MADEIRA
SAFE TO
DISCOVER
THIS SYMBOL
SHOWS HOW SAFE
OUR ISLANDS ARE
Discover
madeira

MADEIRA SAFE TO DISCOVER
GOOD PRACTICE
RECOMMENDATIONS & RULES

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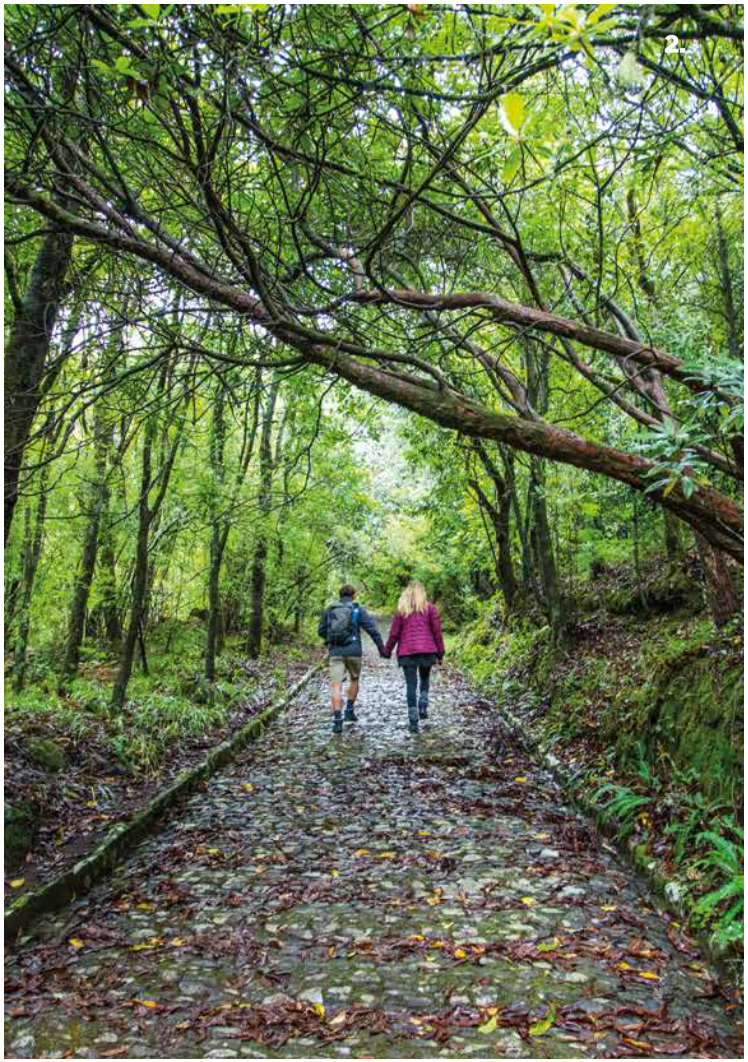
Madeira Islands are focused on being positioned as a safe destination and are working with SGS, the world leader in certification, to ensure good practices across the destination to minimise risks in the wake of Covid-19.

The certification process is available to all companies in the tourism sector, easily identified by the logo appearing under the umbrella, “MADEIRA SAFE TO DISCOVER”. Most local companies are also adopting the “CLEAN & SAFE” stamp, created by VisitPortugal.

Furthermore, Madeira was a pioneer in the development of a good practices document to deal with Covid-19. These measures will provide comfort to those who travel and are ultimately, for the wellbeing of all.

All these initiatives underpin the destination’s determination in ensuring a safe tourism destination for all visitors.



travelling to MADEIRA AND PORTO SANTO

From July 1, Madeira and Porto Santo will be fully open to international travellers and have developed a plan to ensure security for both tourists and residents:

MADEIRA SAFE TO DISCOVER app

access here

Preparing for travel:

- Recommendation for all passengers to be tested within 72 hours prior to departure.
- Passengers should fill in the health questionnaire and upload the COVID test to the MADEIRA SAFE TO DISCOVER app or webapp for faster airport check-out.
- Hand washing with soap and water or alcohol-based sanitizer.
- Social distancing in all airport areas.
- Mandatory use of mask in the plane and airport.

MADEIRASAFETODISCOVER.COM

On arrival at Madeira and Porto Santo airports:

- Passengers must complete the health questionnaire and submit to if not completed before departure
- Thermal screening of all passengers.
- Social distancing in all airport areas.
- Hand washing with soap and water or alcohol-based sanitizer.
- Mandatory use of mask in the airport.

Passengers who were tested (within 72 hours before departure) will access a faster airport check-out.

Passengers who were not tested, will be subject to a free test upon arrival at the airport (Maximum of 1 hour estimated for the whole airport journey, after which airport check-out is allowed)..
Passengers will be informed telephonically of results within 12 hours, and confinement is mandatory during waiting time.
Children younger than 12 years of age do not have to be tested, except for suspected cases.

Leaving the airport:

- Social distancing.
- Hand washing with soap and water or alcohol-based sanitizer.
- Mandatory use of mask whenever necessary. (indoor or confined spaces)

Visitors with negative tests can spend their holidays without further restrictions.
Please check the safety and health regulations at each location.

All passengers will be monitored, through the APP - *MADEIRA SAFE TO DISCOVER* (recommended use) or by telephone contact.

Passengers with positive tests, as well as their direct contacts, will be subject to confinement at a designated hotel. All costs (medical, accommodation and meals) will be paid by the Local Government.
After 7 days, passengers will be subject to new tests. If negative, visitors can finish their holidays without additional restrictions.

Government guarantees collaboration with diplomatic authorities in case of repatriation.
We advise passengers to check with their travel agencies for travel insurance with pandemic coverage. Madeira has ensured that such an insurance coverage is available for purchase.

For further information please contact
BONUS SEGUROS:
geral@bonus-seguros.pt

upon arrival
AIRPORT

IN ADDITION TO SPECIFIC PROCEDURES DEFINED BY ANA AIRPORTS, RECOMMENDATIONS ARE:

1 **Social distancing in all passengers' areas:**

- Widely implemented measures to ensure social distancing;
- Passengers should maintain a 1,5m distance at all times..

2 **Mandatory use of personal protection equipment for everyone operating at the airport:**

- Mandatory use of masks for staff and passengers;
- Regular hand washing with soap and water or alcohol-based sanitizer.

3 **Screening of passenger's health:**

- Temperature control.

transport
TRANSFERS AND TRANSPORTATION

1 **Transfer (Bus/Van/Taxi/TVDE):**

- Social Distancing according to vehicle capacity;
- Use of mask by customers and professionals;
- Limited capacity up to 90%
- Hand sanitizer available in all vehicles;
- Disinfection equipment available at bus door, as well as disposable gloves for customers when loading and unloading;
- Mandatory vehicle disinfection after each service.

2 **Rent-a-car:**

- Social Distancing with mandatory use of masks during contact and car delivery;
- Mandatory vehicle disinfection prior to vehicle delivery.

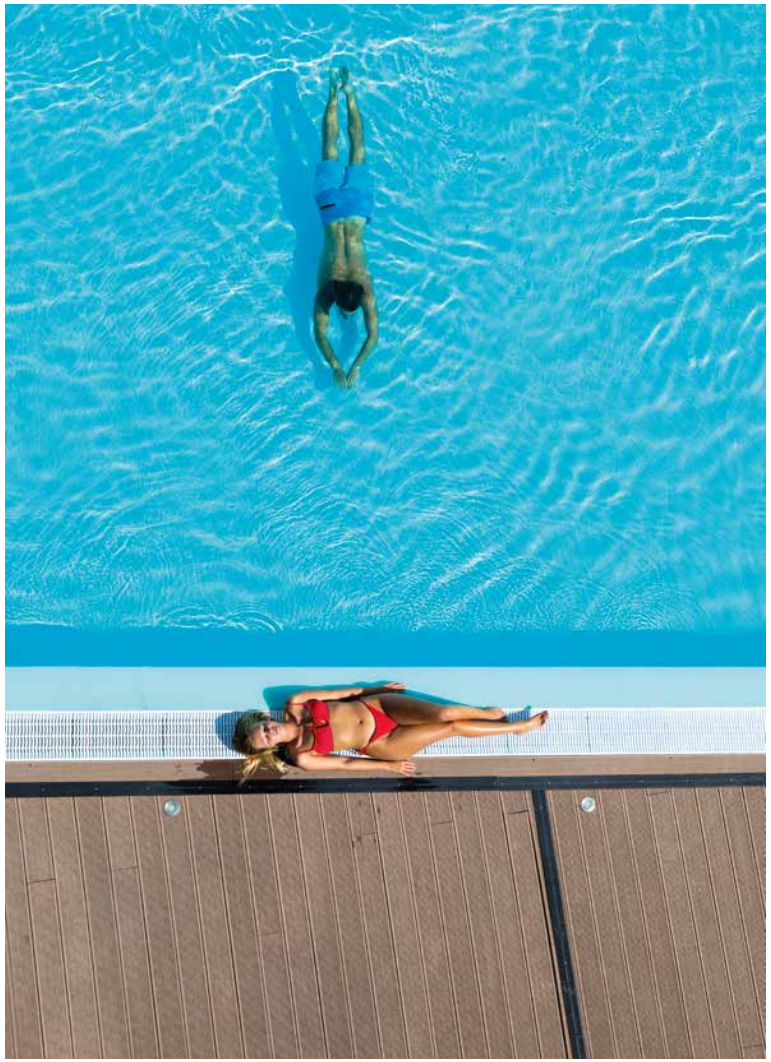
3 **Public transport (Regular / AeroBus):**

- Social distancing according to bus capacity;
- Mandatory use of mask by customers and driver;
- Mandatory regular vehicle disinfection.

at the accommodation
HOTEL

1 **Check-in:**

- Social distancing and installation of protective equipment at attendance area;
- Well defined waiting zones;
- Advised pre-check-in or online check-in;
- Mandatory use of mask for staff and guests;
- Hand sanitizer, masks, and disposable tissues available at the entrance;
- Reinforced cleaning frequency of surfaces with greater contact, as well as payment terminals and mobile phone/telephone;
- Luggage disinfection;
- Disinfection of room keys in the presence of guests
- Mandatory isolation areas available .



2 Accommodation:

- Room capacity limited to 2 people (except for families with children up to 12 years old);
- Connecting rooms for families with children allowed;
- COVID-19 kit available in each room;
- Room cleaning and disinfection reinforced.

3 Common areas:

- Mandatory use of mask for staff and guests;
- Social distancing measures and installation of protective equipment;
- Cleaning and disinfection reinforced;
- Maximum capacity of spaces such as bars and gym to 1 pax / 4 m2;
- Spaces for isolation/quarantine zones available;
- Air cleaning and ventilation reinforced.

4 Lift:

- Safety instructions placed in a visible way;
- Mandatory use of mask;
- Lift occupancy up to 60% of capacity and recommended use of stairs;
- Lift floors and and other touchable areas regularly disinfected.

5 Hotel Restaurants:

- Social distancing measures implemented;
- Pre booking advised;
- Limited reservations up to 4 people (except families);
- A la carte digital menus advised;
- "Grab and go" breakfasts advised;
- Use of mask and gloves for staff and mask for customers during circulation;
- Permanent cleaning and disinfection.

6 Bars:

- Social distancing measures implemented;
- Table service advised;

- Use of mask and gloves for staff and mask for customers during circulation;
- Frequent cleaning and disinfection of common spaces;
- Reinforced cleaning frequency of surfaces with greater contact (tables, chairs, counter/bar, menus, etc.) reinforced.

7 **Swimming pools (indoor and outdoor):**

- Swimming pool occupancy up to 50%;
- social distancing - one person for each 10 sqm
- 1-metre spacing between sunbeds;
- Mandatory use of masks when circulating;

8 **Spa, Saunas, Jacuzzis, and Turkish Baths**

- Social distancing measures implemented;
- Pre-scheduled appointments
- Mandatory use of masks when circulating.
- Cleaning and disinfection reinforced;

9 **Business Centres**

- Social distancing measures implemented;
- Limit capacity up to 50%;
- Use of mask and gloves for staff and mask for customers;
- Frequent cleaning and disinfection.

at the accommodation
LOCAL ACCOMMODATION AND RURAL TOURISM

- Isolation room for every 9 rooms;
- Limited capacity per room to 2 people, except in case of children (up to 12 years old);
- Hostel dormitories occupancy up to 50%;
- COVID-19 kit available in each room;
- Cleaning and disinfection reinforced;
- Mandatory use of masks and gloves by staff.

meeting and incentives

- Mandatory use of masks;
- One empty seat between people, except people from the same household;
- Cleaning and desinfection reinforced.

tourist entertainment

- Pre-check-in or online check-in advised;
- Door-to-door pick-up service advised;
- Social distancing measures implemented;
- Limit boat occupation:
    - boats up to 60 pax capacity: 90%;
    - boats over 60 pax capacity: 70%.
- Land tours limit capacity up to 90%;
- Online purchase, digital tickets, and electronic payment methods advised;
- Use of masks for staff and customers;
- Cleaning and disinfection reinforced.

tourist offices and travel agencies

- Social distancing measures implemented;
- Online and telephonic “help desks” advised ;
- Use of masks for staff and customers;
- Cleaning and disinfection reinforced;
- Disinfectant gel dispensers at the entrance and / or on the tables;
- Installation of disinfectant mats for shoe soles.

public areas managed by the Forestry and Nature Conservation Institute

VIEWPOINTS, OFFICIAL WALKING ROUTES, GARDENS/QUINTAS, PROTECTED AREAS AND CAMPING.

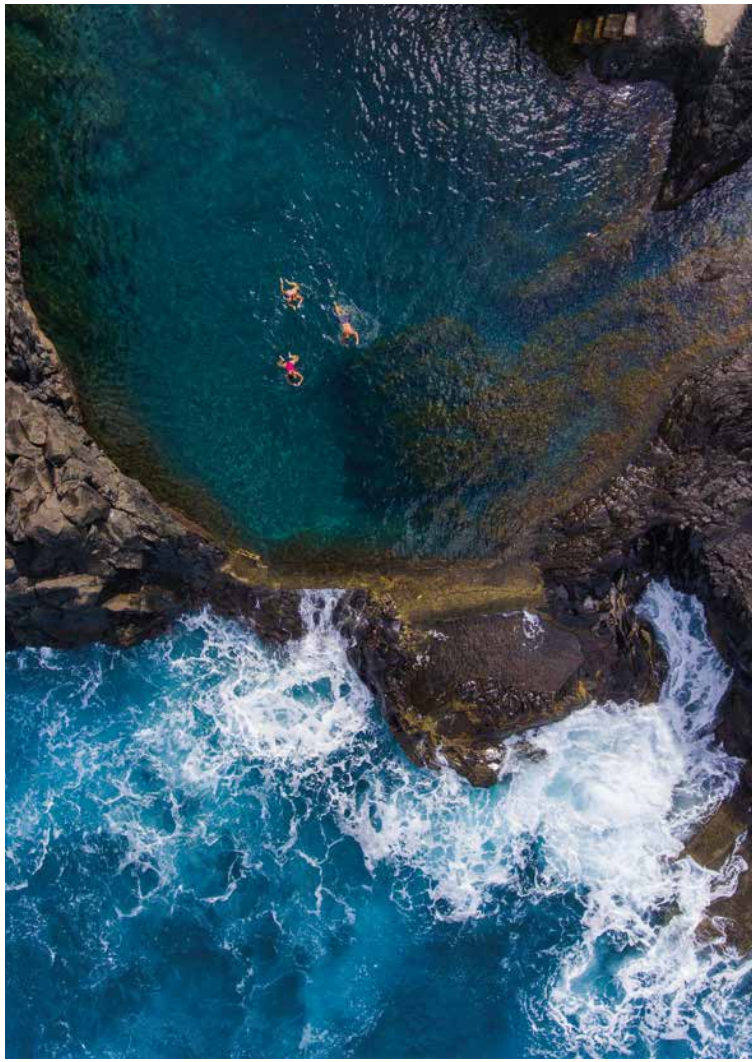
- Social distancing measures implemented;
- Authorization for using the official walking routes advised;
- Inspections by the competent authorities;
- Mandatory use of masks for Surveillance staff;
- Cleaning and disinfection reinforced;
- Protected Areas: limit capacity up to 50%;
- Camping Areas: limit capacity up to 50%

public swimming pools and beaches

- Social distancing measures implemented;
- Cleaning and disinfection reinforced;
- Mandatory use of masks when circulating.

ports and marinas

CURRENTLY CLOSED



tourist entertainment events

- Social distancing measures implemented;
- Mandatory use of masks;
- Cleaning and disinfection reinforced.

museums, cultural centres and monuments

- Social distancing measures implemented;
- Online purchase, digital tickets, and electronic payment methods advised;
- Mandatory use of masks;
- Cleaning and disinfection reinforced.

theatres and cinemas

- Mandatory use of masks for guests and staff (except for professionals at the stage);
- One empty seat between people, except people from the same household;
- Minimum 2 meters distance from the stage to the front row;
- Cleaning and desinfection reinforced.

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