



# Alternativtour, Lda

## COVID-19 INTERNAL PROTOCOL JUNE 2020

In order to **allow access to our activities** and comply with the directives of the DGS (**Nacional Health authority**) regarding (**prevention of Corona Virus -Covid 19**), Alternativtour has adhered to the **“Clean & Safe protocol seal”** of Turismo de Portugal which , **establishes the following protocol.**

- 1- **Reservations for activities must be made in advance** by phone, WhatsApp, email or Facebook.
  
- 2- **Only be able to access** Alternativtour's activities, **family groups** or **other groups that, among the respective elements, there is an affinity previously established and with declared consent.**
  
- 3- **The maximum number** of participants per group is, 1 guide or 2 depending on the activities and **6 participants.**
  
- 4- The company does not currently have fixed facilities, so **activities will start at public outdoor meeting points, or at the accommodation places of the participants**, which for this purpose, **Alternativtour may provide transfer service.**
  
- 5- **Social conduct** From the meeting places and accommodation, the guides and the participants must **comply with the recommendations of DGS (Nacional Health authority)** namely with regard to the **“Social Security Distancing”**. **The traditional ways of greeting (handshakes and kisses) are abolished and any physical contact should be avoided**, the recommended distances are **2 meters to stay or move side by side, 4 meters to stay or move in a row.** Our vehicles with capacity for 9 passengers are limited to 6 passengers.
  
- 6- Before the start of each activity, the guides should check if they, colleagues and participants **have Covid-19 PPE (Personal Protective Equipment)**, in proper conditions.  
6.1-Composition of the PPE Kit: 1 disposable mask and gloves, the PPE Kit must be of the individual responsibility of the participants, however for safety and comfort of our clients, Alternativtour has a permanent stock of Kit's PPE.
  
- 7- Although the use of a **social mask** or visor is not mandatory in outdoor activities, the **Alternativtour recommends its use whenever the safety distance cannot be maintained.** As well, we recommend the use of **gloves whenever physical contact cannot be avoided.** And, when handling shared equipment;



7.1- **Hand hygiene** (wash your hands often with soap and water for at least 20 seconds, or use hand sanitizer that has at least 70% alcohol, covering all surfaces of the hands and rubbing them until dry);

7.2-- **Respiratory label** (cough or sneeze into the flexed forearm or use a tissue paper, which should be kept in a closed container if it cannot be immediately put in the trash), as well as hand hygiene always after cough or sneeze and after blowing; as well as avoid touching the eyes, nose and mouth with hands.

8- At the beginning of the activities, **both the monitors, as well as the participants, should not present evident symptoms of Covid-19, and declare that they feel under normal conditions.**

9- The traditional first aid equipment that monitors can provide during the activities, adds to the pandemic of social masks, alcohol gel, wipes moistened with alcohol gel and non-contact thermometer.

9.1-**At the beginning and course of activities, if justified, monitors and participants, will be able to safely check for body fever.**

10- If there are situations in which **monitors or participants manifest Covid-19 symptoms** in a **clear and consensual way** at the beginning or during the activities (Cough, difficulty breathing, High Fever). **The procedure recommended by DGS (Nacional Health authority)** will be triggered. The person concerned accompanied by a guide must suspend the activity and isolate himself from the rest of the group, then **contact the SNS (Nacional Health service) directly - 808 24 24 24**, the remaining participants can continue the activity.

11- **Procedures with vehicles equipment, accessories and consumables!**

11.1 -**The vehicles to be used in the activities must be cleaned in advance** and disinfected according to DGS instructions for cleaning surfaces, at the beginning and at the end of each activity (during the activity they should not be used by other without being properly cleaned and disinfected). Cleaning and disinfection of the vehicles is the responsibility of the driver who must register in own form.

11.2- **All equipment** made available by Alternativtour for the different activities, **will be previously disinfected.** They should be maintained by participants for individual use until the end of the activity.



11.3 -**The clothing used by the monitors** and the one eventually supplied to customers (impermeable coats) **will be washed at a temperature equal to or greater than 60º**. between each use and should not be shared.

11.4 Despite Alternativtour's availability of water bottles and bars **Consumables like food and beverages including water should be of the individual or group responsibility** and should not be shared.

12- **In addition to the safety and well-being of all participants**, it is the responsibility of Alternativtour monitors to ensure compliance with DGS directives, **in order to minimize the risk of contagion COVID-19**. Therefore, we request that all instructions in this regard are followed.

***Be responsible, care for your health and of the others!***