



Região Autónoma
da Madeira
Governo Regional

Secretaria Regional
de Turismo e Cultura

RESUMPTION OF TOURISM ACTIVITIES

GOOD PRACTICES

COVID SAFE TOURISM

(continually being updated)

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Introduction

Following the international public health emergency, declared by the World Health Organization (WHO) on January 30th, 2020, as well as the classification, on March 11th, 2020, of the disease COVID-19 as a pandemic, as well as the epidemiological situation of COVID-19 in Portugal, constituting a public calamity, the President of the Republic declared, on March 18th, 2020, the state of emergency, through Presidential Decree no. 14-A / 2020, of March 18th, authorized by National Assembly Resolution no. 15-A / 2020, 2020-03-18 and regulated by Decree no. 2-A / 2020, of March 20th, amended by Amendment Declaration no. 11-D / 2020, of March 20th.

By Presidential Decree no. 20-A / 2020, of April 17th, the declaration of state of emergency was renewed, based on the verification of the situation of public calamity, having ceased at 11:59 pm on May 2nd, 2020.

The aforementioned declaration was authorized by National Assembly Resolution no. 23-A / 2020, of April 17th and regulated by Decree no. 2-C / 2020, of April 17th.

By Council of Ministers Resolution no. 33-A/2020, of April 30th, the national condition was updated to a disaster situation, in the scope of COVID-19 pandemic.

Successive exceptional and temporary measures have been taken to respond to the epidemiological situation caused by the coronavirus SARS-CoV-2 and the disease COVID-19, in Portugal, relating not only to matters of prevention, containment, mitigation and treatment of epidemiological infection by COVID-19, but also aimed at supporting and protecting citizens, public and private entities, companies and professionals, as well as measures to restrict economic activities and freedom of movement, mobility and transport.

Prior to the national declaration of state of emergency, the situation of alert in the entire territory of the Autonomous Region of Madeira had already been declared with immediate effect, by Order of the Regional Secretariat of Health and Civil Protection - Order No. 100/2020, published in JORAM, II Série, no. 51, Supplement, March 13th - valid for an estimated period of 30 days counting from the order's signature date which occurred on March 12th.

With regard specifically to the Autonomous Region of Madeira, and to the Tourism and Culture sectors, in addition to the impact of the above-mentioned order, several legal diplomas were issued over the time, in order to prevent, contain, mitigate and treat epidemiological infection by COVID-19, and to support and protect citizens, public and private entities, companies and professionals, as well as measures to restrict economic activities and freedom of movement, mobility and transport, taking into account the regional peculiarities.

Among them, it is worth mentioning, with interest to the Tourism and Culture sectors, Government Council Resolution No. 101/2020, published in JORAM, I Série, No. 46, of March 13th; Order no. 101/2020, by the Regional Secretary for Health and Civil Protection published in JORAM, II Série, no. 52, Supplement of March

14th, Government Council Resolution No. 115/2020, published in JORAM, Series I, No. 46, of March 15th; No. 118/2020, published in JORAM, Series I, No. 47, of March 16th, amended by Amendment Declaration no. 12/2020, of March 17th; no. 119/2020, published in JORAM, Series I, no. 48, Supplement of March 17th, amended by Amendment Declaration no. 13/2020, of March 18th; no. 120/2020, published in JORAM, Series I, no. 48, 3rd Supplement, of March 17th; No. 121/2020, published in JORAM, Series I, No. 48, Supplement, of March 19th; Ordinance No. 86/2020, of March 22nd, from the Vice President of the Regional Government and Parliamentary Affairs, the Regional Secretary for Health and Civil Protection and the Regional Secretary for Tourism and Culture, as amended by Ordinance No. 96/2020, of March 28th, Joint Order No. 38/2020, published in JORAM, Series II, No. 57, of March 22nd; Government Council Resolution No. 149/2020, published in JORAM, Series I, No. 59, 2nd Supplement, of March 30th; No. 153/2020, published in JORAM, Series I, No. 62, Supplement, of April 2nd; No. 156/2020, published in JORAM, Series I, No. 63, of April 3rd, No. 161/2020, published in JORAM, Series I, No. 63, of April 3rd, No. 197/2020, published in Joram, Series I, no.67, 2nd Supplement, from 14th of April, No. 207/2020, published in JORAM, Series I, no. 71, of April 18th, Ordinance no.142/2020, published in JORAM, Series I, no. 76, of April 24th and Joint Order No. 52/2020, published in JORAM, Series II, no.81, of April 27th, of the Vice President of the Regional Government and Parliamentary Affairs, the Regional Secretary for Health and Civil Protection and the Regional Secretary for Tourism and Culture.

Subsequently, by Government Council Resolution No. 272/2020, published in JORAM, Series I, No. 80, 2nd supplement, of April 30th, amended by Government Council Resolution No. 274 / 2020, published in JORAM, Series I, no. 82, 2nd supplement, of May 4th, that the calamity situation was declared, as well as its material, temporal and territorial scope defined, for public health reasons, for the containment of the pandemic COVID-19, in the Autonomous Region of Madeira, with the calamity situation being extended by Government Council Resolution No. 334/2020, published in JORAM, Series I, No. 93, 3rd supplement, of May 15th.

By Government Council Resolution No. 357/2020, published in JORAM, Series I, No. 102, supplement, of May 28th, the situation of calamity in the Autonomous Region of Madeira was declared, for public health reasons with the intention to contain the pandemic COVID-19, as from 0:00 am of June 1st, 2020 until 23:59 pm of June 30th, 2020, as well as the material, temporal and territorial scope of the referred situation of calamity defined.

As a result and in its compliance, Ordinance No. 240/2020 was issued, published in JORAM, Series I, No. 103, of May 29th and Joint Order No. 64/2020, published in JORAM, Series II, No. 104, of May 29th, by the Vice President of the Regional Government and Parliamentary Affairs, the Regional Secretary for Health and Civil Protection and the Regional Secretary for Tourism and Culture.

With the positive development in the containment, mitigation and treatment of the epidemiological infection by COVID-19, it is now of interest, with the possible prudence, to implement measures leading to the gradual

recovery of economic activity, with the aim of achieving a balance between the actions taken, based on Public Health, guaranteeing to all, legal, economic, social and health security, and the valorization, enhancement and promotion of Tourism through a pondered and reflected return, with efficient and effective gains.

In this context, reference is made to Government Council Resolution no. 297/2020, published in JORAM, Series I, No. 87, supplement, of May 8th, Government Council Resolution no. 282/2020, published in JORAM, Series I, no. 88, of May 10th, Government Council Resolution no. 326/2020, published in JORAM, Series I, no. 92, supplement, of May 14th, rectified by Rectification Statement no. 23/2020, published in JORAM, Series I, no. 94, of May 16th, Government Council Resolution no. 358/2020, published in JORAM, Series I, no. 102, supplement, of May 28th and Government Council Resolution. 387/2020, published in JORAM, Series I, no. 108, of June 5th.

This resumption anticipates and requires, in the current plan, guidelines for the proportionate and significant activities' accomplishment and the adoption of a new action concept in the Tourism sector, conformed to Public Health's new requirements.

Overall Framework

Tourism is currently one of the hardest hit sectors by the COVID-19 outbreak, with impacts on both travel supply and demand. This represents an increased risk of disadvantage in the context of a weaker world economy, geopolitical, social and commercial tensions, as well as an uneven performance between the main outbound travel markets.

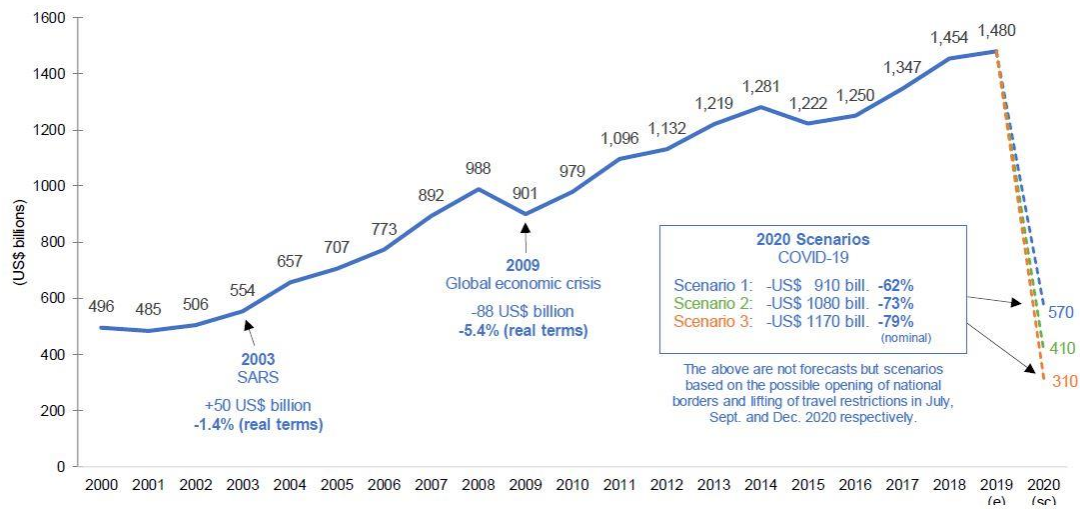
Considering the situation's evolution, it is too early to estimate the total impact of COVID-19 on international tourism. For its initial assessment, WHO considers the 2003 SARS scenario as a reference, considering the size and dynamics of global travel and current disruptions, the geographical spread of COVID-19 and its potential economic impact:

- UNWTO estimates a reduction in international tourism between 60 and 80%, compared to the previous year, which represents a loss of 840 million upto 1,1 bilions euros in export earnings worldwide.
- During a summer season (June to August), on average, European Union residents make 385 million tourist trips and spend 190 million euros (Eurostat data).

It should be noted that any estimate should be treated with caution due to the volatile and uncertain evolution of the outbreak, which may lead to further revisions (https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-05/Barometer_May2020_full.pdf).

International tourism receipts could plunge by US\$ 1 trillion

International tourism receipts, 2000-2019 and scenarios for 2020 (U\$ billion)

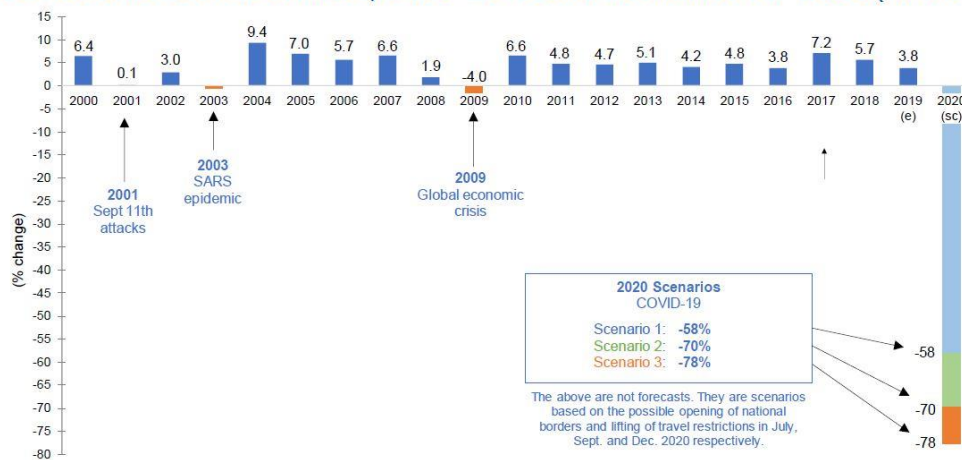


Source: World Tourism Organization (UNWTO) (e) Estimate (sc) Scenario-based data

Date: May 7th2020

Arrivals could drop 58% to 78% depending on pace of normalization

International tourist arrivals, 2000-2019 and scenarios for 2020 (% change)



Source: World Tourism Organization (UNWTO) (e) Estimate (sc) Scenario-based data

Estimated impact of COVID-19 on air transport in 2020

Region of airline registration	RPKs 2020 (vs 2019 year- on-year change)	Passenger revenue \$ billion 2020 vs. 2019 levels
Asia-Pacific	-50%	-113
North America	-36%	-64
Europe	-55%	-89
Middle East	-51%	-24
Africa	-51%	-6
Latin America	-49%	-18
Industry	-48%	-314

Note: This assumes, as in the previous impact assessment, that the domestic lock-down lasts 3 months, until the end of Q2. But international travel restrictions are assumed in this assessment to be reduced more slowly, with only 50% of pent-up international RPKs recovered by Q4 (after reduction due to recession impact).

Source: IATA Economics

The significant contribution that tourism represents to the Regional Gross Domestic Product expresses, objectively, the regional economy's impact originated by this pandemic.

According to the most recent data published within the scope of the Tourism Satellite Account, the weight of this activity in the Autonomous Region of Madeira is 26% of GDP, and employment in tourism represents 16.7% of regional employment.

Thus, each day of non-operation in the sector represents a loss of 0.07% of the regional GDP. If we consider the time span of a week, the impact is greater than 0.5%, which corresponds to a monthly expression that reaches 2.2%.

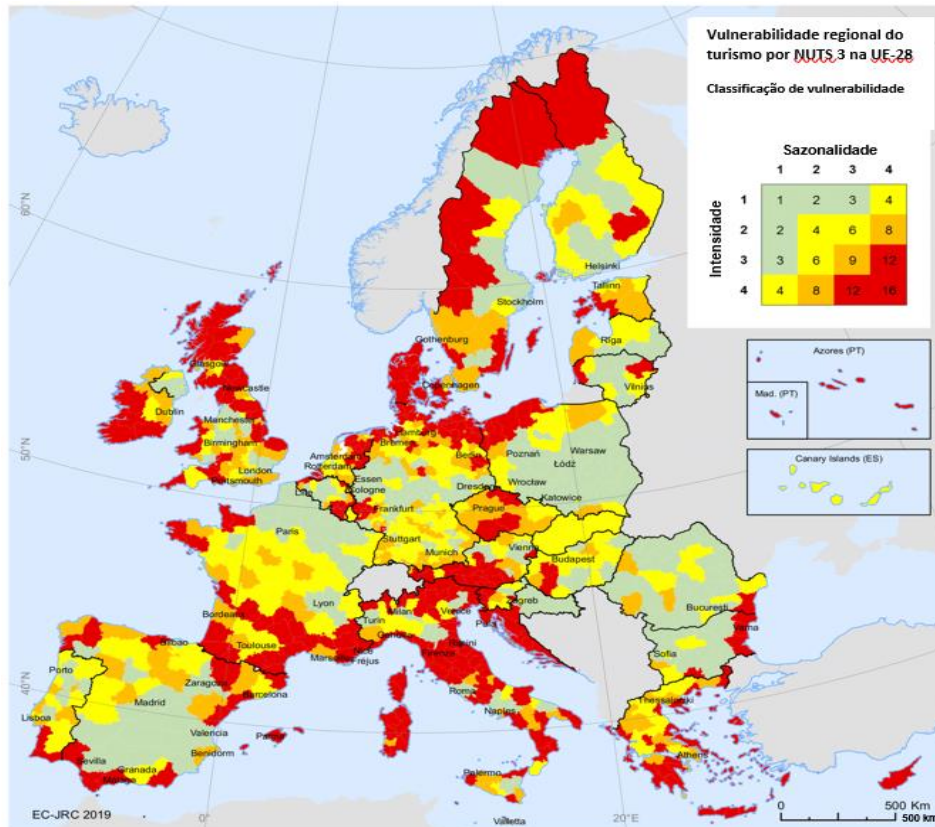
Considering the tourism activity alone, a two-month suspension will represent a direct drop of approximately 4.4% of the GDP of the entire Autonomous Region of Madeira.

The aggravated effects of the COVID-19 crisis in regions dependent on tourism activities and air transport accessibility, of which the Autonomous Region of Madeira is an example, are recognized by the European Commission.¹

¹ Communication by the European Commission, May 13th, - Tourism and Transport in 2020 and beyond: <https://euricando/legal-content/EN/TXT/PDF/?uri=CELEX,52020DC0550&from=EN>

The European Union Council's report in relation to the 2020 European Semester ² regarding Portugal, also points out the socioeconomic consequences of the pandemic in Regions heavily dependent on Tourism, such as the Autonomous Region of Madeira.

Regional Vulnerability Map³



Note: The vulnerability index is a classification evaluated by peers, whose calculation is based on two indicators: tourism intensity and seasonality.
Source: CCI

The magnitude of this expression determines and reinforces the need to adopt measures that allow the sector to return to normality and recover the economic and social contributions that tourism has been generating. The tourism sector depends not only on what is done in the Autonomous Region of Madeira (RAM) but also and mainly, on measures taken in our source markets. It is so under normal conditions, and even more in a world pandemic situation such as the one we are experiencing.

In this context, the establishment of guidelines that can lead this sector, recommending the most appropriate behaviors that must be followed, are essential so as to start the process of reopening the tourist activity.

² COM(2020) 522 final: https://ec.europa.eu/info/sites/info/files/2020-european-semester-csr-comm-recommendation-portugal_pt.pdf

³ <https://eur-lex.europa.eu/legal-content/PT/TXT/PDF/?uri=CELEX:52020DC0550&from=EN>

Everything will certainly have to be gradual, consistent and accompanied, considering the following priorities:

- infection control;
- confidence recovery;
- airspace capacity resumption;
- tourism sector reactivation.

In order to contribute, the sector was heard, and different surveys were carried out to identify what other destinations are choosing as good practices, always taking into consideration the set of guidelines emanated by the World Health Organization.

On May 13th, the European Commission ⁴identified the following criteria for the gradual and safe opening of tourist activities:

1. Low level of COVID-19 incidence - assessed by epidemiological evidence and contagion phase stabilization;
2. Health System's responsiveness - ensure that the health system is responsive to locals and tourists in case of a sudden increase of new cases. In some regions, it may be necessary to establish the possibility of additional mechanisms (medical evacuations);
3. Robust surveillance and active monitoring - at a local / regional level to prevent the virus dissemination on the tourism reopening;
4. Ability to test - Ensure the necessary tests are performed to detect, identify, isolate and treat. Ensure access to tourists and non-residents;
5. Contacts tracking - Ensure COVID-19 contacts' tracking according to ECDC guidelines and respecting citizens' data protection;
6. Existence of Coordination and Communication mechanisms - essential coordination between authorities and tour operators, between local / regional / national authorities and good communication of information to tourists, including digital media, about local epidemiological conditions and what to do in COVID-19 situation.

⁴ Communication by the European Commission - COVID-19: EU guidelines on the progressive resumption of tourism services and health protocols in hotel establishments:
https://ec.europa.eu/info/sites/info/files/communication_tourismservices_healthprotocols.pdf

Specific Framework

The tourism industry faces new and great challenges as well as several opportunities that require the discovery of different ways of acting.

Thus, and having heard the tourism sector, various aspects are considered:

- The post-COVID-19 reality requires a deep, permanent and continuous involvement of all stakeholders that intervene in the tourism business;
- The success of the rehabilitation of the entire sector depends on the adoption of good practices that will allow, in addition to the health requirement, the recovery of travellers' confidence;
- The resumption of activities is dependent on the evolution of the pandemic effective control;
- The recovery's evolution will depend on the sector dynamics, where air transport is of paramount importance and measures that may be adopted as certain to safeguard travellers / tourists' safety levels;
- Each entity must evaluate its entire Organization and implement specific measures according to its structure;
- It must also reflect on its models, processes and internal procedures;
- The good practices adopted must be widely disseminated to the organization itself and to all customers, suppliers and partners;
- The current Contingency Plans must evolve in view of the activity's status which is its reopening and must be in force according to the activity's evolution;
- **WHO/ECDC, Portuguese Health Authority (DGS) and Madeira Health Authority** guidelines should be followed, including with regards to personal protective equipment, as well as cleaning and hygiene procedures;
- The existence of an updated Plan is understood as an essential condition for the activity's regular operation;
- The tourist destination's differentiation will largely depend on the actions and measures' implementation that constitute the good practices for the post-COVID19 moment and should result in an asset of strong competitive importance, opening doors to a positioning based on health security and trust resulting thereof, not excluding the possibility of exploring, simultaneously, quickly and conveniently, other ways of gaining this competitive advantage for the Region;
- This document is continually evolving, reflecting the situation up to its reference date.
- The recommendatory nature of this document is expressed objectively in point 3 et seq.

Recommendations

1. Tourist activity reopening

- Gradual and phased:
 - Depending on external accessibilities;
 - Depending on the measures to be taken:
 - Social distancing;
 - Use of personal protection equipment (PPE):
 - Health security:
- Following the source markets' evolution, regarding the restrictions' lifting, tendencies' behavior observed in the registration of new positive cases, as well as COVID-19 associated mortality;
- Exception for Ports – Cruise Tourism should occur later, depending also on international guidelines.

2. European COVID-19 Aviation Health Safety Protocol

In line with the Communication of the European Commission of May 13th, "COVID-19: Guidelines on the progressive restoration of transport and connectivity services"⁵ in the aviation sector, the European Union Aviation Safety Agency (EASA) and the European Centre for Disease Prevention and Control (ECDC) jointly issued the technical operational guidelines of the COVID-19 Aviation Health Safety Protocol⁶ for the safe establishment of air transport in Europe, which reflect current knowledge of the pandemic and preventive measures to deal with the outbreak of COVID-19.

In this sense, they will be subject to regular assessment and updating by EASA / ECDC based on evidence, the transmission risk, pandemic evolution or development of other diagnostic or preventive measures.

The operational guidelines are addressed to all players in air transport, including passengers, crews, airlines and airports, who must observe and guarantee the procedures related to the requirements' fulfillment placed at the level of social distance, use of personal protective equipment and health security.

⁵ Communication by the European Commission - COVID-19: Guidelines on the progressive restoration of EU transport services and connectivity: https://ec.europa.eu/info/sites/info/files/communication_transportservices.pdf

⁶ COVID-19 Aviation Health Safety Protocol: <https://www.easa.europa.eu/documentlibrary/general-publications/covid-19-aviation-health-safety-protocol>

Airport operators should, in accordance with their airport plan, appoint a coordinator to ensure uniform application of pertinent operational guidelines, who should be in direct contact with the airport's public health authorities and the local (and / or regional / national) public health Authority.

The following is a measures' summary set out in the EASA / ECDC COVID-19 Aviation Health Safety Protocol.

EASA/ECDC GUIDELINES' SUMMARY

Measures	Airport Operators	Airline Companies	Airport Personnel	Service Providers	Crew Members	Passengers
Physical Distancing - 1,5 m	Whenever possible	Whenever possible	Whenever possible	Whenever possible	Whenever possible	Whenever possible
Hand hygiene, respiratory etiquette	Yes	Yes	Yes	Yes	Yes	Yes
Personal Protective equipment (PPE)	Surgical mask	Surgical mask	Surgical mask, gloves, uniforms/protective clothing, visors/gel disinfectant	Surgical mask	Surgical mask	Surgical mask
Information material regarding the use of PPE and health safety	Yes, in coordination		Yes - must follow the recommendations and disseminate the materials / information, when necessary, in their tasks	Yes - must follow the recommendations and disseminate the materials / information, when necessary, in their tasks	Yes - must follow the recommendations and disseminate the materials / information, when necessary, in their tasks	Yes - should read and follow the recommendations
Cleaning and Disinfection	Yes	Yes	N/A	Yes	N/A	N/A
Health status Statement	Yes, in electronic format. Coordinate format and evaluation		N/A	N/A	N/A	Yes - must complete the statement provided within 12 hours before the flight
Thermal Screening	Yes, when required by national authorities	N/A	Possible, if the airport operator has not implemented a programme to assess the health of its employees	Possible, if the employer has not implemented an employee health assessment programme	Possible, if the Airline has not implemented a crew health assessment programme	Yes, when required by the airport in coordination with national authorities
Passenger evaluation Booths	Yes	N/A	N/A	N/A	N/A	Yes, suspected COVID cases should be assessed in more detail.
Reduced crew - passenger interaction	N/A	Yes, only essential services. WC lines should be avoided. WC assigned to the crew	N/A	N/A	Yes	Yes - should follow recommendations
Special deplaning procedures	Yes, in coordination with local public health authorities.		Yes, when applicable, must carry out instructions received from public health authorities	Yes, when applicable, they must carry out instructions received from public health authorities	Yes, apply instructions received from public health authorities	Yes, follow the instructions of the crew and ground personnel
Passenger Locator card / data - (PLC)	In coordination with the aviation authority, contact details should be passed to local public health authorities.		N/A	N/A	N/A	Must provide the requested data

Source: EASA /ECDC <https://www.easa.europa.eu/documentlibrary/general-publications/covid-19-aviation-health-safety-protocol>

The programme⁷ launched on the 26th of May by the European Aviation Safety Agency with a view to monitoring the guidelines' implementation of COVID-19 Aviation Health Safety Protocol by European airports and airlines, should also be noted.

3. Specific Health Control Measures for Trips to the Autonomous Region of Madeira

The Autonomous Region of Madeira considers that there are significant advantages if **an effective system to control the passengers' health condition is implemented even before the start of the respective trip**. This would allow the transmission risks to be mitigated, as much as possible, in all air transport players, allowing boarding only to those who prove they are not infected with COVID-19, thus contributing to minimize the risk of contagion in the arrival airport and / or the destination region.

Therefore, it is important to take into account the specific characteristics of the Autonomous Region of Madeira, as an insular and outermost territory and with almost total dependence on air passenger transport accessibility, namely in what is necessary in preventing the possibility of importing new cases of COVID-19.

It is of scientific evidence that the COVID-19 transmission control does not only depend on one sanitary measure alone, but on a set of sanitary measures that are interconnected and complement each other in the citizen's health condition assessment and / or the community as a whole.

In this context, Madeira's Autonomous Region will implement, a specific health condition control system for passengers landing at the Region's airports, which will complement the operational guidelines of the EASA / ECDC COVID-19 Aviation Safety Protocol.

3.1 Air Transport Accessibility to the Autonomous Region of Madeira

The Government of the Autonomous Region of Madeira has established a Standardization Plan coming into effect as of July 1st, with regards to Air Transport Accessibility and concerning travellers having as destinations Madeira and Porto Santo airports.

The measures set out in this Plan may be subject to review in light of the pandemic's evolution and the Health Authorities' guidelines.

⁷ <https://www.easa.europa.eu/newsroom-and-events/news/easa-launches-programme-monitor-implementation-its-covid-19-operational>

- [Filling out and submitting an epidemiological survey](#)

All passengers must complete the Regional Health Authority (IASAÚDE) form, 48 to 12 hours before departure, through the respective airlines' website, as soon as it is available, or through the official IASAUDE website, or alternatively, on paper upon arrival at Madeira and Porto Santo airports.

Survey available at: <http://apps.iasaude.pt/s-alerta/questionarios/viagem/questionario.cfm?l=PT>

Other languages at: <http://apps.iasaude.pt/s-alerta/questionarios/viagem/>

- [Thermal screening](#)

All passengers landing at airports in the Autonomous Region of Madeira are subject to thermal screening, even if they carry a negative COVID-19 test, carried out within 72 hours prior to landing, in laboratories certified by national or international authorities.

- [COVID-19 test](#)

Passengers landing at airports in the Autonomous Region of Madeira with a negative COVID-19 test, carried out within 72 hours prior to landing time, in laboratories certified by national or international authorities, proceed to their destination after the deplaning, upon presentation of the respective report which can also be submitted, in advance, together with the survey referred to in point 1.

Passengers landing at airports in the Autonomous Region of Madeira who have not tested for COVID-19 disease, will do so at the respective airport upon arrival, with an estimated maximum period of 1 hour for the completion of the inherent process.

After carrying out the aforementioned test, the passenger will proceed to their destination, respecting the social distancing, use of personal protective equipment (PPE) and health safety rules.

The test result will be reported to the passenger within the following 12 hours.

- [Monitoring](#)

All passengers will be monitored through the Regional Health Authority APP (mobile application), of voluntary but recommended use, or by telephone contact.

- **Positive COVID-19 test result**

The passenger will be directed to a designated hotel and the cohabitants (direct contacts) will be subject to mandatory confinement.

The Government of the Autonomous Region of Madeira will bear the respective costs of treatment, accommodation and meals, in the designated hotel unit.

After 7 days, the passenger will undergo a new COVID-19 test, to be decided upon by the Regional Health Authority.

If the disease manifests itself during the stay, the respective hotel will not close and must comply with the guidelines issued by the Regional Health Authority.

- **Repatriation**

The Government of the Autonomous Region of Madeira collaborates with all the Diplomatic Authorities and operators involved.

All charges related to repatriation operations must be covered by the passenger's travel insurance policy.

The health control measures applicable to trips to the Autonomous Region of Madeira are presented below.

AUTONOMOUS REGION OF MADEIRA HEALTH CONTROL MEASURES ⁸

Measures	Airport Operators	Airline Companies	Airport Personnel	Service Providers	Crew Members	Passengers
Information / Dissemination of IASAÚDE measures	Yes, in coordination with the Regional Health Authority					yes, should read and follow the guidelines
Epidemiological Survey - Regional Health Authority - IASAÚDE	N/A	Provide information on the various existing options (IASAUDE and airline's website, Paper, Via APP)	N/A	N/A	N/A	Yes - must complete the survey 48h to 12h before departure, available on the airlines' website, on the IASaúde website, via APP or, on paper, upon arrival http://apps.iasaude.pt/s-alerta/questionarios/viagem/questionario.cfm?l=PT
Monitoring - Regional Health Authority – IASAÚDE- Mobile application (APP)	N/A	N/A	N/A	N/A	N/A	All passengers will be monitored through an APP (mobile application), voluntary use, although recommended, or by telephone contact
Specific deplaning procedures	Yes, according to Regional Health Authority		Yes, must apply instructions received from the Regional Health Authority			Yes, follow instructions of crew and ground personnel
Thermal screening	N/A	N/A	N/A	N/A	Yes, when landing in the Region	Yes, all passengers are subject to, even if they have a negative COVID-19 test, performed in the 72 hours prior to landing time.
COVID-19 test carried out in laboratories certified by national or international authorities	N/A	N/A	N/A	N/A	Yes, bearers of a negative test, performed in the 72 hours prior to landing time.	As of June 1st , it is recommended that passengers carry a negative test, performed within 72 hours prior to disembarkation. As of July 1st , it is recommended that passengers carry a negative test, performed within 72 hours prior to landing time, presenting it upon arrival or submitting it online together with the epidemiological survey. Passengers who have not been tested will be tested at the airport upon arrival.
Confinement	N/A	N/A	N/A	N/A	N/A	Yes, between 1st and 30th of June , for those who do not have a negative COVID test performed within 72 hours prior to landing time. For a period of 14 days, which may be reduced by decision of the Regional Health Authority. After July 1st , the passenger whose test is positive will be sent to a designated hotel as well as its cohabitants (direct contacts). The Government of the Autonomous Region of Madeira will assume the respective costs of treatment, accommodation and meals, in the designated hotel unit.

⁸ Government Council Resolution no. 357/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf> and Joint Order no. 64/2020: <https://joram.madeira.gov.pt/joram/2serie/Ano%20de%202020/ISerie-104-2020-05-29Supl3.pdf>

3.2. Transport

3.2.1. Public Collective Passenger (Buses, Aerobus)

TRANSPORT ⁹

PHASE	DATE	CAPACITY
1	June 1st to June 30th 2020	70% of the transport capacity
2	From July 1st to July 31st 2020	90% of the transport capacity
3	From August 1st, 2020	100% of the transport capacity

3.2.2. Public Individual Passenger (Taxis, TVDE)

TAXIS, TVDE ¹⁰

PHASE	DATE	CAPACITY
1	Until July 30th, 2020	Total occupancy of all seats is allowed, except the front seat, next to the driver
2	From the 1st of August	Vehicles can circulate with the maximum capacity allowed

Recommended sanitary measures:

Measures ¹¹	Transport
Social Distancing	According to the defined capacity
Use of PPE	Use of protective mask by customers and employees
Health Security	Obligation to disinfect the vehicles after each service. Hand sanitizer available in all vehicles; Disinfection machine available at the vehicle door, as well as "single use" gloves for customers when loading and unloading.
Information / dissemination measures	Place ISAUDE information with preventive measures and contacts on the back of the chairs.

⁹ Government Council Resolution no. 358/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf>

¹⁰ Government Council Resolution no. 385/2020

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-104-2020-06-01.pdf>

¹¹ Government Council Resolution no. 326/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-092-2020-05-14Supl.pdf>

3.3. At the accommodation¹²

3.3.1 Check-in

- Social Distancing:
 - Installation of protective equipment at attendance area, namely wickets; or alternatively, the use of PPE (visors and masks);
 - Define well-marked waiting zones;
 - Promote pre-check-in or online check-in.
- Mandatory use of PPE by employees in the front office:
 - Make disinfectant available at the entrance of establishments, masks and disposable tissues;
 - Employees must wear masks and gloves.
- Health security:
 - Reinforce the cleaning frequency on surfaces with greater contact (tables, chairs, counter, computer, papers, envelopes, etc.);
 - Place supplies for both employee and/or guest to disinfect the payment terminal and mobile phone/telephone;
 - Identification scanning (ID or passport) by the client or employee according to health security procedures;
 - Disinfection of guest's luggage after informing him of the procedure;
 - Disinfection of room key at guest's presence.
- Dissemination of Information / measures.
 - Place Regional Health Department signage/information;
 - Communicate best practices to guests;
 - Broadcast communication via TV in rooms or apps.
- Other recommendations:
 - Ensure isolation areas.

3.3.2 Accommodation

- Social Distancing:
 - In assigning the rooms to the reservations, whenever possible:
 - Avoid occupying rooms with easy contact via balconies (with exception to members of the same family).

¹² Communication from the European Commission - COVID-19: EU guidelines on the progressive resumption of tourism services and on health protocols in hotel establishments:
https://ec.europa.eu/info/sites/info/files/communication_tourismservices_healthprotocols.pdf

- Limit maximum capacity to 2 persons per room (except for children up to 12 years old);
- In case of families with children, allow connecting rooms.
- Mandatory use of PPE:
 - Provide an anti-COVID-19 kit in each room (mask, gel and gloves) per guest.
- Health security:
 - Reinforce the cleaning frequency of the rooms;
 - Room occupancy frequency should consider the necessary cleaning and disinfection procedures before reoccupation.
- Information / dissemination of measures.
 - Provide information on cleaning procedures in the rooms and regularity;
 - Provide Information / flyer from Regional Health Department with procedures and contacts in several languages and also through other means, namely television in the room.

3.3.3 Restaurants in Hotel units

- Social Distancing:
 - Shift and booking management;
 - Limit space occupancy to a 1-person ratio per 4 m²;
 - Promote proper spacing between tables or place glass/acrylic separators between tables;
 - Limit reservations to a maximum of 4 people (except families);
 - Prefer à la carte menu, preferably in digital format, providing customer access through his mobile device;
 - Promote room service menus;
 - Avoid self-service/buffet solutions. When impractical:
 - Prevent shared use of serving cutlery/utensils in the buffet;
 - Provide employees to serve guests at buffet counters;
 - Coordinate customer frequency for service (spacing required);
 - At breakfasts privilege individual solutions and meals "grab and go".
- Mandatory use of PPE:
 - Use of mask and gloves by employees.
 - Use of mask by customers during circulation.
- Health security:

- Compliance with safety and hygiene standards:
 - Permanent cleaning and disinfection as well as between the use of different customers;
 - Keep records of frequency of actions;
- Ensure availability of alcohol-based hand sanitizer and signage at the entrance to emphasize hand hygiene;
- Ensure sufficient ventilation in accordance with restaurant ventilation guidelines; preferably using the air conditioner in air extraction mode;
- Ensure that air conditioning filters are regularly cleaned;
- Minimize, when possible, the re-circulation of air conditioning

3.3.4 Common areas

- Social Distancing:
 - Avoid, as much as possible, customer contact with door handles and elevator buttons:
 - Adopt automatisms;
 - Involve specific employees (elevator operator).
 - Limit usage to a maximum number of users simultaneously to avoid proximity, ensuring social distancing;
 - Review the maximum capacity of spaces such as bars and gym:
 - 1 pax / 4m²
 - Maintain specific spaces for isolation/quarantine zones.
- Mandatory use of PPE:
 - Both in service areas (for employees) or in public areas, hand sanitizer should be made available.
- Health security:
 - Specific cleaning and hygiene plan, namely, for the equipment used, after each use;
 - Create strict health safety protocols;
 - Register cleaning of all public areas, namely: elevators, handrails, door handles, windows, books, among others.

3.3.4.1. Elevators

- Placing safety instructions in a visible way;
- Ensuring adequate social distance:
 - Reduced lift occupancy to 60% of technical capacity;

- Promote the use of stairs (assigning rooms on lower floors);
- Discourage as much as possible the shared use of the elevator by people who do not share the same room;
- Give priority to elevator use by people with special physical needs and people with luggage
- Mandatory use of PPE inside:
 - Masks.
- Health security:
 - Ensure that lift buttons are regularly disinfected;
 - Keep elevator floors and other touchable areas properly disinfected;
 - Install hand sanitizer dispensers at the entrance or inside elevators;
 - Ensure adequate ventilation of the elevator;
 - Recourse to elevator operator whenever possible.

3.3.4.2 Swimming pools (indoor and outdoor) ¹³

- Social Distancing:
 - Limit occupation of swimming pools to 50% of its capacity;
 - Social distancing of the layout of sun beds - 1 metre spacing between them;
 - Avoid shared use of chairs and changing rooms.
- Respiratory etiquette.
- Mandatory use of PPE:
 - Masks when in circulation.
- Health security:
 - When using sun beds, hygiene should be guaranteed after each use;
 - Ensure availability of alcohol-based hand sanitizer and access to hand washers;
 - Cleaning and disinfection of the pool should be carried out with the usual procedure, and water should be replaced whenever possible and chlorinated as defined in the internal protocol.
 - Automated outdoor showers are recommended. If there is manual contact, they should be cleaned frequently.
- Dissemination of information / measures.

¹³ Government Council Resolution no. 358/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf>

3.3.4.3 Spa, Saunas, Jacuzzis and Turkish Baths

- Preferably, kept closed until the evolutionary phase that allows the use of spaces with greater security guarantees;
- In case of opening:
 - Social Distancing:
 - Limit occupancy of the premises to 50% of the capacity;
 - Schedule appointments in the SPA ensuring social distancing and sanitizing all materials used.
 - Mandatory use of PPE:
 - Masks;
 - Disinfectant gel.
 - Health security:
 - It is recommended to empty the jacuzzi water, followed by washing and disinfection. Refill with clean, disinfected water after each use;
 - Registration of all cleaning and disinfection actions.
- Dissemination of information / measures.

3.3.4.4 Bars

- Social Distancing:
 - Rearrange the distribution of tables and chairs - keep the spacing of 2 metres between the tables;
 - Avoid counter service, privileging table service.
- Use of PPE:
 - Masks;
 - Gloves - employees.
- Health security:
 - Frequent cleaning and disinfection of common spaces;
 - Reinforce the cleaning frequency on surfaces with greater contact (tables, chairs, counter/bar, menus, etc.).
- Dissemination of information / measures.

3.3.4.5 Business Centres

- Social Distancing:
 - Rearrange the distribution of tables and chairs;
 - Maximum occupancy of 50% of installed capacity.

- Use of PPE:
 - Masks;
 - Disinfectant gel dispensers;
 - Gloves.
- Health security:
 - Reinforce cleaning frequency on surfaces with greater contact (tables, chairs, etc.) after use by customers.
- Dissemination of information / measures.

3.4 Operational areas

3.4.1 Attendance register

- Social Distancing:
 - Define well-marked waiting zones;
 - Ensure distance by at least 1 metre between each employee.
- Mandatory use of PPE by employees:
 - Provide disinfectant at service entrance;
 - Employees must wear masks and gloves.
- Health security:
 - Reinforce the cleaning frequency on surfaces with greater contact.
- Dissemination of information / measures:
 - Place Regional Health Department signage/information;
 - Communicate best practices to employees.
- Other recommendations:
 - Ensure isolation areas.

3.4.2 Uniforms and accessories

- Social Distancing:
 - In the changing rooms, ensure distance by at least 1 metre between each employee.
- Mandatory use of PPE by all employees:
 - Employees must wear masks and gloves.
- Health security:
 - Daily cleaning of uniforms and all accessories (aprons, caps, etc.), following WHO and Portuguese Health Authority (DGS) guidelines.

3.4.3 Lockers and changing rooms

- Social Distancing:
 - Ensure distance by at least 1 metre between each employee;
 - The shift change will have to allow an interval of 15 minutes to avoid employees gathering in these public areas;
- Mandatory use of PPE by all employees:
 - Employees must wear masks and gloves.
- Health security:
 - Allow employees to wash their hands;
 - Provide a dustbin with pedal, disinfectant packaging and disposable paper rolls;
 - Cleaning of lockers and changing rooms after shift change and before the entrance of new employees.

3.4.4 Canteens and cafeterias

- Social Distancing:
 - Shift management;
 - Limit the presence of employees at the same time to no more than 50% of total occupancy;
 - Promote proper spacing between tables.
- Mandatory use of PPE:
 - Use of mask and gloves for employees.
- Health security:
 - Compliance with safety and hygiene standards:
 - Permanent cleaning and disinfection between different users
 - Keep records of the frequency of actions.

3.4.5 Kitchen

- Social Distancing:
 - Limit staff number to the minimum required;
 - Staff should be organized into teams to reduce interactions between them;
 - Workstations must be placed in such a way that employees can keep the proper social distance.
- Mandatory use of PPE:
 - All personnel should wear disposable masks, gloves, hair nets and all other safety equipment.

- Health security:
 - Compliance with safety and hygiene standards:
 - Operating kitchens should be disinfected at regular intervals;
 - Ensure proper cleaning of vegetables, meats and all other materials that are needed in kitchens;
 - Reinforce the use of disinfection products approved by WHO and the Portuguese Health Authority (DGS);
 - Ensure that all tools are disinfected after each use;
 - Records of the frequency of actions.

3.4.6 Suppliers and deliveries

- Social Distancing:
 - Manage schedule deliveries by limiting the number of simultaneous suppliers to keep the proper social distance.
- Mandatory use of PPE:
 - All employees and suppliers must wear disposable masks, gloves and other safety equipment.
- Health security:
 - Define disinfection area;
 - Disinfection of all materials received.
- Dissemination of information / measures:
 - Notify all suppliers in due time;
 - Preference for suppliers with food safety certifications (Ex: ISO2200).

3.4.7 Occupational Health

- Improvement of intervention plans of entities responsible for hygiene and safety at work, aiming to:
 - Ensure regular and proper health checks for employees;
 - Regularly check the temperature of employees.

3.5. Local Accommodation, Rural Tourism and other accommodation

- Social distancing:
 - Subject the operation of Local Accommodation units, in residential buildings, depending on the health risk to the local resident population, to be ascertained by the Madeira Health Authority;

- Limit the maximum capacity per room to 2 people, except in the case of children (up to 12 years old) and in hostel dormitories at 50%;
- Mandatory use of PPE:
 - Provide an anti-COVID-19 kit in each Local Accommodation establishment (mask, gel and gloves), per guest;
 - Mandatory use of masks and gloves by employees.
- Health security:
 - Provide suitable cleaning products in each accommodation;
 - Registration of cleaning and disinfection actions.
- Dissemination of Information / measures
 - Provide Regional Health Department information / flyer with procedures and contacts in several languages.

3.6. MI - Meeting and Incentives

- This activity is suspended until a later stage of the sector's reopening once a higher level of confidence and the implementation of specific measures have been verified.
- At the time of reopening:
 - Social distancing:
 - Cancel pre / post-event receptions and meetings;
 - Do not serve F&B, even in cases where breaks cannot be cancelled;
 - Cancel all components of the event in which participation is only by standing where close physical interaction between the participants can take place;
 - Limit the number of people in line to enter the event venue, putting into practice queue management systems. This could include spacing participants in the queue by at least one metre, clearly demarcating queue areas (for example, installing floor markers to guide the distance of the queue by at least one metre);
 - Define phased entry and exit times for the event (for example, entry and exit by groups of participants);
 - Increase the number of entry and exit points at the event location whenever possible;
 - Seating should have a separation distance by at least one metre between the participants (for example, leaving one or two vacant seats between the participants);

- Employees must remind customers to keep a distance of at least one metre from each other.
- Mandatory use of PPE:
 - Provide individual protective equipment (masks, visors, gloves, hand sanitizer) in Welcome Kits given to congress participants,.
- Health security:
 - Frequent disinfection of common spaces;
 - Registration of cleaning and disinfection interventions;
 - High frequency of cleaning surfaces (tables, chairs, etc.) and interactive components within the site (for example, turnstiles and smart kiosks);
 - Placing hand sanitizers at room entrances and close to surfaces of frequent contact, such as door handles and other access equipment;
 - Ensure good ventilation, especially for indoor locations (for example, open windows for natural ventilation, increase the number of fans for outdoor events).
- Dissemination of Information / measures:
 - Spread notices and posters in prominent locations to remind customers to follow relevant prevention and control measures (for example, avoid shaking hands with other event attendees, practicing good personal hygiene);
 - Advise participants to exercise social responsibility, including monitoring their own health status.

3.7. Tourist Entertainment

3.7.1. Private Passenger Transport (Buses, Vans)

EXCURSIONS e TRANSFERS (*)¹⁴

PHASE	DATE	CAPACITY
1	From the 1st of June until 30th of June 2020	70% of transport capacity
2	From the 1st of July until the 31st of July 2020	90% of transport capacity
3	As from the 1st of August 2020	100% of transport capacity

(*) No limits on private services for members of the same family.

¹⁴ Government Council Resolution no. 358/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf>

Sanitary measures recommended:

Measures ¹⁵	Excursions / Transfers
Social Distancing	According to defined capacity
Use of PPE	Use of protective mask by clients and collaborators
Health Security	Obligation to disinfect vehicles after each service. Availability of hand hygiene products in all vehicles; Disinfection available at the vehicle door, as well as "single use" gloves for customers when loading and unloading.
Information / dissemination of measures	Put IASAUDE information with preventive measures and contacts on the backs of the chairs.

3.7.2. Tours, Walking tours and Outdoor Activities

TOURS, WALKING TOURS (*) and OUTDOOR ACTIVITIES¹⁶

PHASE	DATE	CAPACITY
1	From the 1st of June until 30th of June 2020	70% of transport capacity
2	From the 1st of July until the 31st of July 2020	90% of transport capacity
3	As from the 1st of August 2020	100% of transport capacity

(*) In the case of walking tours, define the ratio of 25 people for each guide.

MEASURES	Rent-a-car (*) ¹⁷
Social Distancing	When hiring and delivering the vehicle.
Use of PPE	Mandatory use of Personal Protective Equipment by clients and collaborators;
Health Security	Obligation to disinfect vehicles before delivering the vehicle Availability of hand hygiene products in all vehicles;
Information / dissemination of measures	Disseminate IASAUDE preventive measures and contacts in several languages.

(*) No limits on private services for members of the same family

¹⁵ Government Council Resolution no. 326/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-092-2020-05-14Supl.pdf>

¹⁶ Government Council Resolution no. 358/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf>

¹⁷ Government Council Resolution no. 326/2020 (no. 2):

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-092-2020-05-14Supl.pdf>

3.7.3. Maritime Tourist Activities (Boats)

MARITIME TOURIST ACTIVITIES¹⁸

Boats' capacity	Capacity limitation in June	Capacity limitation as from July	Capacity limitation as from August	Capacity limitation as from September
Boats up to 60 Passengers	Limited to 70%	Limited to 90%	Without Limitation	Without Limitation
Boats for more than 60 passengers	Limited to 70%	Limited to 70%	Limited to 90%	Without Limitation

Sanitary measures recommended:

Measures	Maritime Tourist Activities
Social Distancing	Except for small boats without an engine and jet skis, other boats can only transport up to 70% of their maximum capacity or less if necessary to ensure safe social distance between customers;
Use of PPE	Use of protective mask by clients and collaborators;
Health Security	Cleaning and disinfection of the interior of the vessel after each service; Provide hand hygiene product, without prejudice to its use at the entrance of the vessel;
Information / dissemination of measures	Provide IASAUDE information / flyer with procedures and contacts in several languages.

3.8. Tourist Offices

- Social distancing:
 - Limit the number of people inside tourist offices:
 - In attendance: 1 person per 4m².
 - Space visitors in the queue by at least one metre, clearly demarcating queue areas – place floor markers to guide the distance in between people in the queue by at least one metre;
 - Placing wickets in the attendance area;
 - Seating must adopt a separation distance by at least one metre between the visitors and the collaborators;
 - Employees must remind customers to keep a distance by at least one metre;

¹⁸ Government Council Resolution no. 326/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-092-2020-05-14Supl.pdf> and Government Council Resolution no. 358/2020: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf>

- Encourage access to official websites in the search of tourist information or through telephone lines available as "help desks".
- Mandatory use of PPE:
 - Availability of alcohol / gel for disinfecting hands;
 - Use of a mask by employees;
 - Mandatory use of a mask by visitors.
- Health security:
 - Disinfectant gel dispensers at the entrance and / or on the tables;
 - Installation of disinfecting mats for shoe soles;
 - Disinfect tourist offices regularly, particularly, floor and other areas of contact (tables, chairs, information material, etc.).
- Information / dissemination of the measures:
 - Provide Regional Health Department information / flyer with procedures and contacts in several languages;
 - Advertising through digital channels;
 - Promote telephonic contact through call centers.

3.9. Travel Agencies

- Social Distancing:
 - Limit the number of people inside Travel Agencies:
 - In attendance: 1 customer per 4m².
 - Spacing of customers in queues with by least one metre, clearly demarcating queue areas – placing floor markers to guide the distance of the queue by at least one metre;
 - Placement of wickets in attendance area;
 - Seats must have a distance by at least one metre between customers and employees.
- Mandatory use of PPE:
 - Availability of alcohol/gel for hand disinfection;
 - Use of mask by collaborators;
 - Mandatory mask use by customers.
- Health security:
 - Disinfectant gel dispensers at entrances and/or desks;
 - Disinfection of premises regularly, giving special emphasis to the floor and other areas that may be of greater contact (tables, chairs, information material, etc.).
- Dissemination of information / measures:

- Advertising through digital channels.

3.10. Public areas¹⁹

3.10.1. Viewpoints under management of the Forestry and Nature Conservation Institute (IFCN):

- Social distancing:
 - Compliance with a minimum distance of 2 metres from other users;
 - Maintain distance from security protections, while avoiding physical contact with them;
 - Physical inspection by the competent authorities, namely the Forestry Police and Nature Watchers.
- Mandatory use of PPE:
 - Surveillance employees;
 - Visitors.
- Health Security:
 - Cleaning and disinfection of these areas will be reinforced.
- Calling visitors' attention to the practice of social responsibility, including monitoring their own health status.
- Dissemination of information / measures:
 - Placing of notice with COVID-19 information on site and on all digital platforms with available information.

3.10.2. Recommended Walking Routes / other paths under management of the IFCN (There are 33 Recommended Waking Routes (PR's) in the RAM, resulting in a total of more than 200kms. Of these, 30 are on Madeira Island and 3 on Porto Santo Island).²⁰

- Social distancing:

¹⁹ Government Council Resolution no. 282/2020:

<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-088-2020-05-10.pdf> and Government Council Resolution no. 326/2020: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-092-2020-05-14Supl.pdf>

²⁰ Resolution no. 282/2020 – Annex V: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-088-2020-05-10.pdf>

- Complying with the minimum distancing of 2 metres from other walkers;
- Mandatory use of PPE:
 - Surveillance employees;
 - Visitors.
- Calling visitors' attention to the practice of social responsibility, including monitoring their own health status;
- Obligation on obtaining prior credentials for using the walking route, either individually or in groups **(maximum 25 people per guide)** through the electronic platform - Simplifica Portal of the Regional Government. The PR user will have to be accompanied by the respective credential to be able to carry out the hiking activity;
- Random physical inspection carried out by the competent authorities, namely the Forestry Police and Nature Watchers;
- Dissemination of information / measures:
 - Placing of notice with COVID-19 information on site and on all digital platforms with available information.

3.10.3. Gardens and Quintas under management of the IFCN²¹

- Social distancing:
 - Compliance with a minimum distance of 2 metres from other users;
 - Introduction of access control mechanisms, whenever possible;
 - Adoption of warning system to users to ensure distance.
- Mandatory use of PPE:
 - Mask for employees and visitors;
 - Gloves for employees who charge tickets, if any.
- Health security:
 - Placement of disinfectant material at the entrance
 - Cleaning and sanitation of these spaces will be reinforced, including the sanitary facilities if they exist;
- Calling visitors' attention to the practice of social responsibility, including monitoring their own health status;
- Dissemination of information / measures:

²¹ Resolution no. 282/2020 – Annex V: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-088-2020-05-10.pdf> and Resolution no. 387/2020 - Annex II: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-108-2020-06-05.pdf>

- Placing of notice with COVID-19 information on site and on all digital platforms with information available.

3.10.4. Visits to Nature Reserves by sea (Desertas and Porto Santo Islets) ²²

- Social distancing:
 - Visiting Protected Areas requires authorization issued by the IFCN, through the *Simplifica* Portal of the Regional Government;
 - The load capacity will be 50% of the current capacity:
 - 50 people in the Desertas and 10 people to the islets.
- Mandatory use of PPE:
 - Mask for employees and visitors;
- Information / dissemination of the measures:
 - Placing warnings with COVID-19 information on all digital platforms with provision of information.
- Calling visitors' attention to the practice of social responsibility, including monitoring their own health status;
- Physical inspection carried out by the competent authorities, namely Nature Watchers.

3.10.5. Camping

Currently, camping in the forested areas is not authorized²³.

Camping requires the issuing of the corresponding authorization by the IFCN and bearing in mind:

- Social distancing:
 - On site, compliance with a minimum distance of 2 metres from other users;
 - Reduction of the load to 50% of the current capacity in each zone, with organized groups not being allowed.
- Dissemination of information / measures:
 - Placing warnings with COVID-19 information on all digital platforms with provision of information.

²² Resolution no. 282/2020 – Annex V: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-088-2020-05-10.pdf>

²³ Resolution no. 282/2020 – Annex V (point 7): <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-088-2020-05-10.pdf>

- Physical inspection carried out by the competent authorities, namely the Forestry Police and Nature Watchers.

3.11. Public swimming pools and beaches²⁴

- The essential rules of physical safety distance, frequent hand hygiene, respiratory etiquette, cleaning and sanitation of spaces and the mandatory use of a mask when going to restaurants, cafes, service areas and toilets must be observed.

3.12. Ports and Marinas²⁵

- The cruise activity should be resumed in a second phase, depending on international understanding and when the companies resume their operations and the ports, situated along routes they pass through, are all equipped with safety procedures and pandemic is controlled;
- The resumption must be carried out in a progressive manner, easing the current measures in a first phase, allowing for technical stopovers of cruise ships, up to 48 hours, in the ports of the Autonomous Region of Madeira, with the boarding, disembarkation and arrival of passengers or crew members on land being forbidden, safeguarding the exceptional situations, in conjunction with the Health Authority;
- In the Marinas of the Autonomous Region of Madeira, a progressive resumption should be made, with the easing of current measures, allowing for recreational vessels, permanently resident in marinas, docks and ports of the Autonomous Region of Madeira, with a contract or license to use a mooring station in water or for dry docking, to sail in the maritime waters of the Region and within the limits of the authorized navigation area and to dock temporarily in another facility located in the Autonomous Region of Madeira as well as recreational vessels that are placed in the water through marinas, piers or ports in the Madeira Archipelago, provided that its owner has a tax domicile in the Autonomous Region of Madeira.

3.13. Tourist Entertainment Events

- Social Distancing:
 - When attending parades or concerts:
 - On the stands - at least one empty chair;
 - In concert chairs - with a spacing of 1 metre;
 - Standing – 1-metre distance between people.

²⁴ Resolution no. 358/2020 – Single annex: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf>

²⁵ Government Council Resolution no. 101/2020: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-046-2020-03-13.pdf> and Resolution no. 358/2020: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf>

- Participants:
 - 1 metre distance between participants.
- In the areas of the event - 1-metre distance between the people:
 - In attendance;
 - In consumption areas and waiting lines.
- Mandatory use of PPE:
 - Use of mandatory mask.
- Health security:
 - Frequent cleaning and disinfection of permanent contact surfaces;
 - Availability of alcohol/gel for hand disinfection;
 - Registration of cleaning and disinfection.
- Dissemination of information / measures:
 - Provide IASAUDE information / flyer with procedures and contacts in several languages;
 - Dissemination through various digital channels.

3.14. Museums / Cultural Centres / Monuments /Galleries / Archives / Libraries / and other similar public areas²⁶

The following sanitary measures are recommended:

Measures	Museums / Cultural Centres / Monuments /Galleries / Archives / Libraries / and other similar public areas
Social Distancing	Privileging the purchase of online tickets; Encourage access to official sites in the search for virtual visits and information material; Educational services suspended until schools reopen and provided online. At the ticket office: - Installation of wicket; - Spacing of visitors in line by at least 1 metre.
Use of PPE	Mandatory use of mask.
Health Security	Frequent cleaning and disinfection of permanent contact surfaces; Provision of alcohol / gel for disinfecting hands; Installation of disinfecting mats for shoe soles; Registration of cleaning and disinfection actions.
Information / dissemination of measures	Provide IASAUDE information / flyer with procedures and contacts in several languages; Dissemination through the various digital channels.

²⁶ Government Council Resolution no. 282/2020 – Annex VII:
<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-088-2020-05-10.pdf>

Conclusion

The European Union has been issuing guidelines for the sector so as to define an action plan and protocols to be adapted and implemented by Member States, in the resumption of the tourist activities in the current context of the global Covid-19 pandemic.

In addition, Portugal will adapt a generalized orientation, to our reality, for the sector, following the WHO/ECDC and the DGS (Portuguese Health Authority) guidelines.

The Autonomous Region of Madeira intends to go further and create from this adversity an opportunity for the differentiation of Madeira as a tourist destination, achieved through decisions that will allow an external recognition, with a qualified offer, where the good practices adopted can be worthy of a certification of the whole sector that will raise the Destination in a noticeably different way in the international panorama.

The importance of this goal is common to the local population, the beneficiary of this position at all circumstances.

This set of recommendations resulting from consulting the sector, deserved the consideration of the Regional Health Authority of the Autonomous Region of Madeira. The adoption of new measures will depend on the local and global epidemiological evolution.

It is important, in order to safeguard the interests of all parties involved, that the adopted measures are duly disclosed in good time.