

CITITRAVEL PROTOCOLS SAFE EVENTS

JUN-2020

WHAT IS SPAIN DOING TO ACHIEVE HEALTH SECURITY?

L	 ✓ From 14 March to 3rd May ✓ Strict quarentine of population ✓ Clousure of shops, hotels, restauration ✓ Increasing of healthcare infrastruction 		
Preparatory stage From Monday May 4th Start of Economic activity on small scale Premises open "by appointment" Restaurant for takeaway purposes only Sports (individually)	 PHASE 1 ✓ From May 11th ✓ Partial reopening of small business in some provinces following strict safety restrictions ✓ Opening of terraces (occupancy up to 30%) ✓ Opening of hotels and tourist accommodation exc. Common áreas. ✓ Small shops may open ✓ Use of masks highly recommended 	 Opening of restaurants for table service, with limited capacity Cinemas and theaters with a third of the capacity. You can visit monuments and exhibitions halls Cultural activities with les tan 50 people seated. If they are outdoor, les tan 400 people sit Educational ceters (reinforcement, care for childern under six and Selecticvidad) 	 PHASE 3 ✓ In hospitality sector: flexibilisation of capacity restrictions but with stric separation between the public ✓ General mobility will be made more flexible ✓ The occupation of spaces is increased to 50% of its capacity
	 NEW NORMAL SITUATION ✓ From June 21st until a vaccine is available ✓ From 1st July Spanish borders are open to International arrivals 		

✓ ✓ ✓

✓ ✓

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TRAVEL

DMC • SPAIN & PORTUGAL

✓ Government is working on new H&S procedures for new normal

CITITRAVEL PROTOCOLS – SAFE EVENTS 04/06/2020

WHAT IS CITITRAVEL DOING TO DELIVER SAFE EVENTS?

Cititravel has designed a check-list system in order to:

- ✓ Update our clients on the current procedures
- ✓ Control that all suppliers apply the procedures established by H&S authorities
- ✓ Application of specific Covid-19 protocol for Cititravel internal and external staff



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Checking transportation protocols



Checking Hotel protocols



Checking F&B protocols



Social distance & safe capacities



H&S protocols for guides and staff PPE (Personal Protective Equipment)



24/7 Covid 19 emergency number



GUIDES AND STAFF PROTOCOLS TO PREVENT COVID-19



Cititravel's staff will ensure that protocols of the different suppliers are accomplished and is responsable to undertake the good procedures on the flow of guests throughout the social programme.



Social distancing & capacity monitoring

At monuments, venues, queues...



H&S protocols for guides and staff

- Compulsory PPE
- ✓ Temperature check before going to work
- ✓ Back up staff if required



Monuments & tours

Design of the itinerary according to its specific protocols.



Hospitality desk protocols

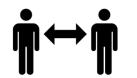
- ✓ Protection measures
- ✓ Hydroalcoholic gels



24/7 Covid 19 emergency number



LOGISTICS AND TRANSPORTATION PROTOCOLS TO PREVENT COVID-19



Social distancing &

capacities

- ✓ Meet & greet procedures
- ✓ Passengers per vehicle
- ✓ Entrance and exit procedures
- ✓ Luggage (un)loading procedures



Health and safety protocols for drivers & staff

- ✓ Compulsory PPE
- ✓ Temperature check
- Back up driver if required



Upgraded cleaning & sanitising protocols

- ✓ Reinforcement of cleaning rules and hygienic procedures
- Systematic cleaning



Personal Safety equipment & protocols.

- ✓ Compulsory use of mask
- Frequent use of hydroalcoholic solution



HOTEL PROTOCOLS TO PREVENT COVID-19



Upgraded cleaning & sanitasing protocols

- Common areas and accommodation
- Systematic cleaning of meeting facilities after each service/session



F&B services

- Capacity monitoring
- ✓ Adapted menu and service



Conference services

✓ Check in and check out

✓ Capacity monitoring

Public areas

- ✓ AV protocols
- Protocol and coordination of suppliers during set-up and dismantling



Personal Safety equipment & protocols.

 Compulsory use of mask and frequent use of hydroalcoholic solution



H&S protocols for employees

- ✓ Compulsory PPE
- ✓ Temperature check



Visible H&S signaging

RESTAURANTS AND VENUES PROTOCOLS TO PREVENT COVID-19



Upgraded cleaning & sanitasing protocols ✓ Systematic cleaning after each service

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Personal Safety equipment & protocols

- Whenever posible recommended use of mask
- ✓ Frequent use of hydroalcoholic solution



F&B services

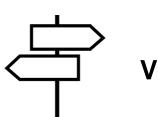
✓ Adapted menu and service



H&S protocols for employees

- Compulsory PPE
- ✓ Temperature check





Visible H&S signaging



WHAT SHOULD BE TAKEN INTO CONSIDERATION?



Extra time for different procedures:

- \checkmark Check in, check out
- ✓ Access to meeting rooms
- ✓ Transportation logistics...



Additional staff to ensure the accomplishment of H&S procedure:

- ✓ Group arrivals at the aiport/train station might require additional staff to avoid agglomeration
- Reduced the number of guest per guide/staff throughout the social programme (visits to museums, monuments, dinings, activities...)



Additional equipment:

- ✓ Extra PPE back up options (mask, gloves...)
- Extra cleansing item for guests (Hydroalcoholic gels, individual hygienic wipes..) throughout the social programme



Protocol:

- ✓ Will be adapted to the current situation
- ✓ Cititravel will keep you updated on the situation and protocols
- ✓ Before the event (approximate 2 weeks) Cititravel will reconfirm with the suppliers the exact situation and protocols to be applied for your event

