



We are Clean & Safe for our guests



Internal protocol - Madeira Free Spirit Walks 2020

COVID-19 PREVENTION PROCEDURES

Shop / Office:

- Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points
- We will limit the entry of customers in our office.
- Waiting space will be provided with the social distance recommended by DGS
- We will provide information on how to comply with basic infection prevention and control precautions in relation to the COVID-19 outbreak
- Cleaning of work areas (desks and seats) as well as tables and acrylics with flyers, floors and doors

In our vehicles:

- No customer, when approaching the vehicle, should touch or open the vehicle door. Our driver or guide will be responsible for opening and closing doors.
- Before customers enter the bus, an alcohol-based antiseptic solution will be sprayed on their hands. Fever / body temperature will also be monitored at the entrance using an infrared thermometer
- All guests must wear protective masks. We will have surgical masks (for 1 use only) available in the bus for guests who do not present their own.
- During the entire car journey (driving) it will not be allowed to remove the mask
 - The 3 front seats are reserved for the DRIVER & GUIDE only. Customers will not be allowed in that seating area.
- When returning to the Hotel, when leaving the bus, the surgical masks that were delivered to the customers must be dispensed in the buckets that will be available in the bus so that at the end of the day they are properly closed and placed in the trash.
- All on the buses at the end of each route / activity will be sanitized and disinfected from the surfaces to the seats and the floor.

During the walk:

- During the walk (half-day tour approx. 2 hrs / full day approx. 4 hrs) the masks must be kept in guests backpacks and only used when returning to bus . During the WALK do not use the mask
- Social security distance between participants in the activities should be respected, according to the recommendations of the DGS - Portuguese Health Dept.
- Your guide must provide a distance of 1 to 2 meters from the group recommended by the DGS when giving information about the route
- Group participants will remain small as we have done to the date.
- **respiratory etiquette:** cough or sneeze into the forearm, clean your hands always after coughing or sneezing and after nose blowing; avoid touching the eyes, nose and mouth with your hands.

Maximum occupancy of vehicles:

In our case **Madeira Free Spirit Walks** and since all vehicles are 16 + 1 seats we have the following limitations:

JULY 90% occupancy month Maximo 14 people on board and from August we will be able to circulate with full capacity.

PROCEDURES IN CASE OF SUSPECTED INFECTION

The responsible employee of the company should contact the emergency line **SRS24 Madeira** - 800 24 24 20 and follow the procedures that will be provided.

The administration
Madeira Free Spirit Walks