

# Porto Xperience Tours

## Information regarding COVID-19

The Portuguese Tourism Board (Turismo de Portugal) announced that a **“Clean and Safe”** certification has been made available specifically for tourism business and tour operators that commit to complying with the guidelines of the National Health organization.

Please read the full announcement in Portuguese here:

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

Below we highlight some of the minimum hygiene and safety requirements companies should have in place and formalise in an internal safety protocol.

### Hygiene Safety Regulations for Customers

- Mask: Mandatory in indoor spaces.
- Hand cleaning: Visitors are asked to wash their hands regularly and use the hand sanitizers that are in place.
- Coughing: If visitors have acute respiratory coughing, they can not participate.
- Social distancing: Maintain distance of 1.5 meters and more.

### Hygiene Safety Regulations for Staff

- Mask: Mandatory in indoor spaces.
- Hand cleaning: Hands need to be cleaned regularly and hand sanitizers should be provided.
- Medical check up: employees must follow self-monitoring health guidelines including checking temperature on a daily basis.

## Operations Safety Regulations

- Cleaning of the venues by the operators is increased:
- Operators must have a minimum stock of cleaning equipment – including single use alcohol based cleaning material – in accordance with the dimensions of your physical space
- Hand sanitizers to be placed in strategic locations (e.g. entry and exit of your physical location or at your meeting point)
- Garbage disposal should be possible without requiring customers to touch any surfaces.
- Toilets should always have soap and single use paper available for drying hands
- Any common use surfaces that customers and staff share need to be cleaned several times a day (e.g. door handle, welcome desk, lights, elevator buttons, etc)
- High temperature cleaning in separate of any clothing items provided to customers and follow strict guidelines for disinfecting any specific equipment (e.g. wetsuits, helmets, etc)
- Disinfecting vehicles used for transportation after each activity while also ensuring the capacity of the vehicles is limited to follow social distancing guidelines.
- Establish an area reserved for isolating any suspected or confirmed cases of infection as well as always have a staff member available to support customers in such events until the arrival of the official health authorities.
- Signage and poster to communicate to visitors safe distancing and health measures.
- Staff must receive training on internal protocol and general safety recommendations
- Have a stock of individual PPEs (masks, gloves..) available for staff.