

**Recommendations for  
reducing infection  
by coronavirus  
SARS-CoV-2**

**RECOMMENDATIONS SUMMARY  
MEETING TOURISM 2020**



**MADRID  
CONVENTION  
BUREAU**

**Ed. 1- June 2020**

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## 1- INTRODUCTION

This document is an executive summary of the guidelines and recommendations prepared to ensure that the Madrid tourism sector actively prevents COVID-19 contagion. Specifically, the manual presents, by means of a series of infographics (Chapter 2), the main guidelines and recommendations from the “Measures for Reducing Contagion of the SARS-CoV-2 coronavirus” of the Secretaría de Estado de Turismo (Ministry of Tourism), through the Instituto para la Calidad Turística Española ICTE (Institute for Spanish Tourism Quality).

All the recommendations we address in the next chapter are subject to the guidelines and regulations of the following bodies:

-World Health Organization (WHO)

-Ministerio de Sanidad (Health Ministry)

-Comunidad de Madrid (Government of the Region of Madrid)

## 2- SET GUIDELINES AND RECOMMENDATIONS

In the months of May and June 2020, the Instituto para la Calidad Turística Española ICTE (Institute for Tourism Quality), at the request of the Secretaría de Estado de Turismo SET (Ministry of Tourism) and in coordination with the Spanish Ministry of Health, prepared and published 21 guides with recommendations for reducing contagion of the SARS-COV-2 coronavirus in the Spanish tourism sector; these guides do not have the status of regulation, and therefore their implementation is not mandatory but rather voluntary on the part of establishments and service providers.

The guides contain recommendations for service, cleaning and disinfection, maintenance and risk management for the different sub-sectors of the tourism sector.

In recognition of their implementation, the companies and service providers can opt for two types of certifications: a “Responsible Tourism” emblem by accessing the SET website and submitting a statement of responsibility; through an official audit endorsed by the ICTE, resulting in the granting of the “Safe Tourism Certified” seal of approval.

Although these guides encompass aspects such as risk management, occupational risk prevention and disinfection processes, this document contains exclusively the requirements for service provision.

Parallel and complementary to implementing the specifications and subsequently obtaining the seals of approval, the Spanish Standardisation Body in conjunction with ICTE in May published the series of UNE 0066 Specifications related to prevention of contagion of COVID-19, which complement the existing UNE Standards for the sector in terms of tourism quality and which help improve the competitiveness and sustainability of the sector.

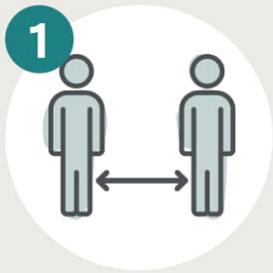
Click here to access the [available SET-ICTE manuals](#).

# General recommendations common to the guidelines



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Recommendations for  
reducing infection  
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**1**  
Social distancing and/or protection and hygiene measures



**2**  
Commitment to risk management



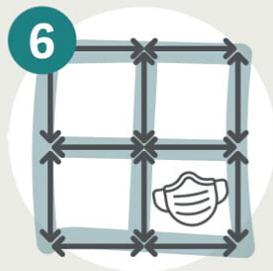
**3**  
Contingency plan and management committee



**4**  
Frequent ventilation and disinfection of spaces, surfaces and objects such as computers and point-of-sale terminals (POSTs), etc



**5**  
Define the **maximum capacity** in common and pass-through areas, elevators, meeting rooms, etc



**6**  
When applicable, **position markers** and/or **systems to maintain minimum distances** between people. **Face masks, gloves and hand sanitiser**



**7**  
**Signs** showing the prevention measures adopted — in at least **one foreign language**



**8**  
**Information on healthcare centres, firefighters, local and national police in the area**, including their operating hours, emergency assistance telephone numbers and location — in at least **one foreign language**



**9**  
Promote payment with **contactless cards**



**10**  
**Restrooms:** special requirements for disinfection, furnishings, cleaning, and restocking consumables



**11**  
**Wastepaper bins** in any type of space: pedal-operated, double bag. Rooms: no more than one.



**12**  
Have a **contactless thermometer** available

## 2.1 GENERAL GUIDELINES

1. The establishment/service provider should adopt a firm commitment to managing the risk by leading systematic implementation of measures aimed at minimising it. Risk management should be part of all processes in the establishment: therefore, the different processes should be coordinated.
2. The establishment/service provider, based on the risk assessment, prepares a contingency plan which should list the concrete measures to be adopted to reduce the risk of infection with COVID-19. Businesses that do not have a Health and Safety Committee should form a committee for management of the risk that includes legal representation of the workers. In any case, the management and duties of this committee shall at all times comply with the Spanish Law on Occupational Risk Prevention.
3. Frequent disinfection and ventilation of areas and objects (including work areas, computers and POSTs).
4. Definition of the maximum capacity in common and pass-through areas, elevators, rooms, etc. based on the regulations in force.
5. Establish the measures necessary to ensure distancing between customers and from employees. If the safety distance cannot be maintained with employees, the installation of physical elements that can be easily cleaned and disinfected and that ensure the protection of reception staff is recommended. If these physical elements are not available, the staff should wear face masks. Disinfectant solution should be available. Within the establishment itself, the informational measures should include: - Indication of positions that respect the safety distance with markings or alternative measures (e.g. at reception, at the entrance to the restaurant, etc.).
6. Within the establishment itself, the informational measures should include: Signs explaining the prevention measures adopted in the centre and the rules to be followed by customers. The signs on display should be provided in at least one foreign language (considering the country or countries of origin of the customers).
7. Within the establishment itself, the informational measures should include: Information on healthcare centres, firefighters, local and national police in the area, with operating hours and emergency help telephone numbers, and their location. The signs on display should be provided in at least one foreign language (considering the country or countries of origin of the customers).
8. Advance payment and payment with contactless cards.
9. Restrooms: the restrooms for communal use should have paper towel dispensers or hand dryers. Cloth towels, including those for individual use, are to be avoided. Restrooms should be cleaned at least six times a day.[S11] Restocking of consumables (soap, paper towels, etc.) should be ensured. Dispensers of paper towels, hand sanitiser and soap should be cleaned regularly, according to the level of use.
10. Wastepaper bins: wastepaper bins should have a hands-free opening mechanism and a double-bag inside. In hotel rooms, it is recommended that the wastepaper bin in the room be eliminated so that any used facial tissues, face masks, etc. can be concentrated in a single bin with a cover to minimise the risk of transmission and handling.
11. Have a contactless thermometer available.

# MICE GUIDELINES

## Activity design

1



**Prevention plan in contractual agreement**

2



**Consider** the spaces, capacities, types of setups, services, suppliers and information

3



**Cleaning and disinfection** after setup

4



**Entry and exit itineraries.** Concentrate **access points**

5



**Staffers on hand to provide information and distribute** people and vehicle traffic

6



**Active and preventive redistribution** of public mobility services

## SETUP

## TRAFFIC MANAGEMENT

As a general rule, the organisation that manages the space determines the capacities, management of queues and personal distances, and prevention measures for the entire process.

## REGISTRATIONS

## PROMO. GIFTS

7



**Management of queues and registration spaces**

8



**Online management and payment.** **Contactless**

9



**No printed material.** **Digital attendance certificates**

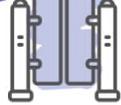
10



**Disinfected and, if possible, handed out individually**

## CAPACITY MANAGEMENT

11



**Systems for counting people and controlling entry/exit**

12



**Identification of points where crowding may occur**

13



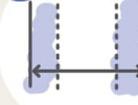
**Implementation of disinfection schedules**

14



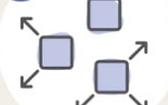
**Signs to manage traffic**

15



**Trade shows:** enlargement of corridors, pavilions, etc. and redistribution of the space for orderly traffic

16



**Other:** pre-distribution of the occupation of the space

## AV

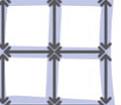
## CONTENT MANAGEMENT

17



**Tests, without participants**

18



**Technical areas restricted**

19



**Provision of speeches electronically ahead of time**

20



**No lecterns**

21



**One microphone per speaker**

22



**Interaction through apps and mobile devices** (voting, etc.)

## SIMULTANEOUS INTERPRETATION

## ROOMS

## NETWORKING

## CATERING

## COAT CHECK

23



**Remote service recommended**

24



**In-situ, one booth per interpreter, disinfection after each use**

25



**Disposable earphones** for participants

26



**Accommodation control. Monitoring of doors to avoid contact**

27



**Use of larger tables and counters + partitions**

28



**Decentralised pick-up points.** If possible, **outdoors**

29



**Contactless tickets**

## 2.2 MICE GUIDELINES

1. The proposal, conceptualisation and design of the activity should inform the customer and other interested parties of the measures to be implemented for prevention of contagion of SARS-CoV-2; these measures should form part of the contractual agreement.
2. The organisation should design the activity so that it can be held under safe conditions for employees, participants, exhibitors and service providers. To do so, the design of the activity should consider the following: spaces, capacities (for example, considering the possibility of holding the activities outdoors if possible). Set-up needs (for example, considering temporary facilities for health-related annexes or other services) – Services that can be offered. – Selection of supplier companies, for which their prevention protocols and hygiene-health measures should be taken into consideration. Informational measures. Inclusion in contracts of commitments and responsibilities with respect to compliance with the measures established in the contingency plan.
3. Once set-up is complete, cleaning and disinfection of the space should be carried out.

The responsible organisation should do the following:

4. Redesign and adapt entry and exit itineraries, providing information about the entry and exit points defined previously. Recommend minimising and concentrating the entry points to the space to facilitate control and management of the health and safety protocols for everyone accessing the activity (as long as this facilitates adoption of said prevention and health and safety measures).
5. Manage the operations of informing and distributing people and vehicle traffic (for example, indication of the entry door in the accreditation of attendees before the start of the event through an information system), considering hours of maximum traffic, outdoor zones for accessing the space.
6. Actively and preventively redistribute mobility and public transportation services to deliver passengers to different access doors, if any [city buses, taxis, vehicles with driver (VWD)].

To properly manage entry and exit flows to/from the space and people traffic, the following general measures should be established:

7. Encourage online processing and payment and, whenever possible, substitution of manual processes with digital ones (for example, online delivery of accreditations, downloading of accreditations on mobile devices). If online payment is not possible in all cases, the use of bank cards or other contactless means should be encouraged.
8. Manage queues (for example, through floor markers or rope/tape barriers), respecting the safety distance (unless all participants and employees wear masks) at check-in and accreditation counters, offices serving exhibitors, set-up workers, decorators, technical secretariat, etc.
9. Avoid printed material, promoting the use of digital information (for example, through QR codes). Additionally, if applicable: attendance certificates should be sent in digital form.
10. Additionally, if applicable: promotional objects for participants should be properly disinfected before they are handed out whenever possible, and this should be done on an individual basis.

Depending on the criteria considered in the activity design, capacities should be determined and a system of controlling same should be established in the different spaces where the activities will be held. Specifically, the following measures may be established:

11. Implementation of a system for counting and keeping track of the number of people (automatic and manual) entering and exiting (for example, control of the number of entrance passes and/or invitations per participating company based on the surface area and days, to avoid exceeding the established capacity) to know in real time how many people are participating in the activity at all times.
12. Identification of sites of potential crowding.
13. Implementation of opening and closing hours that allow time for a post-activity deep cleaning and disinfection of the space.

14. Placement of graphics, signage and staff to help manage people traffic.
15. Management of capacities at trade fairs: the enlargement of corridors, pavilions and other spaces is recommended.
16. Management of capacities in conference activities, incentive events, meetings, conventions, symposia and other events: measures aimed at predefining the occupation of the space (for example, marketing seats that cannot be occupied) are recommended.
17. Audiovisual services: set-up, testing and tear-down tasks should be carried out without participants present.
18. Audiovisual services: delimitation of the technical zones (control panel, camera) is recommended to maintain the safety distance from participants.
19. Advance distribution of audiovisual material to the speakers through e-mail, cloud access or any other online channel should be promoted to avoid having speakers approach the technical zone.
20. The use of lecterns is disadvised in order to avoid contact with potentially contaminated surfaces. If their use is unavoidable, they should be disinfected after each use. Additionally, if it is necessary to use a computer at the lectern, one plastic keyboard protector per speaker should be provided (which should be changed after each use).
21. It is recommended that one microphone be provided for individual use by each speaker.
22. The use of applications and smartphones should be promoted for carrying out interactive voting, avoiding the use of shared devices. If this is not possible, the voting devices should be provided in a clean and disinfected state after each use and in individual sealed bags.
23. If simultaneous interpretation services are required, it is recommended that this service be provided remotely and that the participants' earphones be disposable (or that the participants be encouraged to use their own earphones). If this is not possible, the cleanliness and disinfection of the devices lent to participants should be ensured after each use, and these should be distributed to the participants in individual bags in all cases.
24. If interpretation cannot be provided remotely and must be carried out onsite, a standard interpretation booth should be set up for each interpreter and disinfected after each interpreter shift and, in any case, at the end of the day.
25. See 23.
26. Rooms: There should be supervision at all times to ensure that the attendees are distributed in the space in a way that respects safety distances, and entry and exit doors can be controlled so that attendees do not have to touch them to open and close them.
27. Networking areas: the use of larger tables and counters should be considered, as well as partitions that can be easily cleaned and disinfected to allow a physical separation between participants.
28. Catering service: decentralised pick-up points should be established to avoid excessive crowding of people. Whenever possible, it is recommended that outdoor food service be prioritised.
29. Coat check: the minimum safety distance should be maintained between the staff and participants, in all cases using the personal protection equipment identified in the risk assessment. Coat check tickets should be delivered in contactless form.

# HOTEL AND TOURIST APARTMENT GUIDELINES



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Recommendations for reducing infection by coronavirus SARS-CoV-2



Counters and other surfaces for communal use **disinfected** at least **once a day**



Container with **disinfectant for keys** after use



The use of **disinfecting floor mats** at the entrance is recommended



**Safe handling** of luggage



**Avoid handling guests' automobiles**



**Elevators** exclusively for the use of **members of the same family unit**



**Guarantee of disinfection measures** when assigning rooms



**Reduced use of textiles, amenities and decoration** in rooms



**Disinfection of elements** such as clothes hangers, hair dryers and dispensers



**Protection of blankets and pillows** stored in closets



**Limitation of ironing services**



**Room service:** protocol for collecting waste



Risk assessment, **distribution of meeting materials:** not recommended

## 2.3 HOTELS AND TOURIST APARTMENTS

1. The following prevention measures should be followed: counters should be wiped and disinfected at least daily, based on the amount of customer traffic. The computer or any other element used (for example, the telephone) should be cleaned and disinfected at the start and end of the work shift; the provision of earphones and headsets for individual use is recommended. The Point-of-Sale Terminal (POST) should be disinfected after each use whenever there is contact.
2. The following prevention measures should be observed: if there are cards or keys, they should be placed in a container with disinfectant at the end of the guest's stay or after each use if they are left at the reception desk.
3. It is recommended that disinfecting floor mats be placed at the entrance to the hotel.
4. When the staff provides the service of carrying the customer's luggage, this should be done under safe conditions. To do so, the staff member should have disposable gloves and/or disinfectant wipes to clean straps, handles, etc.
5. As for parking, handling of guests' cars should be avoided by the staff.
6. The maximum capacity of elevators should be determined and communicated to customers. The rule of not allowing them to be used by members of different family groups, except when masks are worn, should be applied.
7. Room assignments should be made guaranteeing the application of the required hygiene and disinfection measures.
8. The rooms should meet the following specific requirements: a reduction of textiles (including rugs) in the room, decorative objects and amenities should be analysed in order to act according to the contingency plan defined.
9. The rooms should meet the following specific requirements: if there is a hair dryer in the room, it should be cleaned (including the filter) when the guest leaves. Hangers, unless sealed, should be disinfected when the guest leaves.
10. The rooms, should meet the following specific requirements blankets and pillows stored in the closets should be protected.
11. The rooms should meet the following specific requirements: ironing services should be limited.
12. In the case of room service, if servers go into the room, they should use gloves to enter and deliver the food as well as to remove the dishes. Furthermore: servers should wear a mask if they cannot maintain the safety distance with the guest; serving items (including trays and plate covers) should be washed in the dishwasher; a protocol should be defined for removal of the waste, which should be communicated to the customer.
13. When the competent authority allows events to be held, and without prejudice to any provisions established to this effect, each establishment should define the areas where events can be held, taking note of the risk assessment carried out. Events should be designed and planned in a way that makes it possible to control the number of attendees and respect the minimum safety distances between people upon arrival, during breaks, in meal and beverage service and at the end of the event. If the safety distance cannot be ensured, masks should be worn. The distribution of meeting materials (paper, pens, water bottles, etc.) should be assessed.

# FOOD SERVICE GUIDELINES



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Table: **Disinfection of tables and chairs** after each use

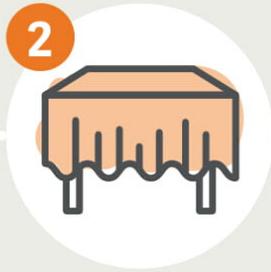
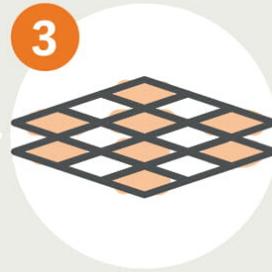


Table: Prioritise the use of **single-use tablecloths**



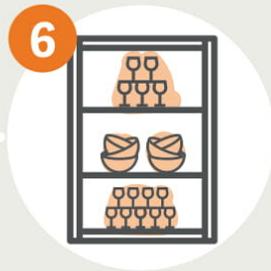
Terrace: **delimit spaces**



Do not provide **menus for communal use**



Elimination of **decorative elements** on tables and buffet tables



Auxiliary tableware elements **placed in storage**



**Elimination of self-service products** in all cases



**Table:** Tables not set in advance (with exceptions)



**Table:** guarantee distance between servers and/or protection measures



**Bar:** establish positions for customers at the bar



**Bar:** no self-service. Protection of products on display



**Buffet:** individual plates and single-servings



**Buffet:** assisted, with protective screen



**Buffet:** suggested itineraries

## 2.4 FOOD SERVICES

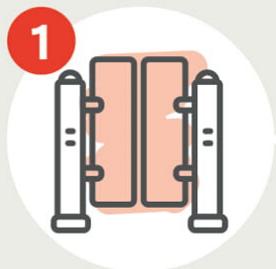
1. The following protection measures should be observed: the cleanliness of table and chair surfaces that come into contact with customers should be ensured. Table surfaces (if these are not covered) and armrests, if applicable, should be wiped down after each use.
2. The following prevention measures should be observed: prioritise the use of single-use table linens. If not feasible, the use of the same table linens or place mats with different customers should be avoided by opting for materials and solutions that facilitate changing them between services.
3. Signs informing customers of the hygiene and disinfection guidelines will be displayed so that they are known and respected. This information should clearly indicate that the customer cannot occupy a table without being seated by the staff. Delimit terraces (ropes, tape, markings on the ground or other elements when the competent authorities allow it) can also help ensure fulfilment of this goal.
4. The following prevention measures should be observed: avoid the use of shared menus to avoid the risk of infection, for example, by opting to post the menu, using technology (digital menus, QR) or other systems like chalkboards, signs, single-use disposable menus, etc. If none of these solutions is possible, the gastronomic offer should be provided in a plasticised document that is disinfected after each use.
5. The following prevention measures should be observed: decorative elements from tables and buffets should be removed.
6. The following prevention measures should be observed: store auxiliary serving items (dishes, glassware, cutlery, table linens, bread baskets, coffee cups, sugar cubes, etc.) in closed areas or, at least, away from areas that customers and workers pass through.
7. The following prevention measures should be observed: self-service items (napkin holders, toothpick dispensers, oil and vinegar bottles, etc.) should be eliminated in favour of disposable single-serving options or having staff provide them in other formats at the request of the customer.
8. The following prevention measures should be observed: if the characteristics of the service allow it (except in the case of event setups and areas where customers are not usually present before service), avoid having tables set with the tableware unprotected.
9. The servers on duty should guarantee the safety distance or apply strict procedures to avoid the risk of infection (continually sanitise hands, avoid physical contact and sharing objects, etc.). If these measures cannot be implemented, other protection measures (face screens, masks, etc.) must be available.
10. The positions to be occupied by customers or groups of customers at the bar must be established to avoid crowding and guarantee the safety distance between them.
11. Products on display on the bar, if applicable, must be properly protected with respect to both the customer and employee. Self-service at the bar by customers is not allowed.
12. Formulas such as an assisted buffet with protective screens, individual plates and covered single-servings (also with a protective screen) should be implemented. Buffet: individual plates and single-servings.
13. Formulas such as an assisted buffet with protective screens, individual plates and covered single-servings (also with a protective screen) should be implemented. Buffet: individual plates and single-servings.
14. Furthermore, the establishment should consider, in the context of its facilities, a suggested or predefined itinerary to avoid crowding in certain areas and prevent contact between customers.

# MUSEUMS AND HERITAGE SITES GUIDELINES



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Based on the number of visitors and the size of the museum, **access control systems**



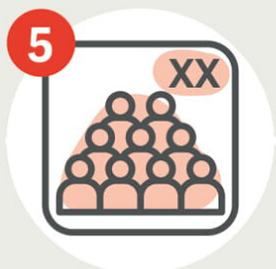
Promotion of **advance purchase** and **time slots** for visits



**Payment by card**



**Disinfecting floor mat** at entrance



**Communicate the capacity**



**Elevators** exclusively for the use of members of the **same family unit**. **Hand sanitiser** at the doors



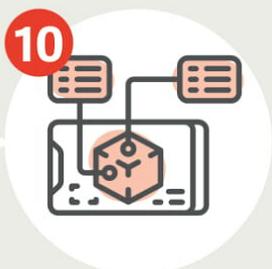
**Suggested itinerary** indicated



**Groups:** design of itineraries (stops, spaces, pax) to guarantee distances



**No leaflets** or ones designed for **single use**



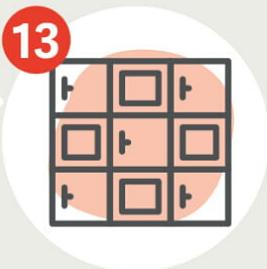
**Information** through **digital channels**



**Audio guides:** use of disposable or the visitor's own earphones



**Breastfeeding room:** opened upon request



**Coat check:** backpacks and other parcels, in bags and handled by the customer

## 2.5 MUSEUMS AND HERITAGE SITES

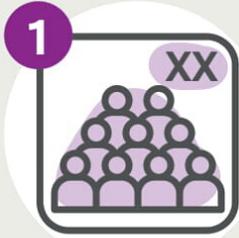
1. The following prevention measures should be observed: according to the greater or lesser number of visitors and the size of the museum, access control systems (for example calculation of crowd size by advance sales, ticket sales, thermographic camera) should be considered.
2. Whenever possible, the museum should encourage reservations and ticket sales online or through a system of arranging visits by telephone, applications or other channels in order to be able to follow the indications of the museum's contingency plan, particularly with respect to capacities in internal itineraries and access points. The volume of visitor traffic and the hours should be considered, establishing, if necessary, time slots for visits.
3. The following prevention measures should be observed: online sales should be encouraged in order to reduce physical contact, as well as payment by card or other electronic means. This should be applied to all museum services.
4. It is recommended that disinfecting floor mats be placed at museum entrances.
5. The following measures should be observed to prevent infection among visitors: communicate the maximum capacity. As regards guided visits, the museum should determine the maximum number of people in a group, considering in all cases the regulations issued by the competent authorities on the subject.
6. The museum should observe the following measures: the maximum capacity of elevators (if available) should be determined and communicated to visitors. The rule of not allowing them to be shared by people from different family units and/or groups, except when masks are worn, should be applied. Disinfectant solution next to the elevator.
7. The following prevention measures should be observed: the suggested itinerary (if various itineraries are possible) should be indicated to reduce contact between people (for example, one-way route, separate entrance and exit).
8. As for guided visits, the museum should determine: how the visit will be conducted, the itinerary and possible limitations on the itinerary; to do so, it should consider the possibility of stops in front of certain works, the available space, the number of visitors in a group, as well as protection measures for the guide and visitors. If safety distances cannot be ensured during the visit, the visitors and guide should wear masks.
9. The following measure should be observed to prevent infection among visitors: eliminate leaflets within the reach of visitors. If leaflets are provided, they should be single use.
10. The following measure should be observed to prevent infection among visitors: promote virtual information through digital channels (museum and municipal websites, apps, etc.).
11. When the museum uses audioguides or radioguides, the use of the visitors' own earphones should be encouraged, or disposable earphones should be used. If the museum provides the devices, they should be disinfected after each use and stored in spaces with no human contact and protected.
12. The museum should observe the following measures: If a breastfeeding room is available, it should be kept closed and only opened upon request to a staff member; in any case, visitors should be informed of the procedure for requesting access. The museum staff should disinfect it adequately after use.
13. The museum should observe the following measures: in the coat check service (if provided), storage of visitors' clothing should be avoided, allowing only storage of backpacks and other parcels such as umbrellas, which should be placed by the visitors themselves into bags provided by the museum. If lockers are available, the necessary prevention and hygiene-sanitary measures should be established to ensure their use under safe conditions (for example, by providing disinfectant wipes).

# TOURIST TRANSPORT GUIDELINES



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1 Define **capacity** and **system** for **vehicles and facilities** according to the indications of the competent authorities



2 **Passengers:** mask use as indicated by competent authorities



3 **Driver:** **masked**



4 Making **surgical masks** available to passengers is recommended



5 Placing **disinfecting floor mats** at access points to public service offices is recommended



6 Attention to **managing waste** in vehicles and facilities



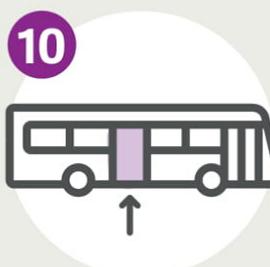
7 **Closure of restrooms** if the **necessary hygiene measures** cannot be guaranteed



8 Bus/minibús: define **seating arrangement**



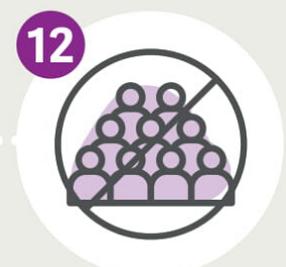
9 Bus/minibús: **do not use fold-down seat or the first row**



10 Bus/minibús: passengers board **through the back door**



11 Bus/minibús: **assigned seating** no changes allowed



12 Bus/minibús: **avoid crowding** during boarding and deboarding



13 Bus/minibús: **disposable earphones**



14 Vehicle driver (up to 9 seats): **protective partition** recommended

## 2.6 TOURIST TRANSPORT

1. The organisation should: adhere to the provisions established in the guidelines issued by the competent authorities on the subject of vehicle occupation and social distancing, both inside vehicles and at the ticket counter. To do so, it must define the capacity and procedure to ensure the safety distance (for example, by indicating at the entrance/access point how many people can enter or the maximum capacity allowed).
2. The organisation should: with respect to mask use by passengers, they will follow the rules issued by the competent authorities, although, in any case, it must duly inform passengers of this when they purchase their tickets, as well as through its usual communication channels (social media, website, etc.). In general, masks must be worn whenever the interpersonal safety distance cannot be guaranteed.
3. The driver, moreover, must wear a mask.
4. It is recommended that the organisation provide surgical masks for use by passengers under the conditions the organisation determines.
5. The use of disinfecting floor mats at the entrances to public service offices is recommended.
6. The organisation should: pay special attention to management of waste, providing the necessary means for properly disposing of it. Wastepaper bins with hands-free operation will be provided for waste disposal and subsequent management.
7. If restrooms are made available to passengers (for example on the bus, at the ticket counter or in offices), these should be provided under conditions that ensure safety and hygiene with respect to COVID-19. Restrooms must be closed if it is not possible to provide the necessary safety and hygiene conditions.
8. Bus/minibus. The following prevention measures must be observed: the maximum capacity inside the vehicle will be defined, as well as the seating plan for passengers, following the guidelines indicated by the competent authorities at all times and respecting safety distances between passengers as much as possible (for example, seating passengers in every other seat, in a zigzag pattern, etc.), between passengers and the driver, and between the driver and the tour guide, if applicable.
9. Bus/minibus. The following prevention measures must be observed: use of the fold-down seat and first row of seats will be avoided, as these are pass-through areas and close to the driver.
10. Bus/minibus. The following prevention measures must be observed: passengers will board the vehicle through the back door, maintaining the interpersonal distance as much as possible.
11. Bus/minibus. The following measures must be observed: passengers, if they leave the vehicle and return to the same vehicle (tour organised with intermediate stops), will sit in the same seat; to this end, it will be necessary for seat identification/numbering to be visible.
12. Bus/minibus. The following measures must be observed: a system to avoid crowding of passengers during boarding or disembarking of the vehicle will be established.
13. Bus/minibus. The following measures must be observed: if earphones are provided, they will be disposable.
14. Vehicle driver (up to nine seats) use of a partition between the driver and passengers.

# TOUR GUIDES GUIDELINES



MADRID  
CONVENTION  
BUREAU

Recommendations for  
reducing infection  
by coronavirus  
SARS-CoV-2



**1**  
No physical  
**contact**



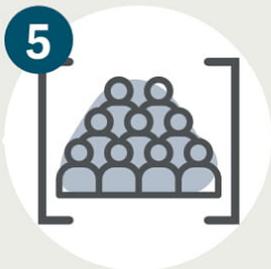
**2**  
Disclosure of the  
prevention measures  
and limitations in  
service provision



**3**  
Design of the itinerary  
based on the risk  
assessment: **avoid  
crowding** and confined  
spaces, **single-direction  
routes**



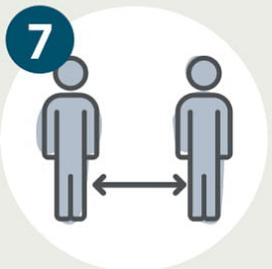
**4**  
Respect schedules  
and **coordination**  
with co-workers



**5**  
Determine the  
**maximum number**  
of people in terms  
of safety



**6**  
**Single point for  
people to get  
in and out of  
vehicles**



**7**  
Walking itineraries  
and stopping points:  
**open spaces.  
Safety distances**



**8**  
**Awareness of  
service-provider  
protocols**  
(restaurants,  
shops, etc.)



**9**  
**Scheduled  
appointments**  
for tourism spaces  
and scaled access



**10**  
**Sending of  
customer information**  
prior to the visit to  
another tourism provider



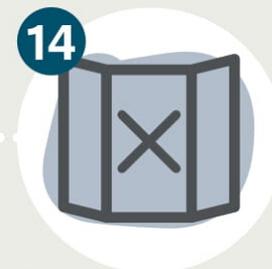
**11**  
**Distribution of keys**  
inside the vehicle



**12**  
**Gloves put on  
in front of  
customers**



**13**  
**Audio-guides that  
are single-use or disinfected  
after each use.** Customers,  
hand hygiene, they pick them  
up and leave them in a  
common bag



**14**  
**No printed material.**  
Prioritisation of the  
online channel

Transportation: refer to the Tourism Transport Guide.

## 2.7 TOUR GUIDES

1. The measures included in the contingency plan should contemplate the following: Avoidance of greetings with physical contact, including shaking hands, both with other tour guides and service providers, as well as with visitors. The safety distances should be respected whenever possible.
2. The tour guide should inform customers of the prevention and hygiene measures applicable to them, as well as of limitations or modifications of the service to prevent infection. Customers should also be informed of the prevention measures the tour guide is taking during the tour, which should be adopted by customers. The measures must have been disclosed to the customers before engagement of the services.
3. Tour guides should follow these prevention measures in the design of their activities: determine how to conduct the visit and the itinerary based on the risk assessment and regulations and/or possible restrictions that may be applied by the different service providers (museums, monuments, natural areas, etc.). For example: preparing one-way itineraries to avoid encountering other groups whenever possible (small cities, historic districts), coordinating in all cases with other tour guides, avoiding areas likely to attract crowds. avoiding confined spaces with limited capacities.
4. The following prevention measures should be observed: during the tour/visit, the work of their colleagues and coordination with same should be respected, particularly in areas with narrow streets, at entrances to monuments etc.
5. Tour guides should observe the following prevention measures in the design of their activities: a maximum number of people to whom the service safely can be offered safely should be established.
6. Tour guides should observe the following prevention measures in the design of their activities: single point for boarding and disembarking vehicles in the cities with the highest volume of tourists, in order to facilitate information, application of health-sanitary regulations and monitoring of application. This point for boarding and disembarking vehicles should be agreed upon with the competent authority.
7. Tour guides should observe the following prevention measures in the design of their activities: walking tours and stops to explain monuments should be done in open and/or large spaces, respecting safety distances.
8. Tour guides should observe the following prevention measures in the design of their activities: tour guides should request from providers from whom they want to contract services (e.g. accommodations, restaurants, buses, museums, monuments, visitor centres, etc.) the protocol for prevention of health-sanitary risks applicable to COVID-19. If this is not possible, they should request and know at least those of the service providers with whom they work most frequently.
9. Tour guides should coordinate with providers in order to avoid crowding when groups arrive, for example: entering hotels, museums, monuments on a scaled basis. Establishment of appointments.
10. Tour guides should coordinate with providers in order to avoid crowding when groups arrive, for example: by sending hotels, museums, monuments the preliminary list with the customers' documentation.
11. Tour guides should coordinate with providers in order to avoid crowds when groups arrive, for example: by giving out room keys inside of vehicles.
12. They should observe the following prevention measures: during the itinerary/visit, tourist guides should always project an image of tranquillity and confidence in the application of this protocol. During the tour, they should remind customers to comply with protocol of safety measures. Tour guides that choose to wear gloves should put them on in front of the visitors and use them correctly, although it is recommended that they opt to wash their hands before and after the visit and whenever equipment is shared.
13. They should observe the following prevention measures: during the itinerary/visit, they should use headsets, whispers, radioguides that are duly disinfected or for single use. When they are not for single use, customers will sanitise their hands before and after using them. The customer will be the one to return these devices, depositing them in a common bag that will be sealed. Other alternatives can be considered, such as applications that work with the tourist's mobile device.
14. They should observe the following prevention measures: during the itinerary/visit, they should avoid handing out printed materials, such as maps, leaflets, etc. If this is not possible, these materials should be plasticised and be easy to clean and disinfect or designed for single use.

## 3- OTHER INFORMATION

### 3.1 OF INTEREST TO TRAVELLERS

After the conclusion of the state of alert (21 June), the Royal Decree-Law ratified on 9 June takes effect in Madrid. The text maintains the minimum interpersonal distance of 1.5 metres and the mandatory use of masks on the street, in outdoor spaces and in enclosed spaces for public use or which are open to the public, as well as in transport vehicles. This rule will remain in effect until the Government declares, on a reasoned basis, the end of the health crisis.

The use of masks is mandatory in all outdoor and enclosed public spaces if it is not possible to maintain the safety distance. Order SND/422/2020.

Before travelling, make sure that you do not display COVID-19 symptoms.

### 3.2 ADOLFO SUÁREZ MADRID BARAJAS AIRPORT

- Mandatory use of masks in all outdoor and enclosed public spaces if it is not possible to maintain the safety distance.
- Only passengers may enter the airport terminal (access to the terminal by others is limited to people accompanying a passenger who requires assistance: persons with reduced mobility or unaccompanied minors).
- Maintain the safety distance with everyone.
- Follow the hygiene measures at all times.
- Approach baggage carousels to claim checked luggage individually.
- Check all your luggage whenever possible.
- At water fountains in the airport, use only bottles or other containers.
- Passengers coming from abroad must submit at the airport the Passenger Location Card that the airline will provide and undergo a Foreign Health temperature check with infrared cameras (infrared and visual control).

### 3.3 MAIN AIRLINES (IBERIA- AIR EUROPA)

#### Iberia:

- Reinforcement of disinfection and cleaning of aircraft.
- In the cabin, air renewal every 3 minutes.
- Aircraft with HEPA filters.
- At check-in, it is recommended that carry-on luggage be checked at no cost.
- Reorganisation of the check-in and boarding queues and all Customer Service points in airports.
- Screens at check-in and Customer Service counters.
- Temporary closure of the Premium Lounge.
- Maximisation of safety measures during boarding and deboarding, prioritising entry/exit to/from the aircraft by airbridge whenever possible.
- Boarding by rows, from the rear to the front of the aircraft.
- Recommended: issuing the boarding pass before the aircraft arrives and, whenever possible, downloading it on a mobile device to avoid contact.
- Elimination of onboard selling, magazines and catalogues.
- In flights of less than four hours, no meal service, blankets or pillows.
- In long-distance flights, simplification of service, consumables and linens sanitised.

#### Air Europa:

- Reinforcement of disinfection and cleaning of aircraft.
- In the cabin, continuous renewal of air.
- Aircraft with HEPA filters.
- At check-in, it is recommended that carry-on luggage be checked at no cost.
- Reorganisation of the check-in and boarding queues and all Customer Service points in airports.
- Screens at check-in and Customer Service counters.
- Cleaning before and after use of buses that transport passengers from the terminal to the aircraft; limitation of capacity.
- Minimisation of objects that can be handled in order to avoid contact.
- Use of online channels recommended for managing luggage drop-off and check-in.

### 3.4 PUBLIC TRANSPORTATION

#### MetroMadrid:

- Mandatory use of masks.
- Automatic door opening system on trains.
- Access doors at stations open.
- Disinfection of trains and stations.
- Indication of interpersonal distance and direction of travel.
- Accessibility: prioritise elevator use by persons with disabilities. Information campaign for persons with visual disabilities.
- Limitation and control of capacity: reduction to 50% - density of 2 persons per square metre.
- Information about the waiting time for trains.

Infographics prepared by MADRID CONVENTION BUREAU available at <https://www.esmadrid.com/mcb>, with the Recommendations for “Prevention of COVID-19 Contagion” were prepared by the Instituto para la Calidad Turística Española (ICTE in its Spanish acronym) at the request of the Secretaría de Estado de Turismo. Adoption of these recommendations is voluntary on the part of the establishment/service provider.

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