



RNAVt 2616

INTERNAL PROTOCOL



Clean & Safe ✓

Establishment
complying
with Health Measures
Portugal

TURISMO DE
PORTUGAL 

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1. PREVENTION PROCEDURES

1.1 ON THE PREMISES

1.1.1 Signage and information

- All customers have access to the Protocol as it is printed in physical format for consultation in the physical space as well as in digital version on the company's website.
- In the physical space all points of greatest importance and relevance are duly marked in order to facilitate compliance with security measures. We highlight the maximum capacity of the space, the presence of a specific carpet for disinfecting the footwear (as well as the danger of damp floor), non-manual container for waste with the appropriate bag, place to wait for the service, point of disinfecting hands, isolation room, distance to maintain between the chair and the desk where they will be attended to, acrylics in the desks and various standards and guides of behavior (such as coughing / sneezing, washing hands, among others).

1.1.2 Sanitation plan

- All space and equipment is disinfected daily before the company opens its doors. We also ensure that all points, material and equipment to which customers and employees have access are sanitized and cleaned after each and every use.
- Cleaning, several times a day, of surfaces and objects of common use (including counters, light switches, handles, cabinet knobs, computer keyboards).
- Preference is given to wet cleaning, with products suitable for combating viruses (in particular COVID-19), in order to maintain the whole space suitable for proper use.
- The door is kept open whenever possible in order to circulate the air in space. An ozone generator is also present in the space in order to keep the air purified and clean.
- There is an automatic alcohol-based gel dispenser at the entrance and exit of the space and on all desks there is also an alcohol-based gel dispenser.
- If the customers do not have a mask, one will be provided by the staff.

1.1.3 Suitability of the place of isolation

- Given the layout of the space, the bathroom has been adapted and properly identified so that it can also serve as an isolation room in case of a customer/collaborator suspected of having COVID-19. The space is mechanically ventilated, with personal and space hygiene products. The user of this isolation room will also have access to PPE (such as gloves and masks), supplies (non-perishable food products and bottled water), a thermometer and first aid kit.

1.1.4 Sanitation equipment

- The space has dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entrance/exit of the establishment.
- There is a non-manual waste container with plastic bag at the entrance and exit of the space, as well as in the toilet.
- Sanitary facilities provided with automatic hand disinfectant dispenser equipment, soap dispenser with disinfectant and paper wipes also in dispenser.

1.2 FOR STAFF

1.2.1 TRAINING

- All employees have received information and/or specific training about:
 - The internal protocol on the COVID-19 coronavirus outbreak.
 - How to comply with basic infection prevention and control precautions in relation to the outbreak of COVID-19 coronavirus, including procedures:
 - hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until dry.
 - Breathing etiquette: cough or sneeze into your forearm flexed or use a tissue, which should then be thrown away immediately; always sanitize your hands after coughing or sneezing and after blowing; avoid touching your eyes, nose and mouth with your hands
 - social conduct: changing the frequency and form of contact between workers and between workers and customers, avoiding (where possible) close contact, handshakes, kisses, shared workplaces, face-to-face meetings and sharing food, utensils, cups and towels.
- How to comply with daily self-monitoring for fever assessment, dificuldade coughing or dificuldade breathing.
- How to comply with the Directorate General of Health's guidelines for surface cleaning

1.2.2 Equipment - Personal protection

- There are enough PPE for all employees. We highlight the existence of KN95 FFP2 masks, proper gloves to prevent contact with viruses (namely COVID-19) and alcohol-based gel at all workstations.

1.2.3 Designation of those responsible

- An employee is responsible for triggering procedures in the event of suspected infection, providing the necessary assistance and contacting the national health service. At all shifts there is an employee able and knowledgeable to trigger the procedures.

1.2.4 Conduct

- Daily self-monitoring for fever, cough or dificuldade breathing. Infrared thermometers are available in the space to provide reliable, quick and easy reading, also ensuring that the thermometer does not need to come into contact with the individual whose temperature is being read.
- How to proceed with customers:
 - Avoid all unnecessary physical contact, such as handshakes, hugs, among others.
 - Avoid moving unnecessarily through space and avoid leaving space unless it is essential to do so.
 - Keep your hair caught and your beard trimmed.
 - Excessive use of personal adornment (bracelets, wires, rings, etc.) is not recommended.
- All employees responsible for cleaning the space and equipment are familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them safely, how to protect themselves during space cleaning procedures and how to ensure good ventilation during cleaning and disinfection.

1.2.5 Stock of cleaning and sanitizing materials

- There is ample stock of single-use cleaning materials commensurate with the size of the establishment, including single-use cleaning wipes moistened in disinfectant, bleach and alcohol at 70%.
- There are automatic and manual dispensers of alcohol-based antiseptic solution or alcohol-based solution, as well as their refills.
- Equipment or refills for hand washing with liquid soap and paper towels.
- All waste containers are equipped with plastic bags and there are several refills available. We also have clamps to properly seal plastic bags in case of garbage such as gloves, masks or other contagious items.

1.3 FOR THE CUSTOMERS

1.3.1 Personal protective equipment

- Customers are required to wear personal protective equipment (face masks) to access the facilities.
- If the client does not have PPE (face masks), these will be provided by a member of staff.

1.3.2 Conduct

- At the entrance of the space it is possible to check the maximum capacity of the space, the point of cleaning of shoes on a carpet suitable for the purpose and place where you should wait your turn. When entering you should use the automatic alcohol gel dispenser.
- After being given permission to move to the desk to be attended to, the client must sit down respecting the signage that delimits the mandatory distance from the desk and must also respect the limits of the acrylic of the desk.
- Payment by card (preferably Contactless) will always be preferred.
- In case of need to use the toilet, the customer will have access to disinfectant soap dispenser, hand drying paper and first aid kit.
- After the service is completed, if the client wants to discard the PPE, he will have access to a waste container with pedal and its plastic bag so he can do it safely and easily.
- If the client reads/ touches any of the magazines displayed in the space, he has indication (written in sign and verbal by the staff) to take the magazine with him or else to leave it in proper space for later hygienization by the staff.
- All sofas will be sanitized with fabric spray when opening/closing the space and at each new use by customers/staff.

1.4 FOR THE ORGANIZATION

- The maximum occupancy of the premises will be 5 people, the staff being included in this number.
- The recommended social distance was considered in the disposition of all signs and in all steps since the entrance, attendance and exit of the customers. The same is true for employees and staff members.
- The protocol and its action measures are available for consultation in physical format in space and in digital format on the company's website. In the physical space are also available several rules of conduct and suggestions from DGS/WHO regarding COVID-19.

- In order to ensure not only our safety and well-being, but also that of the customers who benefit from our services, we only use service providers who are following and respecting the safety, health and hygiene standards that are required by the competent authorities.
- Before opening and closing the space, sanitize all common-use equipment (chairs, desks, automatic payment machine, sofas, acrylics, etc.), wash the floors (common room, WC and storage room) and ensure the general cleanliness and hygiene of the environment and office. The cleaning will be in charge of the staff member(s) who are in the respective work shift, opening or closing.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 PLAN OF ACTION

- For each shift there will be a responsible person who must accompany the client (or colleague) to the isolation room, following all safety rules. The staff member will point at the space where the supplies are located, First Aid Kit (is duly marked) and extra PPE, if necessary.
- He will then contact the responsible authorities in order to follow up on the suspicion of COVID-19.
- While this process is in progress and until it is finalized, including the proper hygienization of all spaces, no more clients will be accepted or served in the office.

2.2 DECONTAMINATION OF THE ISOLATION SITE

- Decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are suspects of infection, especially on the surfaces frequently handled and most used by it, as indicated by the Directorate General of Health.
- The storage of the waste produced by suspected infection in a plastic bag which, after being closed (e.g. with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

3. RECORD OF ACTS/INCIDENTS

Suggested record of occurrences:

Data da ocorrência	Descrição de Ocorrência	Medidas de atuação	Obs.



Obrigatório o uso de máscara. Caso não tenha, facultaremos uma (mediante disponibilidade de stock).

The use of face-mask is mandatory. Should you not have one, it will be provided by the staff (pending stock availability).

L'utilisation d'un masque facial est obligatoire. Si vous n'en avez pas, il sera fourni par le personnel (en attendant la disponibilité des stocks).



Ao entrar no escritório, terá que utilizar o desinfetante de mãos disponibilizado para esse efeito.

When you enter the office you must use the hand sanitizer made available for that purpose.

Lorsque vous entrez dans le bureau, vous devez utiliser le désinfectant pour les mains mis à disposition à cet effet.



Por favor respeite a lotação e distanciamento social recomendados.

Please follow the recommended capacity and social distancing space.

Veuillez suivre la capacité recommandée et l'espace de distanciation sociale.

Clean & Safe

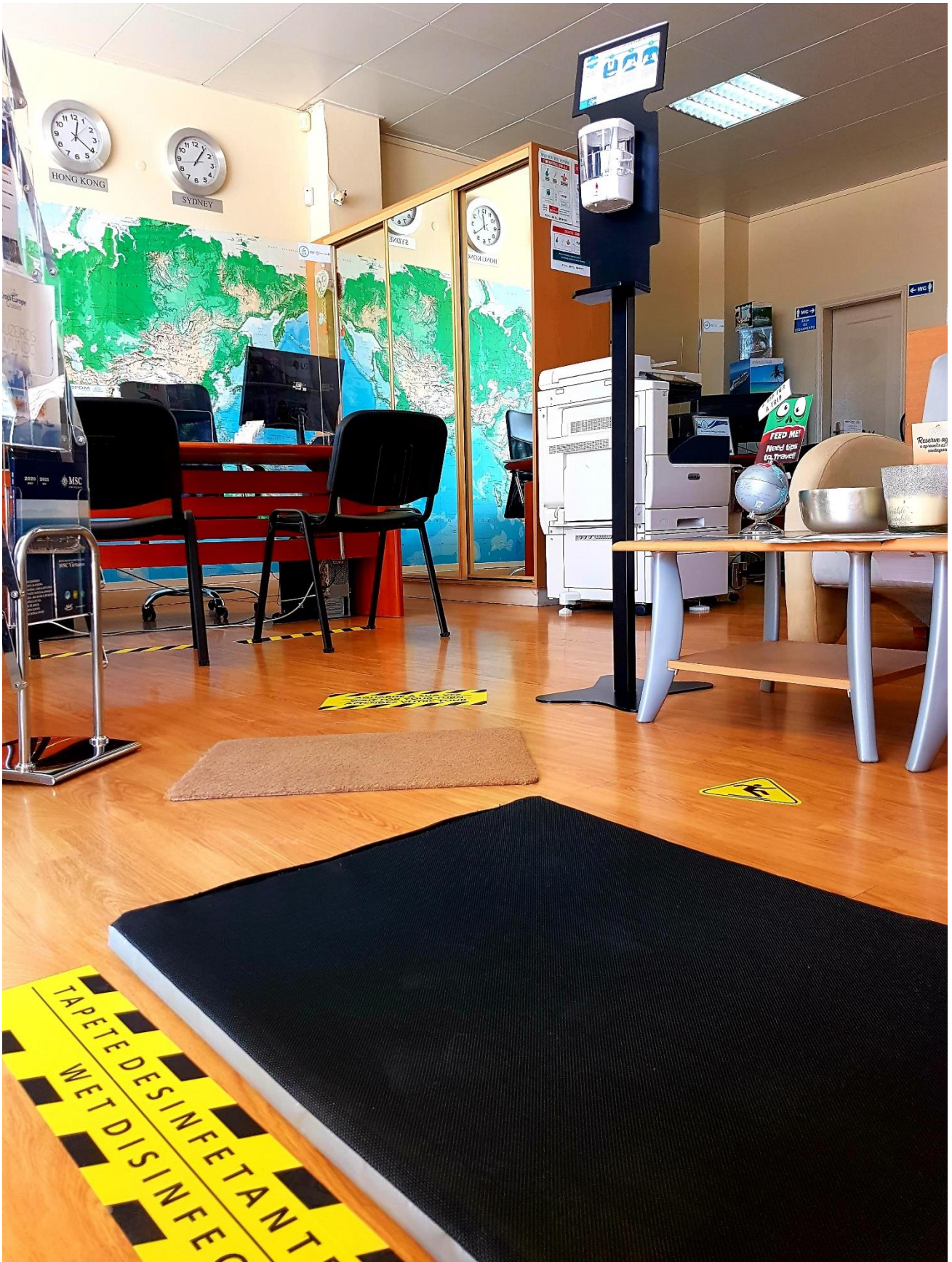
Establishment
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Portugal

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PORTUGAL



De acordo com o Decreto-Lei n.º 22/2020 16 de maio de 2020.















NOVO | NEW | 新型冠状病毒 CORONAVÍRUS 2019 nCoV



RETOURNEZ-VOUS DU CHINA?
HAVE YOU RETURNED FROM CHINA?
您从中国回来吗?

OU
OR
或



CONTACTEZ-VOUS AVEC UN DEVENIR RECENT?
HAVE YOU BEEN IN CONTACT WITH
AN INFECTED PATIENT?
您最近接触过感染者吗?

LIGUEZ-VOUS
PLEASE CALL
请致电

SNS 24
808 24 24 24

É INFORME SOBRE A SUA VIAGEM RECENTE
AND REPORT YOUR RECENT TRIP
并且报告您最近的旅行记录

REPÚBLICA PORTUGUESA 40 SNS 120 DGS

CORONAVÍRUS (COVID-19)

RECOMENDAÇÕES | RECOMMENDATIONS



Quando espirrar ou tossir
tapar o nariz e a boca com
o braço ou com lenço
de papel que deverá ser
eliminado imediatamente
na lixeira

When coughing or sneezing
cover your mouth and nose
with your forearm or with
tissue paper that should
be placed immediately in
the trash

Lave frequentemente as
mãos com água e sabão
ou uma solução à base
de álcool

Wash your hands frequently
with soap and water or an
alcohol-based solution

Se regressou de uma área
afetada, evite contacto
próximo com outras pessoas

If you returned from an
affected area, avoid contact
close with people

EM CASO DE DÚVIDA LIGUE
IF IN DOUBT, CALL

SNS 24
808 24 24 24

REPÚBLICA PORTUGUESA 40 SNS 120 DGS

CORONAVÍRUS (COVID-19)



Avisar de imediato a segurança ou o administrativo
Immediately contact the staff at the entry

REPÚBLICA PORTUGUESA 40 SNS 120 DGS





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 PDM Travel
 Tel: 282 782078
 info@pdm-travel.com
 Facebook: PDMTravel
 www.pdm-travel.com
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Would you like to have your temperature taken?

Ask one of our staff members and using an infra-red thermometer you'll know in seconds!

No records of your temperature will be taken without your consent. This is just for your and our protection and merely informative.



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**BOOKING FEES
 TAXAS DE SERVIÇO**

Flights / Voos

Flights up to Voos até	Fee per person Taxa p. pessoa
100€	30€
101€ - 200€	35€
201€ - 500€	45€
501€ - 1000€	75€
1001 - 2000€	100€
+2000€	5%
<small>Ticket issue/cancellation Emissão/cancelamento bilhete</small>	5€

Serviços / Services

Online Check-in	10€
Bus/train comboio/autocarro	10€
Ticket details change Alteração dados bilhete	Supplier's fee + 15€ p/p Taxa do fornecedor + 15€ p/p

Packages Booking | Reserva de pacotes
 Travel Insurance | Seguro de Viagem

Fee according to the supplier's conditions | Taxa consoante as condições do fornecedor

IVA incluído à taxa legal em vigor - Decreto de lei 217/88 / Regime da margem



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escolas

CERTIFICADO DE FORMAÇÃO PROFISSIONAL

Certifica-se que Filipe Alexandre Pacheco da Cruz Margalhos frequentou a ação de *Clean & Safe Agências de Viagens e Turismo*, enquadrada no âmbito do Programa de Formação *Clean & Safe* e promovido pelo Turismo de Portugal, através da Escola de Hotelaria e Turismo de Vila Real de Santo António, com a duração total de 3 horas.

Vila Real de Santo António, 09 de junho de 2020

O Diretor

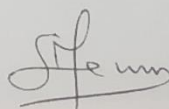


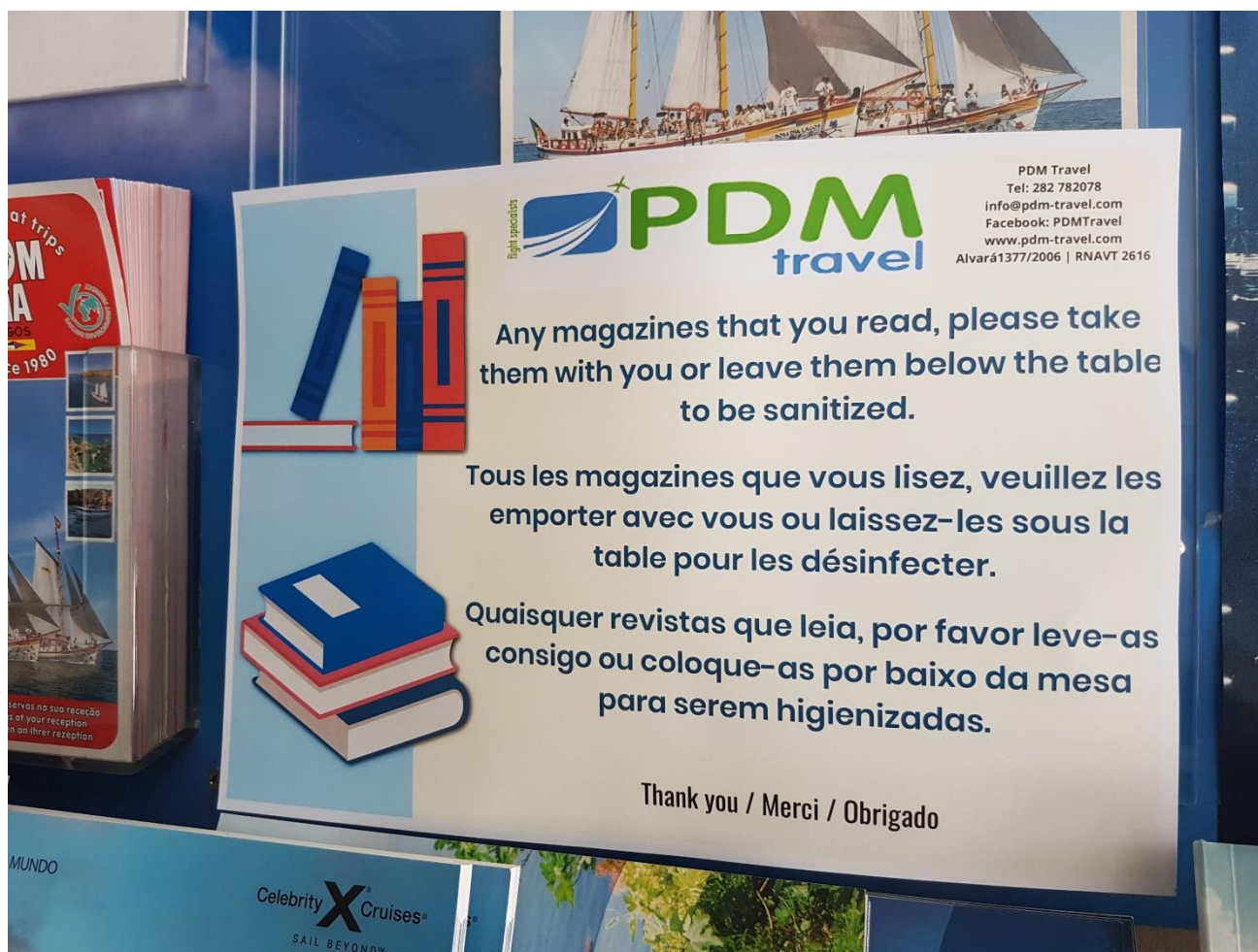
CERTIFICADO DE FORMAÇÃO PROFISSIONAL

Certifica-se que Dora Isabel Santos Oliveira frequentou a ação de *Clean & Safe Agências de Viagens e Turismo*, enquadrada no âmbito do Programa de Formação *Clean & Safe* e promovido pelo Turismo de Portugal, através da Escola de Hotelaria e Turismo de Vila Real de Santo António, com a duração total de 3 horas.

Vila Real de Santo António, 09 de junho de 2020

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Any magazines that you read, please take them with you or leave them below the table to be sanitized.

Tous les magazines que vous lisez, veuillez les emporter avec vous ou laissez-les sous la table pour les désinfecter.

Quaisquer revistas que leia, por favor leve-as consigo ou coloque-as por baixo da mesa para serem higienizadas.

Thank you / Merci / Obrigado

at trips
PDM
A
SOS
ce 1980

servas na sua recepção
at your reception
an ihrer rezeption

MUNDO

Celebrity X Cruises®
SAIL BEYOND™







