

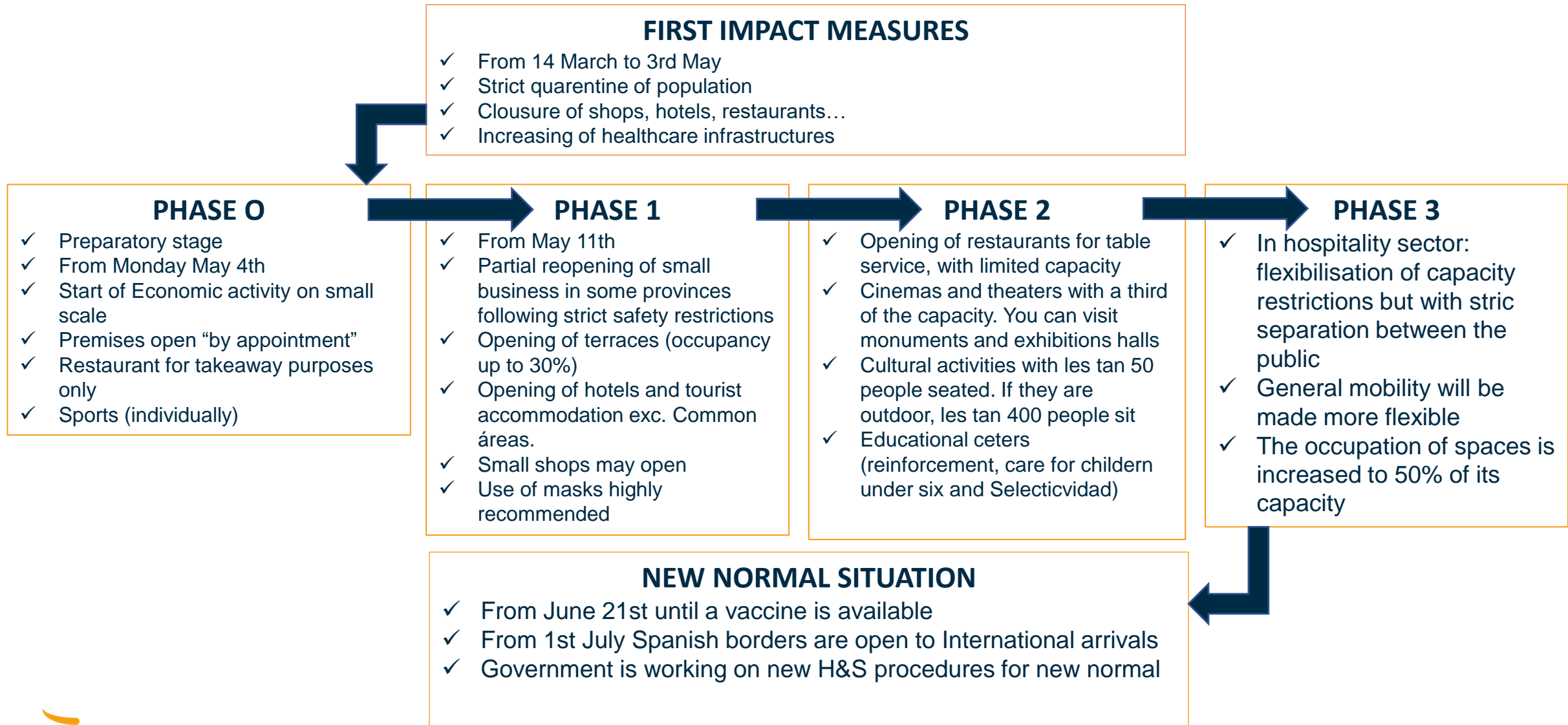
# CITITRAVEL PROTOCOLS

## *SAFE EVENTS*

JUN-2020

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# WHAT IS SPAIN DOING TO ACHIEVE HEALTH SECURITY?



# 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



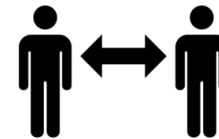
**Checking transportation protocols**



**Checking Hotel protocols**



**Checking F&B protocols**



**Social distance & safe capacities**



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

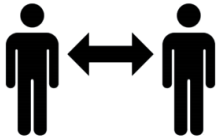


**24/7 Covid 19 emergency number**

# GUIDES AND STAFF PROTOCOLS TO PREVENT COVID-19



Citravel's staff will ensure that protocols of the different suppliers are accomplished and is responsible 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.



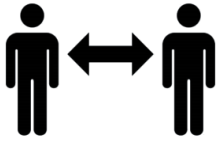
## Hospitality desk protocols

- ✓ 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.

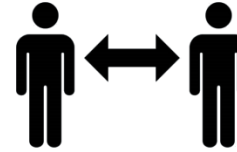
- ✓ Compulsory use of mask
- ✓ Frequent use of hydroalcoholic solution

# HOTEL PROTOCOLS TO PREVENT COVID-19



## Upgraded cleaning & sanitasing protocols

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



## Social distancing rules

- ✓ Check in and check out
- ✓ Public areas



## F&B services

- ✓ Capacity monitoring
- ✓ Adapted menu and service



## Conference services

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



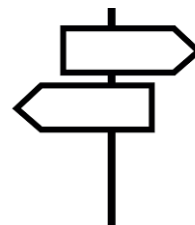
## Personal Safety equipment & protocols.

- ✓ Compulsory use of mask and frequent use of hydroalcoholic solution



## H&S protocols for employees

- ✓ Compulsory PPE
- ✓ Temperature check



## Visible H&S signaling

# RESTAURANTS AND VENUES PROTOCOLS TO PREVENT COVID-19



## Upgraded cleaning & sanitizing protocols

- ✓ Systematic cleaning after each service



## Personal Safety equipment & protocols

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



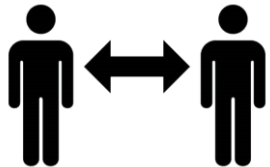
## F&B services

- ✓ Adapted menu and service



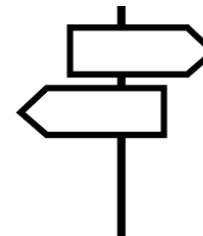
## H&S protocols for employees

- ✓ Compulsory PPE
- ✓ Temperature check



## Social distancing

- ✓ Capacity monitoring



## Visible H&S signage

# WHAT SHOULD BE TAKEN INTO CONSIDERATION?



## Extra time for different procedures:

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



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

- ✓ Group arrivals at the airport/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