



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 13<sup>th</sup>; Order no. 101/2020, by the Regional Secretary for Health and Civil Protection published in JORAM, II Série, no. 52, Supplement of March

14<sup>th</sup>, Government Council Resolution No. 115/2020, published in JORAM, Series I, No. 46, of March 15<sup>th</sup>; No. 118/2020, published in JORAM, Series I, No. 47, of March 16<sup>th</sup>, amended by Amendment Declaration no. 12/2020, of March 17<sup>th</sup>; no. 119/2020, published in JORAM, Series I, no. 48, Supplement of March 17<sup>th</sup>, amended by Amendment Declaration no. 13/2020, of March 18<sup>th</sup>; no. 120/2020, published in JORAM, Series I, no. 48, 3<sup>rd</sup> Supplement, of March 17<sup>th</sup>; No. 121/2020, published in JORAM, Series I, No. 48, Supplement, of March 19<sup>th</sup>; Ordinance No. 86/2020, of March 22<sup>nd</sup>, 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 28<sup>th</sup>, Joint Order No. 38/2020, published in JORAM, Series II, No. 57, of March 22<sup>nd</sup>; Government Council Resolution No. 149/2020, published in JORAM, Series I, No. 59, 2<sup>nd</sup> Supplement, of March 30<sup>th</sup>; No. 153/2020, published in JORAM, Series I, No. 62, Supplement, of April 2<sup>nd</sup>; No. 156/2020, published in JORAM, Series I, No. 63, of April 3<sup>rd</sup>, No. 161/2020, published in JORAM, Series I, No. 63, of April 3<sup>rd</sup>, No. 197/2020, published in Joram, Series I, no.67, 2<sup>nd</sup> Supplement, from 14<sup>th</sup> of April, No. 207/2020, published in JORAM, Series I, no. 71, of April 18<sup>th</sup>, Ordinance no.142/2020, published in JORAM, Series I, no. 76, of April 24<sup>th</sup> and Joint Order No. 52/2020, published in JORAM, Series II, no.81, of April 27<sup>th</sup>, 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, 2<sup>nd</sup> supplement, of April 30<sup>th</sup>, amended by Government Council Resolution No. 274 / 2020, published in JORAM, Series I, no. 82, 2<sup>nd</sup> supplement, of May 4<sup>th</sup>, 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, 3<sup>rd</sup> supplement, of May 15<sup>th</sup>, declared by Government Council Resolution No. 357/2020, published in JORAM, Series I, No. 102, supplement, of May 28<sup>th</sup>, Order No. 240/2020, published in JORAM, Series I, No. 103, of May 29<sup>th</sup> and Joint Order No. 64/2020, published in JORAM, Series II, No. 104, of May 29<sup>th</sup>, 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; and by Government Council Resolution No. 484/2020, published in JORAM, Series I, No. 118, of June 24<sup>th</sup>, rectified by the Rectification Statement No.31/2020, published in JORAM, Series I, No. 119, of June 25<sup>th</sup> and Joint Order No. 71/2020, published in JORAM, Series II, No. 124, of June 30<sup>th</sup>.

By Resolution No. 551/2020, published in JORAM, Series I, No. 143, of July 30<sup>th</sup>, 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 August 1<sup>st</sup>, 2020 until 23:59 pm of August 31<sup>st</sup>, 2020, as well as the material, temporal and territorial scope of the referred situation of calamity defined.

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 appreciation, 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 5<sup>th</sup>, Government Council Resolution no. 442/2020, published in JORAM, Series I, no. 110, 2nd Supplement, of June 9th, Resolution no. 478/2020, published in JORAM, Series I, no. 116, of June 20<sup>th</sup>, Government Council Resolution No. 492/2020, published in JORAM, Series I, No. 121, of July 27th, Government Council Resolution No. 509/2020, published in JORAM, Series I, No. 128, of July 8th, Government Council Resolution No. 535/2020, published in JORAM, Series I, No. 134, of July 17<sup>th</sup>.

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

## 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.

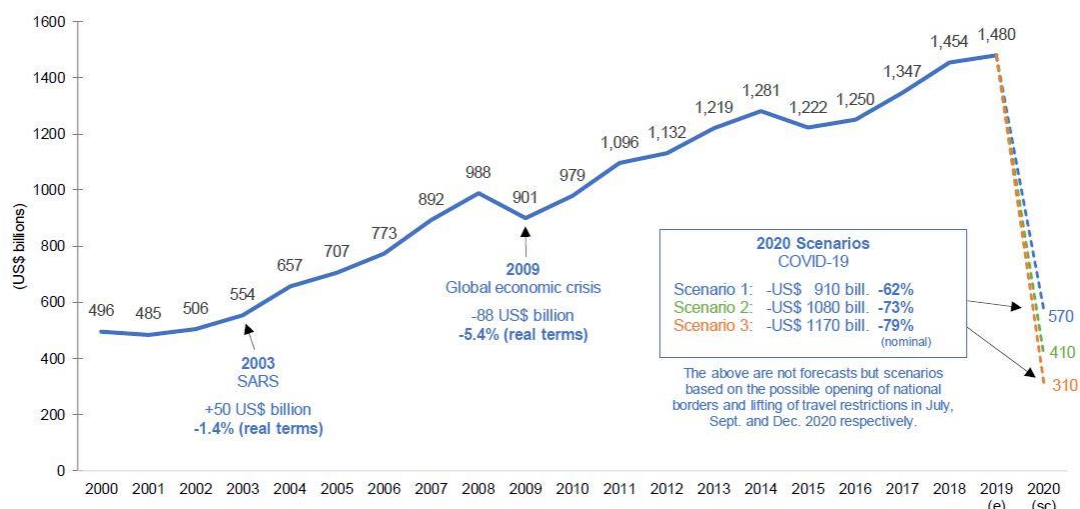
Considering the evolution of the situation, it is too early to estimate the total impact of COVID-19 on international tourism. For its initial assessment, WHO considers the 2003 SARS scenario as a reference, considering the size and dynamics of global travel and current disruptions, the geographical 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 up to 1,1 billion euros in export earnings worldwide.
- During a summer season (June to August), on average, residents of the European Union 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://web.unwto.org/press-releases/2020-05/Barometer\\_May2020\\_full.pdf](https://web.unwto.org/press-releases/2020-05/Barometer_May2020_full.pdf)).

## International tourism receipts could plunge by US\$ 1 trillion

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

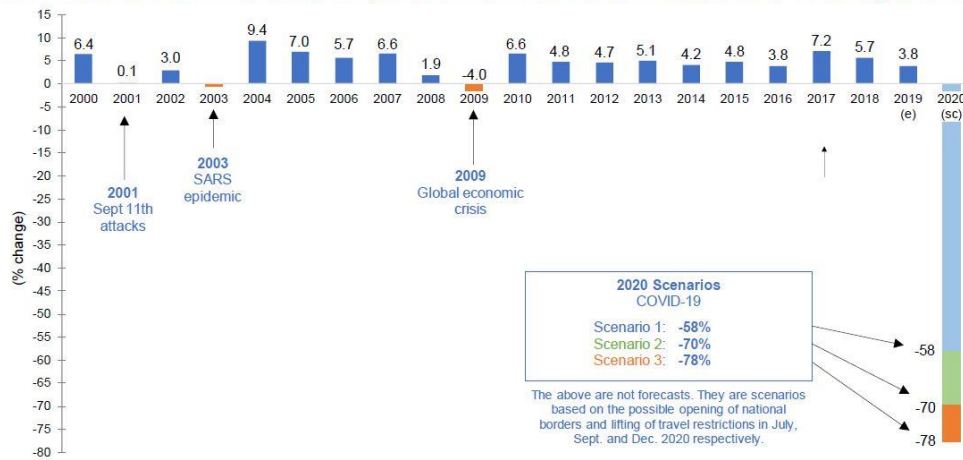


Source: World Tourism Organization (UNWTO) (e) Estimate (sc) Scenario-based data

Date: May 7<sup>th</sup>2020

## 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
<b>Industry</b>	<b>-48%</b>	<b>-314</b>

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 in the formation of the Regional Gross Domestic Product expresses, objectively, the impact that this pandemic originates in the regional economy.



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 activities which are characteristic of tourism represents 16.7% of regional employment.

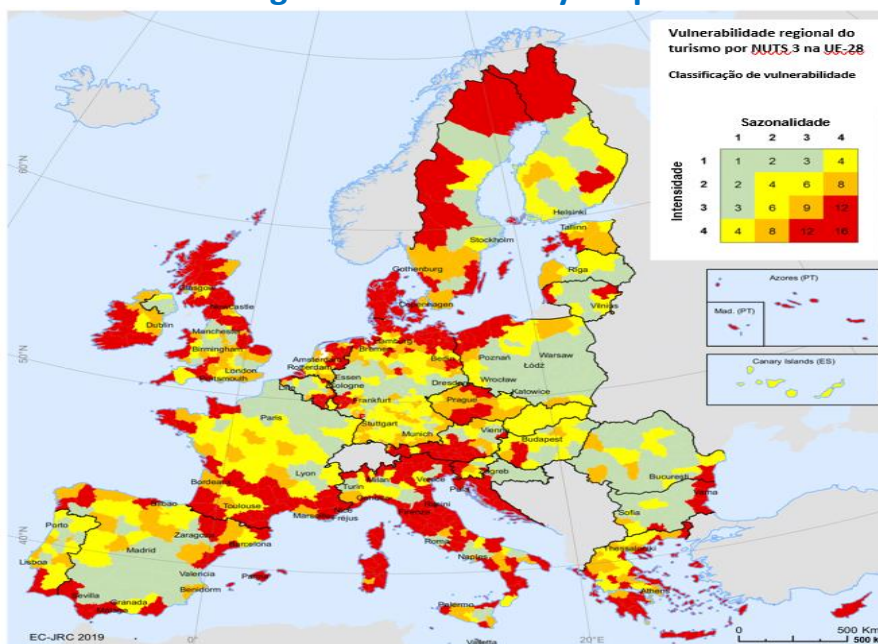
Thus, each day of non-operation in the sector represents a loss of 0.07% of the regional GDP. If we consider the time span of a week, the impact is greater than 0.5%, which corresponds to a monthly expression that reaches 2.2%.

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.<sup>1</sup>

The report of the Council of the European Union in relation to the 2020 European Semester<sup>2</sup> 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 Map<sup>3</sup>



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

<sup>1</sup> Communication by the European Commission, May 13th, - Tourism and Transport in 2020 and beyond:

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

<sup>2</sup> COM(2020) 522 final: [https://ec.europa.eu/info/sites/info/files/2020-european-semester-csr-comm-recommendation-portugal\\_pt.pdf](https://ec.europa.eu/info/sites/info/files/2020-european-semester-csr-comm-recommendation-portugal_pt.pdf)

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

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 the 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 behaviours that must be followed, are essential so as to start the process of reopening the tourist activity.

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 13<sup>th</sup>, the European Commission <sup>4</sup> identified the following criteria for the gradual and safe opening of tourist activities:

1. Low level of COVID-19 incidence - assessed by epidemiological evidence and stabilization of the contagion phase;
2. Health System's responsiveness - ensure that the health system is responsive to locals and tourists in a situation of 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 spread of the virus on the reopening to tourism;
4. Ability to test - Ensure the necessary tests are performed to detect, identify, isolate and treat. Ensure access to tourists and non-residents;
5. Tracking of contacts - Ensure the tracking of COVID-19 contacts according to ECDC guidelines and respecting the protection of citizens' data;

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<sup>4</sup> 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](https://ec.europa.eu/info/sites/info/files/communication_tourismservices_healthprotocols.pdf)

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.

## 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 evolution of the recovery will depend on the dynamics of the sector, where air transport is of paramount importance and the measures that may be adopted certain to safeguard the safety levels of travellers / tourists;
- 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 status of the activity which is reopening and must be in force with the activity 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 implementation of the actions and measures 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. Reopening of the tourist activity

- 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 evolution of source markets, regarding the lifting of restrictions, behaviour of the tendency observed in the registration of new positive cases, as well as the mortality associated with COVID-19;
- 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”<sup>5</sup> 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 Protocol<sup>6</sup> 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 the evidence, the risk of transmission, the evolution of the pandemic or the 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 fulfilment of the requirements placed at the level of social distance, the use of personal protective equipment and health security.

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<sup>5</sup> 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](https://ec.europa.eu/info/sites/info/files/communication_transportservices.pdf)

<sup>6</sup> 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 applicable 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 summary of the measures set out in the EASA / ECDC COVID-19 Aviation Health Safety Protocol.

### SUMMARY OF THE EASA/ECDC GUIDELINES

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 disembarking 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 programme <sup>7</sup> launched on the 26<sup>th</sup> of May by the European Aviation Safety Agency with a view to monitoring the implementation of the guidelines of the 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 <sup>8</sup>

The Autonomous Region of Madeira considers that there are significant advantages if **an effective system to control the health condition of passengers 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 scientific evidence that the control of the transmission of COVID-19 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 assessment of the health condition of the citizen and / or the community as a whole.

In this context, in the Autonomous Region of Madeira, a specific control system of the health condition of passengers disembarking at airports located in the Region will be implemented, 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 the Madeira and Porto Santo airports.

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

<sup>8</sup> Resolution No. 484/2020, published in JORAM, Series I, No. 118, of June 24th June <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-118-2020-06-24.pdf>, rectified by Statement of Rectification No. 31/2020, published in JORAM, Series I, No. 119, of June 25th <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-119-2020-06-25.pdf> and Joint Order No. 71/2020, published in JORAM, Series II, No. 124, of June 30th <https://joram.madeira.gov.pt/joram/2serie/Year%20of%202020/IISerie-124-2020-06-30Supl2.pdf>

The measures set out in this Plan have been subject to review in light of the evolution of the pandemic and the guidelines of the Health Authorities.

- [Traveller registration, filling out and submitting an epidemiological survey](#)

It is mandatory to fill out the traveller's registration in the 12 to 48 hours prior to boarding, through the WEB APP: [www.madeirasafe.com](http://www.madeirasafe.com), which includes filling out the survey of the Regional Health Authority, published on the website of the respective airlines, on the official website of IASAUDE or, in an alternative case, completed on arrival at Madeira and Porto Santo airports.

- [Thermal screening](#)

All passengers disembarking 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 boarding, in laboratories certified by national or international authorities.

- [COVID-19 test](#)

All passengers on flights from abroad, with a negative PCR test for COVID-19 disease carried out within 72 hours prior to departure in laboratories certified by national or international authorities, proceed, upon disembarkation, to their destination, upon presentation of the respective report, which can also be submitted in advance together with the epidemiological survey at [www.madeira.safe.com](http://www.madeira.safe.com).

Passengers disembarking 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 PCR test, the passenger will proceed to their destination, where they must wait for the result in confinement. The passenger will be informed of the result within an estimated period of 12 hours.

In exceptional cases of refusal to perform the test on arrival, passengers will have to comply with voluntary isolation, for a period of 14 days, at their home or at the hotel where they are staying, and if the accommodation is less than 14 days, the confinement will have the duration of the accommodation period. Or, return to the destination of origin or any other destination outside the territory of the Autonomous Region of Madeira, fulfilling, until the time of the flight, isolation at home or in the hotel establishment where they are staying. In these cases, accommodation costs will be charged to the traveller.



- **Monitoring**

All passengers will be monitored through a WEB APP [www.madeira.safe.com](http://www.madeira.safe.com) from the Regional Health Authority, of voluntary but recommended use, or by telephone.

- **Positive COVID-19 test result**

The passenger must comply with mandatory confinement, compulsory if necessary, for a period of 14 days, in a health establishment, at the respective home or in a hotel, upon decision of the competent health authorities. The same will apply to citizens for whom the health authority or other health professionals have determined active surveillance. The Government of the Autonomous Region of Madeira will assume the respective costs of treatment, accommodation and meals.

If the disease manifests itself during the stay, the respective hotel will not close, without prejudice to 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.

The charges relating to the 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.

- **Diverged Flights**

Travellers on diverted flights from Madeira Airport to Porto Santo Airport should remain in mandatory isolation at the airport until boarding, by air, to Madeira.

a) Travellers who wish to stay in Porto Santo or travel to Madeira, by sea, should perform a PCR test at Porto Santo Airport, by a team appointed by the Municipal Health Authority;

b) The travellers referred to in the previous point, should remain in mandatory isolation until obtaining the results of the PCR tests;

c) Travellers who proceed by air from Porto Santo Airport to Funchal Airport, should be identified and the identifications reported to the Health Authority present at Madeira Airport who will then assess, according to the criteria that are defined, on the exemption of the test if a negative PCR is presented, the verification of exceptions or the determination of performing the PCR test.

## AUTONOMOUS REGION OF MADEIRA HEALTH CONTROL MEASURES <sup>9</sup>

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 website, Airline companies website or Via APP)	N/A	N/A	N/A	Yes - must complete the survey 48h to 12h before the trip, available on the Airline companies website, on IASAÚDE website or via APP. <a href="http://www.madeirasafe.com">www.madeirasafe.com</a>
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 telephonically <a href="http://www.madeirasafe.com">www.madeirasafe.com</a>
Specific disembarkation procedures	Yes, according to Regional Health Authority		Yes, must apply the instructions received from the Regional Health Authority			Yes, follow the instructions of the crew and ground personnel
Thermal screening	N/A	N/A	N/A	N/A	Yes, when they land in the Region	Yes, all passengers are subject, even if they have a negative COVID-19 test, carried out in the 72 hours prior to boarding.
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 boarding.	It is recommended that passengers carry a negative test, performed within 72 hours prior to departure, presenting it on arrival or submitting it online together with the epidemiological survey. Passengers who have not been tested will be tested at the airport upon arrival. In exceptional cases of refusal to perform the test on arrival, passengers will have to comply with voluntary isolation, for a period of 14 days, at their home or in the hotel establishment where they are staying, and if the accommodation is less than 14 days, the confinement will have the duration of the accommodation period. Or, return to the destination of origin or any other destination outside the territory of the Autonomous Region of Madeira, fulfilling, until the time of the flight, isolation at home or in the hotel establishment where they are staying. In these cases, the accommodation costs will be charged to the traveller.
Confinement	N/A	N/A	N/A	N/A	N/A	The passenger must comply with mandatory confinement, compulsory if necessary, for a period of 14 days, in a health establishment, at the respective home or in a hotel, upon decision of the competent health authorities. The same will apply to citizens for whom the health authority or other health professionals have determined active surveillance. The Government of the Autonomous Region of Madeira will assume the respective costs of treatment, accommodation and meals.

<sup>9</sup> Resolution No. 551/2020, published in JORAM, Series I, No. 143, of July 30th <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-143-2020-07-30.pdf>, rectified by Statement of Rectification No. 31/2020, published in JORAM, Series I, No. 119, of June 25th <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-119-2020-06-25.pdf> and Joint Order No. 71/2020, published in JORAM, Series II, No. 124, of June 30th <https://joram.madeira.gov.pt/joram/2serie/Ano%20de%202020/ISerie-124-2020-06-30Supl2.pdf>

## 3.2. Transport

### 3.2.1. Public Collective Passenger (Buses, Aerobus)

#### TRANSPORT <sup>10</sup>

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 <sup>11</sup>

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 <sup>12</sup>	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	Put ISAUDE information with preventive measures and contacts on the backs of the chairs.

<sup>10</sup> Government Council Resolution No. 358/2020:

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

<sup>11</sup> Government Council Resolution No. 385/2020

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

<sup>12</sup> 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 accommodation <sup>13</sup>

#### 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 the 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:

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<sup>13</sup> 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](https://ec.europa.eu/info/sites/info/files/communication_tourismservices_healthprotocols.pdf)

- Avoid occupying rooms with easy contact via balconies (with exception to members of the same family).
- 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 m<sup>2</sup>;
  - 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 automatism;
    - 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 / 4m<sup>2</sup>
  - 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 the use of the elevator 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) <sup>14</sup>

- 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.

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

- Dissemination of information / measures.

#### 3.3.4.3 Spa, Saunas, Jacuzzis and Turkish Baths <sup>15</sup>

- 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.

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<sup>15</sup> Government Council Resolution No. 478/2020:  
<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-116-2020-06-20.pdf>



#### 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 <sup>16</sup>

- It is mandatory:
  - The use of a mask inside the spaces;
  - All lines can be occupied, respecting a place of interval between spectators, except in cases where they cohabit;
  - The cleaning of spaces between sessions;
  - Raising awareness of compliance with rules, correct hand washing, respiratory etiquette, as well as other personal and environmental hygiene measures.
- It is recommended:
  - Social distancing:
    - Avoid pre / post-event receptions and meetings;

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<sup>16</sup> Government Council Resolution No. 358/2020:

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

Government Council Resolution No. 442/2020: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-110-2020-06-09sup2.pdf>

- Avoid components of the event in which participation is only by standing and 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 (\*) <sup>17</sup>

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.

Sanitary measures recommended:

Measures <sup>18</sup>	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 ACTIVITIES <sup>19</sup>

PHASE	DATE	CAPACITY
1	From the 1st of June until 30th of June 2020	70% of transport capacity

<sup>17</sup> Government Council Resolution No. 358/2020:

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

<sup>18</sup> Government Council Resolution No. 326/2020:

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

<sup>19</sup> Government Council Resolution No. 358/2020:

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

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 (*) <sup>20</sup>
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

### 3.7.3. Maritime Tourist Activities (Boats)

#### MARITIME TOURIST ACTIVITIES<sup>21</sup>

Capacity of the boats	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.

<sup>20</sup> Government Council Resolution No. 326/2020 (No. 2):

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

<sup>21</sup> 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>

### 3.8. Tourist Offices

- Social distancing:
  - Limit the number of people inside tourist offices:
    - In attendance: 1 person per 4m<sup>2</sup>.
  - 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;
  - 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 centres.

### 3.9. Travel Agencies

- Social Distancing:
  - Limit the number of people inside Travel Agencies:
    - In attendance: 1 customer per 4m<sup>2</sup>.



- 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 areas <sup>22</sup>

#### 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.

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<sup>22</sup> Government Council Resolution No. 282/2020:  
<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-088-2020-05-10.pdf> and Resolution of the Government Council Resolution\_No. 326/2020:  
<https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-092-2020-05-14Supl.pdf>

- 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).<sup>23</sup>

- Social distancing:
  - Complying with the minimum distancing of 2 metres from other walkers;
- Mandatory use of PPE:
  - Surveillance employees;
  - Visitors (only at access points and remaining close to and inside the mountain huts/forest houses.)
- 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.

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<sup>23</sup> Resolution No. 282/2020 - Annex V: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-088-2020-05-10.pdf>

### 3.10.3. Gardens and Quintas under management of the IFCN <sup>24</sup>

- 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:
  - 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) <sup>25</sup>

- 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;

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<sup>24</sup> 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>

<sup>25</sup> Resolution No. 282/2020 - Annex V: <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 Nature Watchers.

### 3.10.5. Camping

Without prejudice to the prior authorization to be issued by the Forest and Nature Conservation Institute (IFCN), IP-RAM and compliance with the applicable legislation in force, camping activities in forest and protected areas are authorized, subject to compliance with the following obligations <sup>26</sup>:

- Comply with the authorized load capacity (tents / number of campers), which is reduced to 50% of the normal capacity;
- Maintain a minimum distance of 5 (five) metres between the tents, except if the campers form part of the same family unit;
- The agglomeration of people is prohibited, except when they form part of the same family unit and never more than 10 (ten) people;
- Maintain a social distance of 2 (two) metres between campers, when not from the same family unit;
- Comply with the respiratory etiquette and hand hygiene rules, as well as ensure other measures and the necessary care for individual protection, namely with regard to the use of a face mask;
- The sanitary facilities will remain closed, except those where the regular hygiene can be guaranteed;
- The collection of waste produced by the campers is mandatory, regardless of its nature and type, and must be transported by the individuals in question to the appropriate collection points.

### 3.11. Public swimming pools and beaches <sup>27</sup>

- 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 Marinas <sup>28</sup>

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<sup>26</sup> Resolution No. 535/2020 - <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-134-2020-07-17sup.pdf>

<sup>27</sup> Resolution No. 358/2020 - Single annex: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf>

<sup>28</sup> Government Council Resolution No. 101/2020: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-046-2020-03-13.pdf>, Resolution No. 358/2020: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-102-2020-05-28sup.pdf> and Resolution No. 509/2020: <https://joram.madeira.gov.pt/joram/1serie/Ano%20de%202020/ISerie-128-2020-07-08.pdf>

- Docking and use of marinas, ports and anchorages in the Autonomous Region of Madeira (RAM) is authorized, for all types of vessels, except for cruise ships, in the following terms for coming ashore, embarkation and disembarkation:
  - Passengers and crew are subject to thermal screening upon arrival in marinas and ports;
  - Passengers and crew are obliged to proceed with the individual traveller's registration, upon arrival or prior to arrival to the Autonomous Region of Madeira, accessible online at <https://madeirasafe.com>;
  - Passengers and crew are obliged to present a negative PCR test for SARS-CoV-2, performed in laboratories certified by national or international authorities, 72 hours prior to departure from the last port, or perform a PCR test upon arrival in the RAM, carried out by the Regional Health Authority;
  - If the test is performed upon arrival in the RAM, passengers and crew have to remain onboard the boat until the test results are communicated and are only allowed to disembark, if a negative test result has been obtained;
  - A PCR test is not obligatory if passengers and crew have been navigating for over 14 days and as long as there are no symptoms characteristic of COVID-19 and/or fever, with this situation being always verified by the Regional Health Authority.

### 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.
  - 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 areas <sup>29</sup>

The following sanitary measures are recommended:

Measures	Museums / Cultural Centres / Monuments /Galleries / Archives / Libraries / and other similar public areas
<b>Social Distancing</b>	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.
<b>Use of PPE</b>	Mandatory use of mask.
<b>Health Security</b>	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.
<b>Information / dissemination of measures</b>	Provide IASAUDE information / flyer with procedures and contacts in several languages; Dissemination through the various digital channels.

<sup>29</sup> 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.