoms of acute respiratory infection (fever, cough or trouble breathing).
- V. Participation of health professionals in events, such as congresses, conferences, symposia, or any other scientific meetings, must be limited according to the relevance of such events to the operation of the health system, during an epidemic, and the need to protect such professional aligned with the measures taken by other countries and recommendations of professional associations.



Recommendations of the Directorate-General for Health

The DGS recommends that people always follow social distancing, hand hygiene and respiratory etiquette measures, including in situations that may imply gatherings of whatever size.

People must also adopt stricter measures for the protection of most vulnerable groups (children, seniors, pregnant women, and people with chronic illnesses).

As said before, risk depends on event characteristics. This way, as an exception, risk assessments can be made upon request from event promoter / organizer.

These guidelines take immediate effect and apply until April 9th, 2020, and they will be reassessed according to the epidemiological evolution.

For more information, please visit website of the Directorate-General for Health at <https://covid19.min-saude.pt/>

Checking the information below and any additional information regularly is recommended:

<https://www.dgs.pt/directrizes-da-dgs/orientacoes-e-circulares-informativas.aspx>



ALGARVE CLEAN & SAFE

BEST PRACTICES MANUAL