



Tourism and Leisure Guide in Times of COVID 19 Pandemic

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DECO
SEMPRE CONSIGO

Índice

5	Guide Introduction
6	Local Accommodation Reservations
11	Tourist accommodation reservations
15	Air Transport - Single ticket purchase
18	Package Travel
22	Campsites and Caravan Parks
25	Beach and Pool
30	Restaurants & Food and Beverage establishments
34	Shows & Festivals
38	Cinemas & Theatres
42	Gyms & Fitness Centres

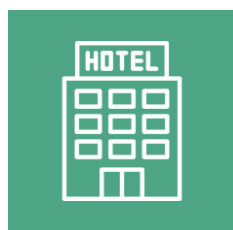
Guide

Introduction

We are now in the moment of returning to a new normal, by the lifting of the restrictions imposed by the Covid-19 pandemic outbreak. All the tourist and leisure activities are now within our wishful thinking, and how great it feels to think about all of this again, after such a long confinement period! We therefore need a safe and informed return as consumers. Count on DECO to go with you on this trip!



**Local
Accommodation**



**Tourist
accommodation
reservations**



Air Transport
*Single ticket
purchase*



**Package
Travel**



**Campsites &
Caravan
Parks**



**Beach
& Pool**



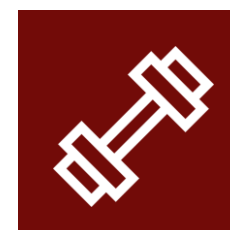
**Restaurants
& Food and
beverage
establishments**



**Shows and
Festivals**



**Cinemas
& Theatres**



**Gyms &
Fitness
Centres**



Local Accommodation

Highlights

Local accommodation can be defined as a commercial establishment that provides touristic accommodation services to a consumer through an apartment, room, house or hostel. During the state of emergency, exceptional measures were adopted to protect consumers in this matter:

1

Booking cancellation

If the reservation for your accommodation for the period from 13 March to 30 September has been cancelled due to the declaration of the state of emergency in Portugal or in your country of origin, or due to the closure of borders, please be aware that you are entitled to reschedule your booking or accepting a voucher, which you can use until the 31st December 2021.

If the voucher is not used nor the reservation rescheduled until the 31st December 2021 due to the lack of agreement between the accommodation provider and the guest, from the 1st January 2022, the guest is entitled to ask for a refund which must be paid no later than 14 days.

Please be aware, that these rules do not apply to refundable reservations, in which case the accommodation provider cancellation rules apply.

2

Unemployment situations

If you are in a situation of unemployment, until September 30th, you may ask for a refund of what you paid immediately, which must be paid by the owner of the local accommodation no later than 14 days.



Frequently Asked Questions

Q

Given this period of strong insecurity promoted by Covid-19 I am afraid to travel, even within the country. For this reason, I intend to cancel the reservation I made in a local accommodation. Can I ask for a refund of the amounts already paid?

A

The cancellation of accommodation by the consumer due to fear of a new vacancy is not legally considered an extraordinary circumstance, except if the accommodation is located in a destination where restrictive measures are still in place. In such cases the solution may be different. Therefore, you should take into account the terms and conditions of the accommodation to check whether any penalty for cancellation will be applied. Similarly, you should seek information about any restrictions imposed on the place where the accommodation is located.

Q

I have a booking for accommodation for September and, taking into account the Covid outbreak, the owner called me proposing to reschedule the reservation for fear of a new outbreak. However, he proposed a date that isn't suitable for me and for that reason I want a refund of the amount paid. Can I do that?

A

The parties will have to take into account the conditions of the accommodation cancellation policy. If nothing is foreseen when the owner cancels, the consumer has the right to request a refund of what he paid.

Q

In February this year, I made a reservation to spend holidays with some friends in August at a hostel. We are 5 people and we chose a room of 8 people, so we will be forced to share the same room with 3 people, who we do not know. As we are afraid of a possible contagion, can we cancel and ask for the money back?

A

Contact the owner of the accommodation and check if he has adopted the recommended social distancing and cleaning measures for these establishments, measures that allow you to share the room only with people from your group or your household.

If this accommodation assures you that the measures determined by the health authorities are in place and allow you to enjoy the accommodation under normal conditions, you should take into account the cancellation policies set by the accommodation.





Our advice to consumers

1

Contact directly the owner of the local accommodation in order to find a solution, to ensure an agreement that suits your specific circumstances.

2

Be aware that electronic platforms like Booking or Airbnb, through which you made your reservation, are obliged to present you all the costs associated with the accommodation, including those related to the tourist tax. Demand that information!

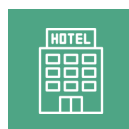
3

Be aware that the local accommodation must have information available in its premises containing the operational rules, internal use rules, rules regarding waste, use of household appliances, noise, telephone contact of the person in charge of the accommodation, as well as condominium regulations, if applicable. Ask them and find out!

These solutions also apply to hotel reservations and/or tourist accommodations.



Please consult our guide
Tourist Accommodation Reservations



Tourist Accommodation Reservations

Highlights

Hotels, apart-hotels, resorts and other tourist accommodations are preparing for your return. Know what to expect!

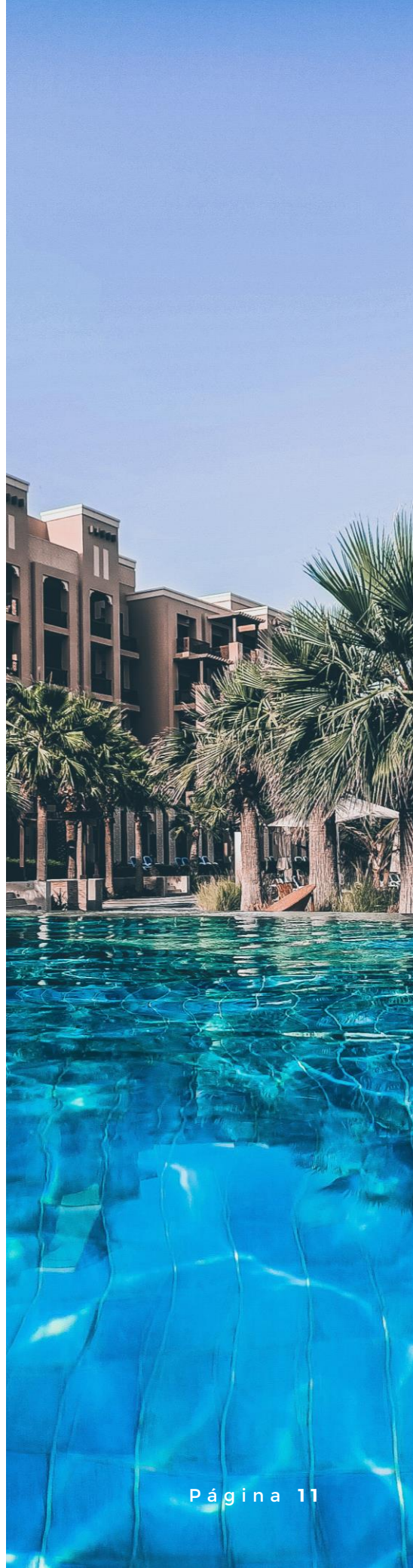
1

Cancellation a hotel reservation

The cancellation of an hotel reservation from now on should be based in a clear justification.

As we have seen, the specific measures applicable to this sector established that the traveller would be entitled to a refund of what he paid if there was a cancellation of the hotel reservation scheduled for the period between 13th March and 30th September, motivated by the state of emergency.

To this extent, and since in Portugal we are no longer in that phase, the cancellation of an hotel reservation that occurs after May 2nd, will be regulated by the cancellation policies agreed between the parties. If you do not live in Portugal, please read our FAQs on this topic.





2

Personal Protective Equipment

Any establishment may determine that the use of masks or visors to access its local premises is mandatory.

In this sense, the hotel may require the use of a mask inside its establishment and may refuse the entry of those who do not comply with this obligation.

3

Social Distance

According to the most recent European Commission guidelines on this matter, hotels and other tourist accommodations should put in place measures to ensure social distance (1.5 to 2 meters) in areas where there can be a higher concentration of guests, during a certain period of time (such as restaurants, bars, lobbies, pools, among others), by setting schedules and/or reservations for each guest.

Structures can be created to ensure physical distance between guests, such as acrylics and/or glass panels in certain areas.

Frequently Asked Questions

Q

I live in France and I have a reservation in a hotel in Portugal for the end of the month. However, in France the state of emergency will be extended, so I will hardly be able to maintain this reservation. What are my rights in this situation?

A

Reservations for tourist accommodation located in Portugal made by guests directly at the establishment or through platforms, for the period between 13 March and 30 September 2020, that are not possible to occur or are cancelled due to a circumstance related the declaration of the state of emergency in the guest's country of origin, gives the traveller the right to choose between a voucher or the reschedule of its reservation until the 31st December 2021.

If the voucher is not used or the reservation is not rescheduled until 31st December 2021, then the traveller is entitled to a refund of the amount paid no later than 14 days.

Q

Me and my family have a reservation for a hotel to spend our holidays and the hotel informed us that, given the situation that we are living, they will be forced to close facilities like pools, playgrounds or spa services. As these services are essential for me and my family to enjoy our well-deserved holidays, I don't want to keep my reservation and I want a refund of the money paid. Is it possible?

A

The Official Health Authorities recommend tourist accommodations to put in place measures to ensure social distance, cleanliness, hygiene and, if necessary, the shutdown of some services, therefore we advise guests to previously contact the establishment and look for a balanced solution that both parties can agree upon and that safeguards the consumer expectations within this specific context, which may involve a reduction of the price initially set.

Our advice to consumers

1

Prepare your holidays and contact the hotel in advance to be informed of all applicable measures, namely, cleaning, hygiene, use of spaces and catering services. Ask them to send you this information in writing, in a durable support such as e-mail.

2

Before making any reservation, try to find out about all the costs involving the accommodation. For example, you may incur in additional costs for the delivery of meals to your room, as an alternative to the service of the restaurant. Don't forget to ask about the cost of the tourist tax!





Air Transport

Single Ticket purchase

Highlights

Despite all the constraints and the fact that companies have gradually modified their conditions as a result of the impact of the pandemic, the truth is that exceptional measures regarding passenger rights have yet to be endorsed.

1

Flight cancelled by the carrier?

In case of a flight cancellation, the passenger must be able to choose between a refund within 7 days or re-routing, which, under the current circumstances, may be very limited or even not feasible. The refund can be made in cash, bank transfer, or even through a travel voucher or other services, but in the latter case it depends on the consumer's consent.



2

My flight wasn't cancelled, but I don't want to travel anymore

Once the conditions for the flight are fulfilled, if the passenger does not intend to travel, he must check the general conditions of the carrier that may provide for the possibility of refunding or rescheduling the trip, as well as the specific conditions of the fare that may allow changes or refunds. Most companies adopted specific measures, making changes more flexible.

Frequently Asked Questions

Q

The airline cancelled the flight, so am I entitled to any compensation?

A

Cancellations motivated by the pandemic have been framed as extraordinary circumstances. In this case companies are not required to pay compensation.

Q

My flight was cancelled. Am I obliged to accept a travel voucher?

A

Alternative solutions such as travel vouchers or other services depend on the consumer's consent. The passenger is entitled to a refund in 7 days, so the company should not impose a voucher.





Our advice to consumers

1

Contact the company and check the possibility and conditions of rescheduling.

2

Pay attention that alteration fees and fare differences may be charged.

3

If the company proposes a voucher, make sure that the period of validity is reasonable, and never less than one year. Be aware that, in order to make vouchers more interesting, some companies offer an additional amount to the initial value paid when the refund is processed through a voucher. You should ask the company if, in the event of not using the voucher within the stipulated period, you retain the right to a refund of the ticket price.

If you have questions about travels, please contact our hotline: +351 21 371 02 82.



Package Travel

Highlights

1

Package Travel that are cancelled between the 13th March and 30th September 2020 due to the pandemic crisis

With regard to package travel, known as holiday packages, which involve the combination of at least two different types of travel services for the purposes of the same trip or vacation (accommodation, transport, car rental, other tourist services), it's important to enhance that exceptional and temporary measures were implemented regarding travels between the 13th March and 30th September 2020 that are cancelled due to the outbreak of the COVID-19 disease pandemic.

In these cases, instead of immediately asking for a refund, the traveller can choose between:

- a** The issue of a voucher, valid until the 31st December 2021, of equal value of the payment made; or
- b** Rescheduling the trip until the 31st December 2021.

If the voucher is not used nor the travel rescheduled until the 31st December 2021, the traveller is entitled to ask for refund which must be paid by the travel agency no later than 14 days. Travelers who are in a situation of unemployment can immediately request a refund of the entire amount spent until the 30th September 2020.

2

School Trips

In case of school trips or similar, travellers can benefit from this regime, and, consequently, choose between the issue of a voucher under the conditions established by Decree-Law no. 17/2020, from 23rd April, which are more favourable than those previously approved.

Frequently Asked Questions

Q

I have a package travel scheduled in a few months, should I cancel immediately?

A

The most prudent thing to do is to wait and follow the information and recommendations from the official authorities and bodies, whether regarding your own country of origin or the country of destination. In any case, please contact your travel agency to check all the possibilities.

If there are exceptional circumstances at the destination or in the immediate vicinity that affect its effects, such as an outbreak of serious illness, no cancellation fees can be charged to the traveller, but if it is not the case, a cancellation fee may apply. For this reason, and because early termination can mean a huge difference in the eventual penalty, you should consider this information in your decision.

Q

The package travel that I had booked was cancelled and the travel agency issued separated vouchers to use with the airline, hotel and rent a car. Am I obliged to accept them?

A

No. The traveller can choose to reschedule until the 31st December 2021 or to accept a single voucher that should be valid until the same date. By choosing the latter option, the single voucher should correspond to the total payment.

Q

Can I transfer the travel voucher to a third party?

A

Yes. The voucher is issued to the bearer and could be assigned to a third party.

Q

I recently got unemployed, so do I have to accept a reschedule of the trip or the issue of a voucher?

A

No. Until the 30th September 2020, travellers who are unemployed can request a refund of the full amount spent. The reimbursement should be paid no later than 14 days after its request.

Q

My graduate trip was cancelled and as the alternatives given to me by the travel agency implied rescheduling for a date that was not convenient for me or a partial value voucher, I ended up opting for the voucher. What can I do?

A

According to the amendment promoted by the Decree-Law no. 17/2020, from 23rd April, the traveller can now demand a voucher in the amount of the total price paid.



Our advice to consumers

To help consumers to better understand their rights, we selected some advices and tips that can help you:

1

Do not reschedule your trip for the next few months since the situation may not yet be overcome.

2

In case of non-compliance by the travel agency, activate the travel and tourism guarantee fund through a written request addressed to Turismo de Portugal, I. P.

If you have questions about travels, please contact our hotline: +351 21 371 02 82.





Campsites & Caravan Parks

Highlights

Campsites and caravan parks have not been forgotten in the context of these exceptional measures during the state of emergency and calamity, and they are now being prepared for the return to their activity, accompanied by important measures.

1

Capacity of Camping and Caravanning Sites

At this moment, the use of parks is limited to a maximum capacity of 2/3 of the legally fixed area of the park, so the entry of guests in this place may be prohibited. The entry and exit of users can be controlled by the use of a numbered control card.

2

Individual Protection Equipment

According to the communication from the Mountain and Campsites Portuguese Federation, consumers will be obliged to use personal protective equipment, namely masks or visors, only being able to remove them inside their unit, and, also, to ensure social distancing. Parties or other events involving a large number of persons will not be allowed.



Frequently Asked Questions

Q

Taking into account all this confinement period, I didn't pay the dues for my campsite and now they refuse my entry. Is this legal?

A

According to the information provided by the Mountain and Campsites Portuguese Federation, camping sites may ban the access to its places. Campsites may deny access to the space if there are still amounts in debt in respect of the contributions which the user is obliged to pay under the contract.

Q

If I have a caravan installed in the Park but I haven't used it during this period due to its closure, can the Camping Park now refuse my entry in order to ensure the 2/3 of maximum capacity?

A

If the consumer has entered into a contract with the Camping and has his payments on time, his entrance should not be refused by that entity. However, given that these are exceptional times, in case of a consumer conflict, it would be better to contact the Camping Park Administration in order to reach an agreement.

Our advice to consumers

1

Contact the entity responsible for the Camping Site and ask for its internal regulation. Then check the rules regarding the applicable opening up measures.

2

Try to make all the payments in the park premises with your visa or credit card, since according to the Federation mentioned above, for the use of its services consumers should avoid payments with cash.

3

Contact the person responsible for the Camping Park, in order to know the measures related to the sanitary spaces and dishwashing places.



Beach & Pool

Highlights

On a very hot day, the idea of putting on your slippers, grabbing your swimsuit and towel and heading to the beach is more than tempting. However, due to the Covid-19 pandemic, it is important to know the new rules for safely going to the beach:

1

On the Beach

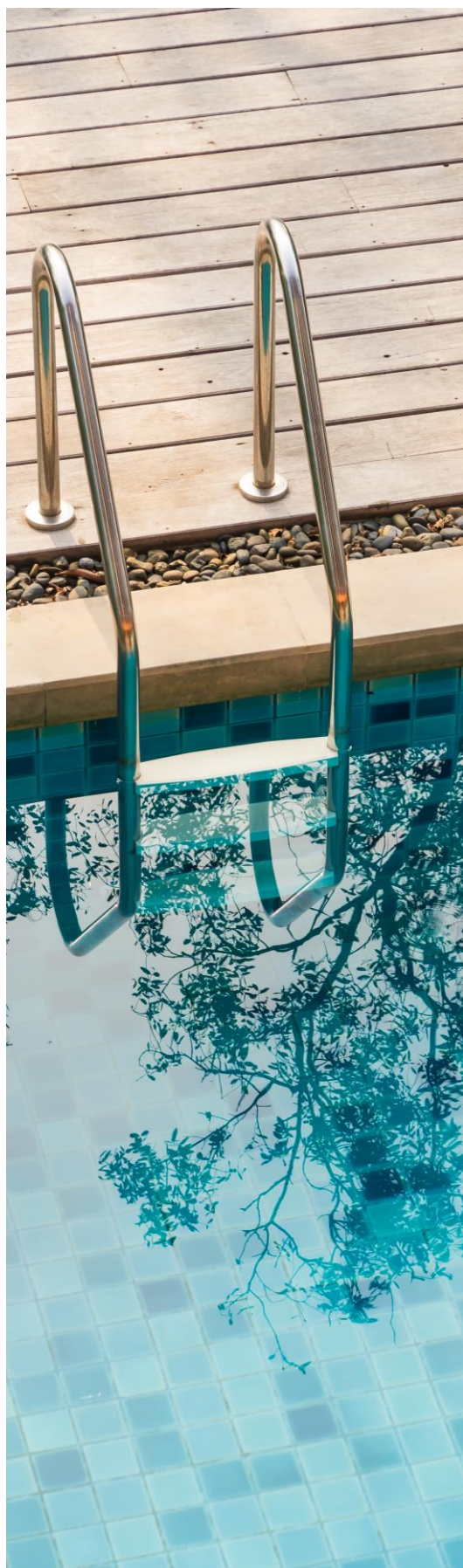
Along the beaches there will be signs indicating their state of occupation.

When entering the beach, keep a distance of 1.5 meters from other users who do not belong to your group.

On walkways and sidewalks, as well as in sanitary facilities, wear appropriate footwear and follow the instructions that may exist on the floor.

Umbrellas, awnings and tents must be at least 3 meters apart.

The rental of awnings or tents will be made by reference to two shifts: the morning shift until 1:30 pm and the afternoon shift from 2pm.





The use of pedal boats, slides, indoor showers for body or feet is prohibited. As well as sports activities, massages and similar activities, for 2 or more persons.

Outdoor body or foot showers, sun loungers, mattresses, beach ashtrays can be used and are subject to cleaning and hygiene rules defined by the General Directorate for Health.

Nautical activities, surf lessons and similar sports are allowed, as long as the maximum number of 5 participants per instructor is respected as well as the recommended physical safety distance between each participant, both on land and at sea.

People with reduced mobility will need to ensure the compliance of their mobility instruments with hygiene and safety procedures, namely regarding its cleaning.

Street vending is allowed on the beaches, which should preferably be done in the corridors of circulation for beach users.

Sellers must wear a mask or visor and respect the rules of physical safety distance when contacting users.

At the beach bar

Beach bars are also considered food and beverage services, so the same rules of restaurants apply.



Please consult our guide
Restaurants & Food and Beverages Establishments

These rules are also applicable to outdoor pools with the necessary adaptations.



Frequently Asked Questions

Q

Where do I have to wear a mask or visor?

A

Users, including children over 10 years old, must wear a mask or visor inside sanitary facilities and inside commercial establishments, such as restaurants and beach bars.

People with reduced mobility and accompanying persons must wear a visor or mask when using amphibious chairs.

Q

Will the bathrooms be open to bathers?

A

Yes. However, you must wear appropriate footwear and, inside the sanitary facilities, individual protection behaviours must be adopted, such as the use of a mask or visor and compliance with the safety distance and respiratory etiquette measures.

Q

Is there a maximum number of people per awning?

A

Yes, awnings or tents should not have more than five users.

Q

Can I play volleyball or rackets on the beach?

A

No, sports activities with 2 or more persons are prohibited.

Q

What happens if users do not respect the beach occupancy rules?

A

There is the possibility of banning access to the beach, for reasons of public health, namely due to serious non-compliance with the obligations imposed on the concessionaires and users.

Our advice to consumers

1

Pay attention to the place where you park, as police action can be increased to assess whether parking rules are being complied.

2

Take a look at the *InfoPraia* app and *Posso Ir?* app to check the beach occupation.

3

Opt for beaches that have a low level of occupation, since they are monitored and with quality control.

4

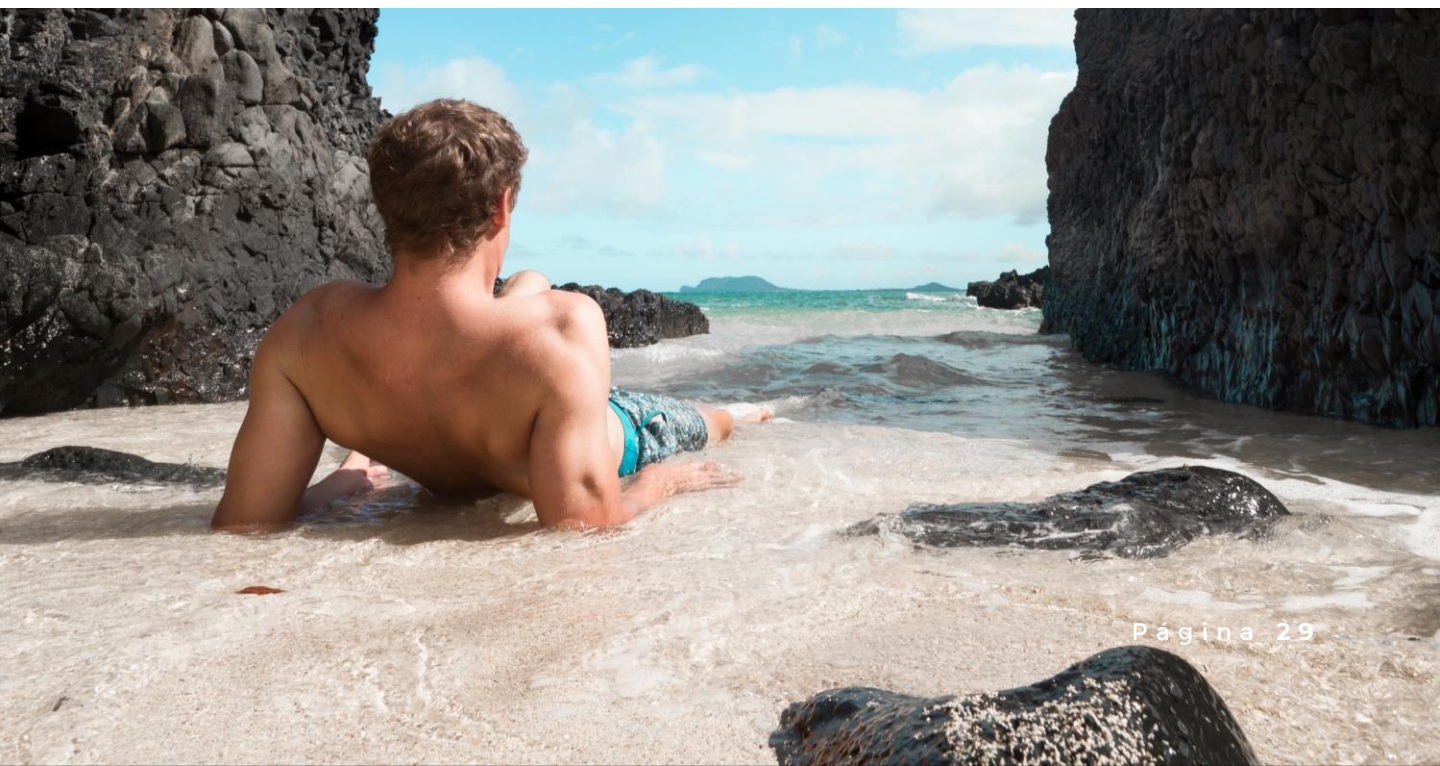
Going to beaches with a high occupation rate should be avoided, as it can be difficult to keep the social safety distance.

5

Waste and cigarette butts must be placed in the respective containers.

6

Masks and gloves must be deposited in general waste containers.





Restaurants & food and beverage establishments

Highlights

Be aware that when you return to restaurants you will find new rules in order to prevent the spread of the corona virus:

1

Arriving at the Restaurant

The maximum capacity of the establishment, including the terrace, has been reduced in order to ensure the recommended physical distance of 2 meters.

The establishment is obliged to ensure an adequate cleaning and disinfection of the surfaces with suitable detergents, at least six times a day, namely all the frequent touching areas.

Employees will be wearing a protective mask and have instructions to frequently wash their hands with soap and water;

You should wash your hands with alcohol-based solution or soap and water when entering the restaurant and several times during your meal.





2

At the Restaurant

You must respect the distance of at least 2 meters (except cohabitants) and refrain from changing your table and chairs to suit you more.

Individual menus have been replaced by menus that do not need to be handled to customers. Also, individual single use menus have been adopted.

The towels or table linens should be single used and made of paper. If there is a cloth towel, it is only for single use per customer.

The table shouldn't have any decorative accessories or other products on the tables.

Plates, glasses, cutlery and napkins will be placed on the table in the presence of the customer.

3

When exiting

The establishment is obliged to disinfect the automatic payment terminals after each use, using suitable detergents.

Frequently Asked Questions

Q

Am I required to wear a mask in restaurants, pastry shops and cafes?

A

Yes, the use of masks or visors is mandatory for the access or stay in commercial establishments.

Children over 10 years of age must also wear a mask.

Q

Do I have to wear a mask on the terrace?

A

No, the use of a mask by customers on the terrace is not mandatory because it is an outdoor space.

Q

Are the rules inside the restaurant and on the terrace the same?

A

Yes, the rules regarding terraces are the same as those inside the establishments. The only exception is the use of mask for customers, which isn't mandatory outside since it is an outdoor space.

Q

For fear of SARS-CoV-2 virus contagion, I do not want to use the physical Complaints Book. What alternatives do I have?

A

If you want to avoid using the physical Complaints Book, you may always use the electronic complaints book, available at www.livroreclamacoes.pt.

Our advice to consumers

1

Call the restaurant and make a prior reservation.

2

Keep a distance of at least 2 meters in the waiting lines outside the establishment and in the waiting lines that are generated for orders / payments on the counter.

3

Prefer the use of the outside areas or the take-away, delivery and / or drive-in service.

4

Wait for the table to be disinfected and cleaned before occupying it.

5

Don't change the orientation of tables and chairs.

6

Since the same cash is frequently used by different persons, and considered to be a potential source of virus transmission, whenever possible make your payments with contactless cards or through mobile payments.



Shows and festivals

Highlights

Exceptional and temporary measures to respond to this pandemic crisis have been established in the cultural and artistic area, applicable to the postponement or cancellation of shows that are unable to be held between February 28 and September 30 of 2020.

Festivals and shows of a similar live nature, declared as such in the act of prior notice, have now specific rules in relation to other shows, and summer festivals are forbidden until September 30 of 2020, except for those that can be held with a reserved seat, and always by respecting the capacity specifically defined by the Directorate-General for Health.

1

Cancelled or postponed summer festival. What now?

Ticket holders are entitled to a voucher of the same value to the price paid, transferable to third parties and valid until December 31 of 2021. If not used until that date, the holder is entitled to a refund of the amount, that must be requested no later than 14 working days.

The voucher may be used for the purchase of a ticket for the same show in a different date or for other events held by the same promoter. The show's postponement cannot correspond to an increase of the cost of the ticket for those who, at the date of the postponement, already had bought it.

2

Other cancelled artistic shows

Shows that cannot be performed between February 28 of 2020 and September 30 of 2020, should, whenever possible, be rescheduled until September 30. If not, they should be considered cancelled.

The postponed show must take place within a year after its original date.

The rescheduling of the shows covered by the time lapse in which the exceptional measures are applied does not give the right to a refund of the ticket price, nor can it imply an increase of the respective cost for those who were already ticket holders at the date of its postponement.

If cancelled, the ticket must be refunded within 60 working days after its announcement. The cancellation, location, way of payment and deadline for the request of the refund must be duly publicized by the cultural agents.



Frequently Asked Questions

Q

When I bought the ticket, I had paid a fee for the ticket issue. Can the cultural agent ask me for any more fees for the voucher?

A

No. The emission, use, and refund of the voucher cannot include the charge of any amount or fee to the ticket holder.

Q

If I'll use the voucher in a more expensive event from the same promoter, do I have to pay the amount difference?

A

Yes. The voucher can be used as a partial payment. If, on the other hand, the price of the other event is lower than the voucher, the difference can be used for other events of the same promoter.

Q

I bought a ticket for a concert but, meanwhile, it was postponed. Can I demand a refund?

A

Unfortunately, the right to reimbursement has been limited, and the exceptional rules applicable to shows that cannot be performed between February 28 and September 30 of 2020 determine that the show's postponement does not give the right to an immediate refund of the ticket. Contrary to normal conditions, only in situations of cancellation, the ticket price can be refunded.

In case of summer festivals and shows of a similar nature, consumers will be entitled to the issue of a voucher, which, if not used until December 31 of 2021, will determine the right to be refunded if requested no later than 14 working days from the 1st January 2021.



Our advice to consumers

1

Pay attention to the information announced by the promoters. Cultural agents must advertise a set of information, starting with the cancellation of shows or new dates for their performance. Information on ticket replacement and vouchers should also be made available.

2

If you had a ticket for a summer festival that did not take place, check other shows of the same promoter until December 31st of 2021. Also check the rules on the ticket issue, the show's location, and the way to use the ticket.



Cinemas & Theatres

Highlights

It is time to see life with other eyes again and attend spaces that allow us to dream. Cinemas and theatres await the visit of consumers. Find out what the rules are:

1

Cleaning

The shows are back and with stronger hygiene rules.

Before opening the doors and just after the end of each session, the rooms must be cleaned and disinfected.

Also surfaces, sanitary facilities and “contact points” will be cleaned and disinfected periodically.

2

Entrance tickets

All shows, in the hall or outdoors, must provide tickets to consumers in order to respect the maximum capacity.

Therefore, access to tickets will always be necessary, even if the show is free.

3

Rules for entering and leaving

Each person must wear a mask or visor, including inside the concert hall and inside the movie theater.

The entrances and exits of people will have their own separate circuits.

The waiting and service areas will be organized in order to avoid queues, ensuring a distance of 2 meters between persons who are not cohabitants.

The public must enter the cinema in order of queue, either towards the stage or towards the screen, or even towards the main entrance, and the exit must be organized in reverse.

There should be no breaks during sessions, or if they exist, they will be reduced to the minimum time necessary.

4

Occupation of seats

Occupied seats must have a space between spectators who are not cohabiting, and in the next row the occupied seats must be unmatched.

In stage shows, the first two rows of the room next to the stage cannot be occupied or, alternatively, it should be maintained a distance of at least 2 meters between the plateau and the first row.

5

Rooms with cabins and galleries

When the theatre box have 6 or less seats, they can be occupied by a family or cohabitants;.

Boxes with a capacity of more than 6 seats can be occupied, if the room seats' rules are applied.

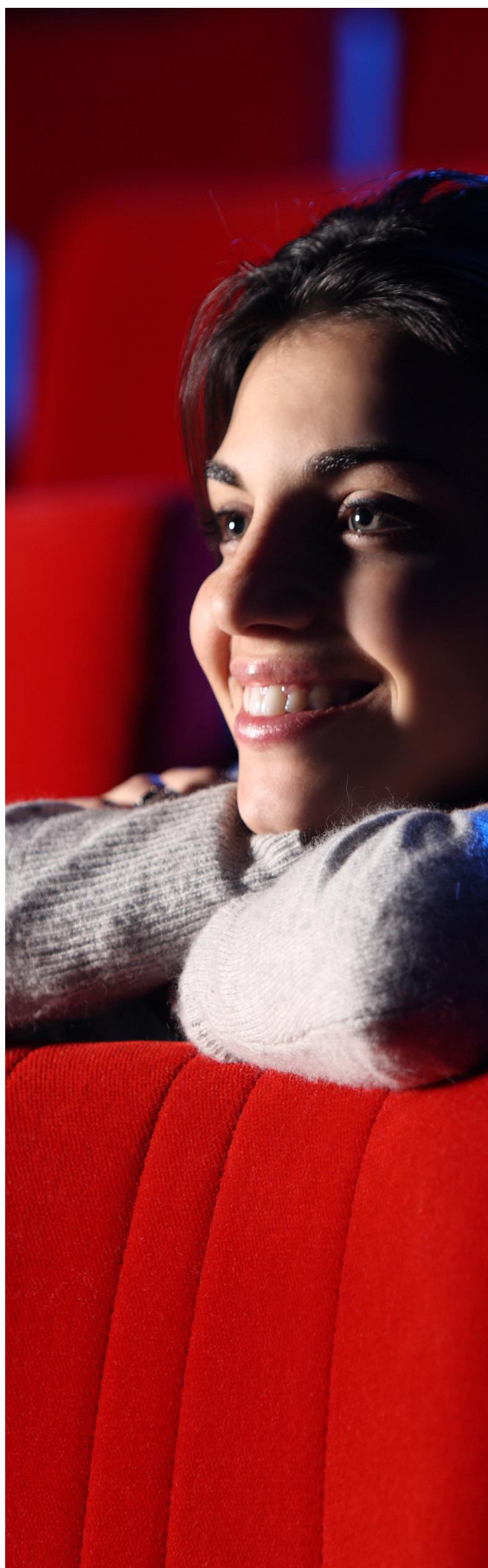
The gallery seats can only be used with marked seats, thus also applying the room seats' rules.

6

Outdoor venues

The outdoor venues will be limited, with reserved seats that ensure a physical distance of 1.5 meters between spectators.





Frequently Asked Questions

Q

To attend a free outdoor show, do I have to present a ticket?

A

Yes, access to open-air shows, even if free, will only be allowed to ticket holders.

Q

What is the minimum distance between persons in a movie theatre?

A

The Health Directorate General's Guideline 28/2020 establishes that seats occupation should ensure at least a free seat between spectators who are not cohabitants.

The near rows (in front or in the back) should be left empty.

Our advice to consumers

1

Buy the admission tickets in advance, preferably on the day before the performance of the show and through the internet.

2

For the payment of the ticket, whenever possible, prefer payments via visa, contactless and credit cards.

3

Take your time and be calm, as there are new rules for entering the room, which can cause some delay.

4

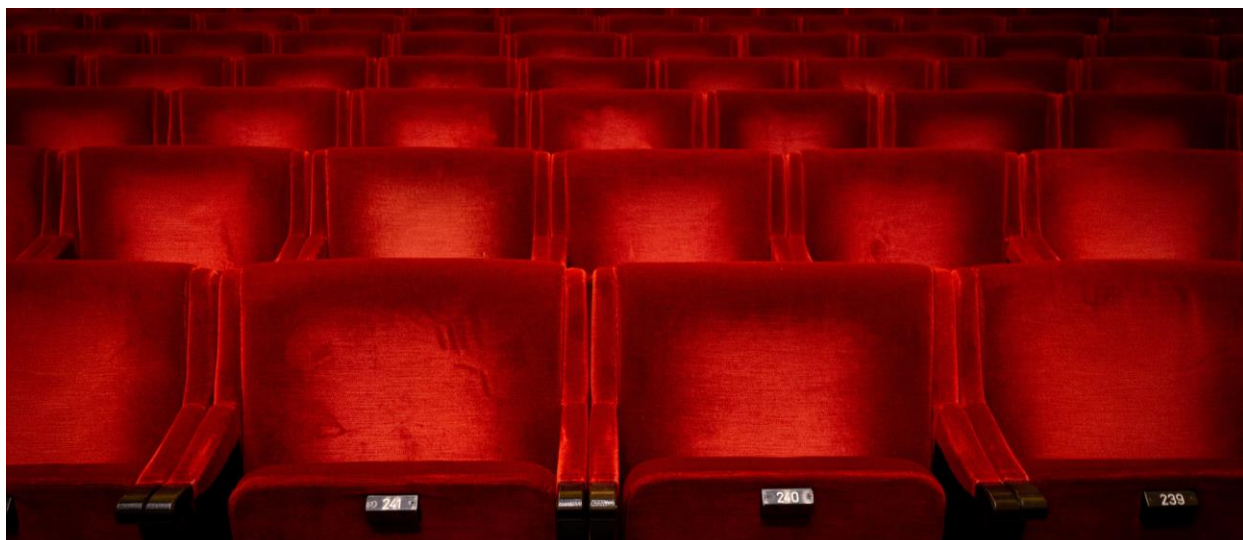
Inside the venue follow the signs for circuits and physical distance markings.

5

Respect the indication of your place in order to avoid constraints before the start of the show and to safeguard the recommended safety distances.

6

Avoid leaving your seat during the intermission, in order to prevent from encountering other spectators in the hall.





Gyms

Highlights

The beach and the good weather should always be combined with an active and healthy life. During the state of emergency, gyms and fitness centres remained closed. Many of these establishments took advantage of the digital system to provide some of its services, but most customers were eager for its reopening. Know the rules when returning.

1

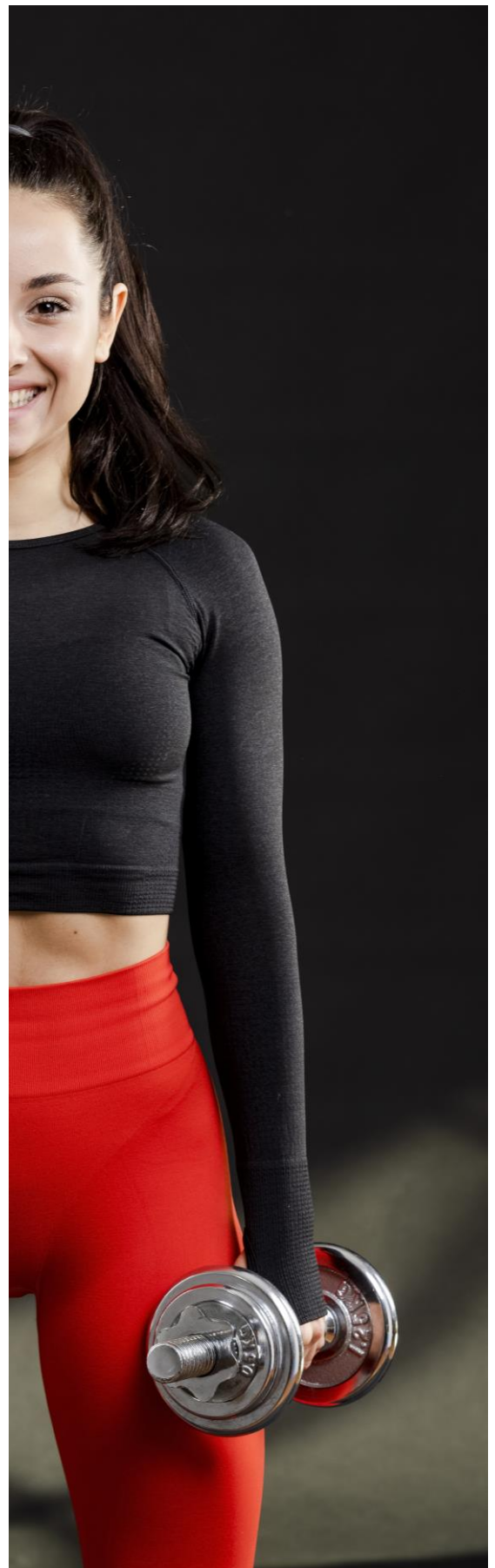
Personal Protective Equipment

The use of a mask is mandatory when entering and leaving the Gym and Fitness premises. However, during the physical exercise the use of mask is not mandatory.

2

Social Distance

Group classes (in a room or pool) should include the reduction of participants, ensuring that the maximum capacity is reduced, in order to ensure a physical distance of at least 3 meters between practitioners.





3

Changing rooms and showers

The use of changing rooms and showers should take into account the following recommendations

- a** If they have an alternative, users should avoid using the changing room or showers;
- b** In changing rooms, the use of hangers must be guaranteed to allow a physical distance of two meters between users;
- c** Must be guaranteed the use of shower, respecting, at least two meters of physical distance between users;
- d** The maximum capacity of changing rooms and showers should be defined, in order to allow the physical distance of, at least, two meters between users;
- e** Both customers and employees circuits inside the gym, should have only one direction;
- f** Indicate, in a visible way, which hangers, lockers and showers can be used..

Frequently Asked Questions

Q

I was contacted by my gym, saying that they are going to reopen. However, I am still not allowed to access the pool, which is the only activity I practice. Can I cancel the contract?

A

Legally, we are facing a fitness service provision contract, which includes several services, including swimming.

For this reason, we advise you to previously consult your contract (ask the gym for a copy of it for you to be able to understand what services are included) in order to understand if you can suspend or cancel the contract until the service is fully provided.

Note that if the pool is part of the service package, the impossibility of its use doesn't give you automatically the right to cancel the contract, so you should seek for a balanced solution with your gym that can involve, for example, a price reduction during the time when the services are unavailable.

Our advice to consumers

1

Before returning to your Gym or Fitness Centre, please contact and ask for information about the new mode of operation and about the changes that have been put in place. Ask for this information in a durable medium, for example, by e-mail.

2

Consult the Gym or Fitness Centre's rules and see if there is a term or condition related to the suspension of payment due to extraordinary circumstances or force majeure.

3

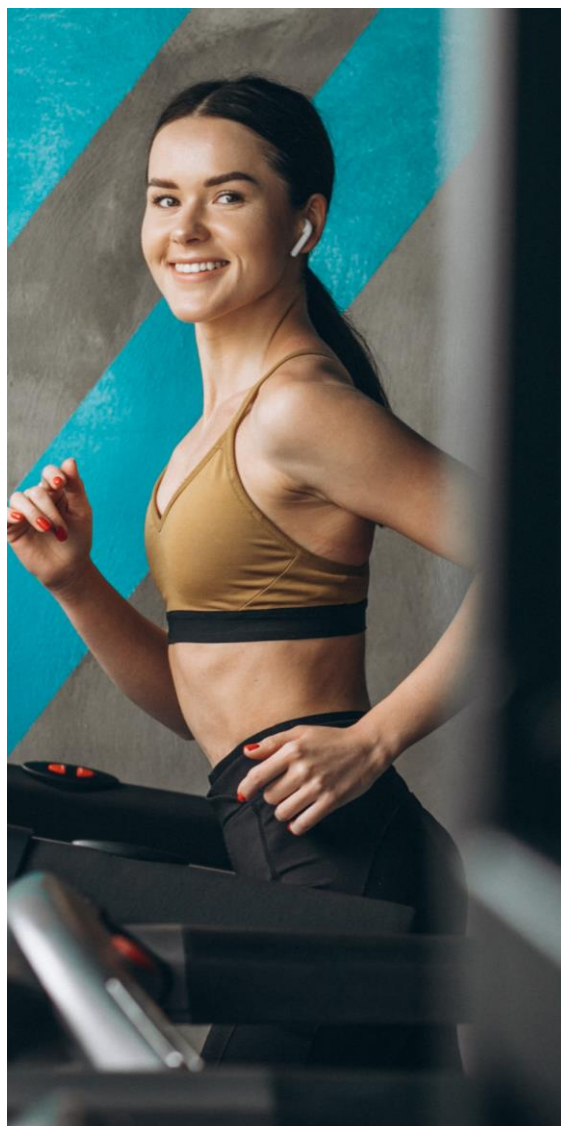
Ask for a copy of your contract to see if your questions are answered in its terms and conditions.

4

If you have alternatives, do not use changing rooms and showers.

5

Keep your mask on, whenever you are not training.



Please, be aware:

Failure to observe the rules regarding both the permanence and the determined physical distance, as well as regarding the use of masks or visors in cases where it is mandatory, may be sanctioned with a fine. Fines range from EUR 100.00 to EUR 500.00 in case of natural persons, and from EUR 1000.00 to EUR 5000.00 in case of legal persons.

Tourism and Leisure Guide in Times of COVID 19 Pandemic

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