

# COVID 19



## **Flexible Travel Options:**

- If you have already made a reservation and need to reschedule, please let us know so that we may offer you our assistance;
- If you are planning to visit us and have yet to make a decision, please know that we are anxious to welcome you. We are here to do everything possible to help you get the maximum enjoyment from your home away from home in Madeira.

## **Planning for future travel:**

- For our guests wishing to plan a future stay with but are concerned with the possibility of something happening, please see our Terms and Conditions on our website.
- Our present policy is to guarantee that, whatever amount paid, you will be reimbursed in the case of cancellation and that there is total flexibility to alter dates with no further cost.
- In short, you may alter your plans without incurring any penalties up to 48 hours prior to your date of arrival.

## **How we are preparing for your visit:**

- We use highly effective products and protocols to sanitize our hotel, following the regulations and advice of competent entities;
- We increased the daily number of scheduled disinfections and sanitizations for all areas in and around the hotel;
- We pay vigilant attention to “high touch” areas such as door handles, banister railings, bathrooms and counters;
- We enforced the importance on frequent and effective hand washing protocols for staff, before, during, and throughout their shifts;
- We installed sanitation and disinfection stations throughout the hotel including our offices;
- We continue to monitor the situation and follow any new guidelines as they become available.



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## **How guests are able to prevent the spread of virus:**

- Wash hands frequently with soap and water for at least 20 seconds, especially after having been in a public place, after nose blowing, coughing, or sneezing;
- If soap and water are not readily available, use a hand sanitizer containing at least 60% alcohol. Cover the total exterior of hands and rub together until dry;
- Avoid touching eyes, nose, and mouth, particularly with unwashed hands;
- Avoid close contact with people who are sick and find other fun ways to greet people without the habitual hand shaking or kissing;
- Turn away from others and cover the mouth and nose with a tissue when coughing or sneezing. Alternatively, turn your head away from other people and use the inside of your elbow or place your head inside your shirt;
- After coughing or sneezing, immediately throw used tissues in the bin and wash hands with soap for at least 20 seconds;
- Use a mask ever.

## **Tests upon leaving the autonomous region of madeira:**

All passengers who have carried out a PCR test prior to their arrival at airports in the Region, at their own expense, will be able to benefit from a rapid antigen test or a PCR test for SARS-CoV-2, upon leaving the Autonomous Region of Madeira, should there be a need to submit a new test in the destination country, with the charges of this new test being borne by the Regional Government. For this purpose, travellers should register at [www.madeirasafe.com](http://www.madeirasafe.com), attach the result of the test carried out at origin, and by completing a survey at madeirasafe, express the need to carry out a new test when leaving the Autonomous Region of Madeira, free of charge for the traveller, according to the information laid down in Resolution n° 362/2021 (portuguese version).



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## **Procedure to request a free Covid-19 test (PCR or antigen test) before returning to the country of origin:**

- 1° - Passenger registers on [madeirasafe.com](https://madeirasafe.com);
- 2° - Passenger submits the PCR test, with a negative result, performed at country of origin;
- 3° - The health authorities in Madeira and Porto Santo validate the test presented.
- 4° - After validation, an automatic questionnaire is activated with the following questions:
  - 5° - Do you need to test for Covid-19 upon returning to your home country?
    - 5.1° - YES / NO
    - 5.2° - IF YES - Type of test?
    - 5.3° - PCR or Rapid Antigen;
  - 6° - Passenger is also questioned about the return date to the country of origin;
  - 7° - [Madeirasafe.com](https://madeirasafe.com) generates an automatic test reservation, considering the passenger's return date;
  - 8° - A message with the schedule is sent to the passenger (by email);
    - 8.1° - In Madeira, the appointment is scheduled for the Dr. Nélio Mendonça Central Hospital;
    - 8.2° - In Porto Santo, the appointment is scheduled for the Porto Santo Health Centre;
  - 9° - The passenger receives, an official document, with the test result in his e-mail.

## **COVID -19 HELP LINES:**

For clarification on issues related to COVID-19, namely, test results and or travellers waiting for double testing, please contact SESARAM (Health Services of the Autonomous Region of Madeira), through the telephone lines, as follows:

Landline: (+351) 291 208 738 | 291 208 700 | 291 149 490

Mobile: (+351) 969 320 327 | 969 320 235

