



Dear Partner,

Due to the outbreak of the COVID-19 virus, we would like to give you useful information regarding current local regulations that will affect the itinerary on any tour operated by Saistours.

Please note that, as the known threat from COVID-19 evolves and country measures adapt accordingly, the required measures are likely to change.

Thank you for your cooperation and attention.

General rules for entire Italy

Fill in a digital passenger locator form

Information:

<https://euplf.eu/en/home/index.html>

To fill in:

<https://app.euplf.eu/#/>

From July 1, 2021 it will be possible to use GREEN PASS to move within UE countries:

- For individuals who vaccinated for Covid-19 minimum 14 days before arrival
- For individuals who recovered from Covid-19. Valid for maximum 180 days
- Covid test taken within 48 hours for individuals who are not vaccinated

NEW: From August 6, 2021 people must present proof of immunity to access an array of services and leisure activities

You will only be able to carry out certain activities if you have a Covid-19 green pass, which means:

- A certificate stating that you have had at least one dose of vaccine
- or
- you have tested negative to a molecular or rapid swab within the last 48 hours *
- or
- you have recovered from COVID-19 in the previous six months

The pass will be required to go to: inside restaurants, museums, archaeological sites, archaeological parks and monumental complexes, public shows, sport events, swimming pools, gyms, wellness centres, spas, festivals, fairs, conventions and congresses, theme and amusement parks, cultural, social and recreational centres. Gaming halls, betting halls, bingo halls and casinos.

Failure to follow these guidelines is punishable with penalties from 400,00 to 1.000,00 euros

***Saistours and team will be at disposal to coordinate appointments for Rapid antigen-test or Molecular test where needed.**

Wednesday, July 28, 2021



Social Distance of 1 m for persons not living in the same household needs to be obeyed at all times (whenever possible)!



Facemask has to be worn inside all enclosed environments and if social distance cannot be kept!



Wash or disinfect your hands as often as possible!

Recommendations:



We recommend to use contactless tools for payments / storage of tickets / information.



Monitor your own well being and report irregularities immediately to your Tour Guide / Saistours office. A temperature (fever) above > 37.5 ç will result in being excluded from entries.



Keep a record of places visited and contacts made during the last 14 (30?) days. And be prepared to declare the following personal data upon request (Name, address, phone number).



Check on your insurance status and its coverage!

OFFICIAL REGULATIONS APPLICABLE TO INVOLVED SUPPLIERS

AIRPORT

Official regulations for airports in our destination

National airports will be equipped with monitoring facilities, including temperature measurement, both for outgoing and incoming flows, and the checking of health documents (if existing). Technological solutions will be preferred for the control facilities to contain as much as possible the stopover of passengers and staff and the contact between passengers and the staff itself. If a non-compliant body temperature is detected, subjects will be removed according to procedures that ensure adequate segregation and distance from other passengers and employees. The management of suspicious cases will be guaranteed by the Health Authorities in compliance with the protocols in force.

It is mandatory to wear masks inside the Terminal areas. Usually the masks have to be replaced after wearing them for 4 hours. Passengers should ensure that they have a sufficient number of masks for the entire duration of their journey.

Hand disinfectants and/or other disinfection products will be as widespread as possible in the terminal to encourage passengers, crews and staff to use them.

Signposting will indicate the correct distance in areas with the greatest potential crowding, such as: check in, ticket offices, baggage claim tapes, toilets, shops.

The internal areas of the airport will be sanitized and cleaned with suitable products according to the indications provided by the Health Authorities several times a day with particular attention to the points where there is the highest concentration of passengers.

The recommended leading criterion for obtaining the protection of passengers and employees is in general to dilute flows, in order to avoid as much as possible concentrations of people in spaces that could generate crowds.

Before boarding, travellers must provide the documentation required by current regulations regarding the reason of the trip, their address and telephone number, undergo temperature measurement and boarding may be prohibited if the above documentation is not complete. Operators will also be able to acquire at the time of check-in online or at the airport and in any case before boarding, a specific self-certification that the passenger has not had close contacts with people suffering from COVID 19 disease in the the last two days, before the onset of symptoms and up to 14 days after the onset of symptoms

www.viaggiasesicuri.it

<https://www.salute.gov.it/portale/nuovocoronavirus/homeNuovoCoronavirus.jsp>

ACCOMODATION

Official regulations for accommodation

1. RECEPTION

At the reception and in the other common areas it is always mandatory to respect the interpersonal distance (at least one meter between one person and another or the widest distance defined by any local authority ordinance). Gel with 60-85% alcohol concentration for hand hygiene will be available for staff and guests at several points within the structure.

Body temperature can be detected, preventing access in case of temperature > 37.5 °C.

Each incoming guest may be asked to sign a self-certification on health conditions.

Receptionists are equipped with personal protective equipment (gloves - where necessary - and mask).

Guests have to wear respiratory protections in closed common areas.

The cash desk or reception can be equipped with physical barriers (such as screens). Electronic payment and online management methods should be favored, with automated check-in and check-out systems where possible.

It is recommended to adopt measures to avoid crowds and reduce the time spent in the reception area, such as:

- Ask guests to send the hotel before arrival all the information necessary for registration and a copy of the identity document that will be shown on arrival, providing guests with the information on the processing of personal data;
- In case of groups, invite the group leader to act as a single agent for the check in procedure and for all the direct contacts with the reception; request the rooming list by the day before arrival; the keys will be given to the group leader who will distribute them to the guests.

Whether wearing gloves or not, regular hand hygiene is required through the use of soap and water or alcoholic gels.

Masks, disposable gloves and surface disinfectant, where possible, will be available on request for guests, possibly for a fee.

The use of lifts must be such that the interpersonal distance is respected. The distance may be waived in the case of persons belonging to the same household or sharing a room. In other cases, the mask must be used.

Elevator buttons will be cleaned frequently.

Every item provided by the structure to the guests, must be sanitized before and after each use.

A list of the Hotel guests will be kept for a period of 14 days.

2. ROOM CLEANING AND COMMON AREAS

Although it is likely that staff and guests are already familiar with hygiene prevention measures, their contents will be remembered with signs in the common areas on the floors.

In the common areas on the floors (corridors, landings, etc.), hand hygiene gel dispensers will be available to guests.

The cleaning staff will be equipped with personal protective equipment.

At each departure, the room will be sanitized.

In common areas all elements that come into repeated contact with guests such as handles, push-button panels, etc. , will be cleaned at regular intervals.

The cleaning of floors, furniture, contact surfaces will be subjected to periodic cleaning, the closer the greater the influx of guests.

The microclimate must be adequate, ensuring ventilation and indoor air quality; natural ventilation must be guaranteed periodically in all environments.

3. DISTRIBUTION OF FOOD AND DRINKS

At the entrance of the areas designated for the administration of food and drink (breakfast room, restaurant, bar, etc.), it is always mandatory to respect the interpersonal distance.

Alcoholic gel for hand hygiene will be available for staff and guests with a firm indication of using it before entering the restaurant.

In order to facilitate social distancing, other areas of the Hotel may be used for the distribution of food and drinks.

The tables will be positioned so that guests are at least one metre apart, except for families or people sharing the same room.

Staff must wear the mask and wash or sanitize their hands frequently.

It is preferable that the service is provided by the staff, possibly with table service.

The buffet service can only be carried out if distance can be guaranteed and crowding can be avoided (e. g. With stickers on the floor).

The food in the buffet must be adequately protected and every utensil available to guests will be replaced frequently.

At each service the surface of the buffet will be disinfected.

All dishes, cutlery and glasses will be washed and disinfected, including items that have not been used, if there is a possibility that they have been touched by guests or staff.

4. POSSIBLE COVID CASE IN HOTEL

If a person present in the Hotel/Accommodation (guest, co-worker, etc.) has a fever and symptoms of respiratory infection (dry cough, fever, sore throat, breathing difficulties) he must immediately inform the management.

The management will promptly inform the competent health authority and the competent doctor.

While waiting for the arrival of the medical staff, the symptomatic case should wear the mask, minimize contact with other people, stay in his room or in an isolated environment.

The health care staff may request information about the close contacts that the infected person has had within the facility (person who stayed in the same room, who had direct contact, etc.).

The company may ask any close contacts to leave the activity cautiously, according to the indications of the health authority.

The company management, in agreement with the health authority, will assess how to inform the persons not involved.

The above information is based on the “Protocollo Nazionale Accoglienza Sicura” drawn up by Federalberghi, AICA and ASSOHOTEL:

<https://www.federalberghi.it/primopiano/emergenza-coronavirus-le-news-di-federalberghi.aspx#YMNzkvkaUk> [italian only]

Please see also:

<http://www.italia.it/en/useful-info/guidance-standards-for-hospitality-reopening/accommodation-and-short-stays.html> 8 [English language]

TRANSPORT

Official regulations for transport provided by the DMC

VEHICLES SANIFICATION

- Disinfection before and after each service on all surfaces
- Periodic and constant ventilation of the passenger compartment, both during the service and when changing passengers
- Disinfectant gel on board the vehicles available for travellers

PERSONAL DISTANCE

- Minimum distance of 1 meter between passengers (passengers and crew)
- Seats in the driver's row must not be occupied
- Boarding and alighting protocol per vehicle

DRIVERS

- Check body temperature before the start of the shift
- Protective mask
- Disposable gloves
- No close contact for information, payments, greetings, etc.

PASSENGERS

- Body temperature below 37.5° and good general health condition
- Protective mask from presentation at departure until the end of the service
- Minimum distance even outside the vehicle
- Getting on and off the vehicle according to protocol
- Minimum distance 1 meter from driver and passengers during the trip
- No close contact with drivers for information, payments, greetings, etc. .
- Respect for any instructions given by our drivers during the service

Wearing masks is mandatory aboard

ATTRACTION

Official regulations for attractions (e.g. museums)

- Adequate information will be provided on all preventive measures that must be followed.
- A specific access plan for visitors will be defined (opening days, opening hours, maximum number of visitors, reservation system, etc.) and have to be exposed and in any case communicated extensively (e. g. social channels, website, press releases).
- Body temperature can be detected, preventing access in case of temperature > 37.5 °C.
- Visitors must always wear masks.
- Staff must always wear the mask when there are visitors and in any case when an interpersonal distance of at least 1 metre cannot be guaranteed.
- The contact area between staff and users at the entrance can, where possible, be delimited by suitable physical barriers to prevent infection by droplets.
- Hand hygiene products must be made available in all areas.
- A planned access schedule will be drawn up (e. g. with online or telephone booking) to regulates access so as to avoid conditions of assembly and aggregation.
- When appropriate, routes will be set up and areas will be highlighted, also with signs on the floor, to facilitate interpersonal distancing and to provide a separation between entrance and exit.
- Adequate cleaning and disinfection of surfaces and areas will be ensured, with particular attention to those that are touched more frequently (e. g. handles, switches, handrails, etc.). Regular cleaning and disinfection of the toilets will be ensured. The cleaning of rooms where cultural goods are displayed, stored or stored must be guaranteed with appropriate procedures and products.
- The exchange of air indoors will be encouraged. For air conditioning systems, it is mandatory, if technically possible, to totally exclude the air recirculation function. In any case, measures for natural air exchange should be further strengthened.
- The use of lifts, where possible, should be restricted and reserved for people with motor disabilities.
- In wardrobes, clothing and personal belongings must be stored in special garment bags and similar items.
- Any audio guides or information media can only be used if they are properly disinfected at the end of each use. The use of personal devices for the use of the information must be encouraged.
- Any divulgation activities must take into account the rules of social distancing and will be organized in shifts, previously scheduled and prioritizing open spaces.

RESTAURANT

Official regulations for restaurants, cafès and bars

These indications apply to all types of meal and beverage services, such as restaurants, trattorias, pizzerias, self-service restaurants, bars, pubs, pastry shops, ice cream shops, rotisseries.

- Provide adequate information on preventive measures, also understandable to clients of other nationalities.
- Body temperature can be detected, preventing access in case of temperature > 37.5 °C.
- Hand sanitizing products must also be made available to customers and staff in several places, in particular at the entrance and near the toilets, which must be cleaned several times a day.
- Eliminate the availability of magazines and information material for promiscuous use.
- In restaurants etc. that have seats, the owner will keep a list of those who have booked for a period of 14 days. In these places, it is not possible to host more customers than the number of seats available.
- In restaurants etc. that do not have seating, a limited number of customers that can enter simultaneously will be allowed, depending on the characteristics of the individual places, so as to ensure that at least 1 metre of separation between seats is maintained.
- Wherever possible, the use of outdoor spaces (gardens, terraces) will be preferred, always respecting the distance of at least 1 metre.
- Tables must be arranged in such a way as to ensure that at least 1 metre of separation between customers is maintained, except for persons who are not subject to interpersonal spacing according to the regulations in force. This last aspect relates to individual responsibility. This distance can only be reduced by using physical barriers between the different tables to prevent infection by droplets.
- Consumption at the counter is only permitted if the interpersonal distance of at least 1 metre between customers can be ensured, with the exception of persons who are not subject to interpersonal distance under current regulations. This last aspect relates to individual responsibility.
- It is possible to organize a buffet mode by means of administration by staff, excluding the possibility for customers to touch what has been exposed and providing in any case, for customers and staff, the obligation to maintain the distance and the obligation to use masks. In particular, the distribution of food must be carried out in an organisational manner that avoids the formation of groups; appropriate measures must also be used (e. g. ground signs, barriers, etc.) to ensure interpersonal distancing of at least one metre during the line for buffet access.
- Staff in contact with customers must use the mask and must frequently clean hands with sanitizing products (before each table service).
- Encourage indoor air exchange. For air conditioning systems, it is mandatory, if technically possible, to totally exclude the air recirculation function.
- The cashier's workstation can be equipped with physical barriers. Alternatively, staff must wear the mask and have hand sanitising gel available. In any case, encourage electronic payment methods, possibly at the table.

- Customers must wear the mask whenever they are not seated at the table.
- At the end of each table service, all the usual cleaning and disinfection of surfaces must be carried out, avoiding as much as possible tools and containers that can be reused if they cannot be disinfected (salt shakers, oil jars, etc.). For the menus, favour online consultation on mobile phones, or prepare plasticized menus (and therefore disinfected after use), or disposable paper.

OTHER

Further restrictions

It is mandatory throughout the whole national territory to use face masks also outside if social distance cannot be kept; in the relevant spaces of the places open to the public as well as in the public spaces (squares, slopes, streets, promenades)

<https://www.salute.gov.it/portale/nuovocoronavirus/homeNuovoCoronavirus.jsp>

APULIA

People entering Apulia from other Italian regions or from foreign states must have:

-Fill in a digital passenger locator form (at the site <https://app.euplf.eu>)

-From 1 July 2021 it will be possible to use GREEN PASS to move within UE countries

-Fill in the self-report form, according to the instructions*

-Keep for 30 days the list of places visited and people visited during the stay

Those who enter Apulia for work needs, for health reasons, for reasons of absolute urgency, as well as for the transit and transport of goods to the production chain from/to Apulia, are not required to complete the form.

<https://www.sanita.puglia.it/autosegnalazione-coronavirus>

Fill in the form, download it and then send it by e-mail to the prevention Department of the ASL of the province where you will be staying:

ASL	Indirizzo	Telefono	Email
Foggia	Piazza Pavoncelli, 11 - Foggia	0881.884018	covid19.info@aslfg.it
Barletta, Andria, Trani	Viale Trentino, 79 - Andria	0883.299521 0883.299524	direzione.sisp@aslbat.it
Bari	Lungomare Starita, 6 (c/o ex CTO) - Bari	800.055955	sorveglianza.coronavirus@asl.bari.it
Taranto	Via Diego Peluso, 117 - Taranto	333.6166842	diprevta.coronavirus@asl.taranto.it
Brindisi	Piazza Di Summa - Brindisi	338.5747395	sorveglianza.coronavirus@asl.brindisi.it
Lecce	Viale Don Minzoni, 8 - Lecce	0832.215318	protocollo.sispnord@ausl.le.it

Remember to add international phone code: +39 (for Italy) to these telephone numbers

Attention in the first line where it is written : "Codice Fiscale (oppure STP o ENI) [Social Security Number]" the customers have to write: 000000000000000(16 x 0) because only Italians have the Codice Fiscale.

If a couple is travelling together, they can fill in one form and enter the information that they are travelling with another person.

In Bari Palese and Brindisi airport it is possible to have a Rapid antigen-test . It must be booked in advance and takes about 20 minutes.

TOUR GUIDES

These guidelines apply to tour guides and tour leaders, as well as to environmental guides for excursions in nature, including bike-tours and horseback riding tours.

- Use of the mask and/or visor for the tour guide
- Use of the mask for participants. In case of outdoor visits or excursions in nature, the mask must always be kept close at hand and worn if the safety distance cannot be guaranteed, or in particular conditions of need indicated by the guide.
- Frequent use of hand hygiene.
- Compliance with the social distancing rules and the ban of gatherings.
- Provide adequate information at the beginning of the guided tour on the preventive measures to be taken.
- Draw up a programme of activities as planned as possible (with a reservation).
- Maintain the list of participants for a period of 14 days, ensuring compliance with data protection legislation.
- Organize the activity in small groups
- The number of groups for indoor visits is regulated by the facility manager.
- Any audioguides or information media may only be used if they are properly disinfected at the end of each use.
- Any other equipment that may be made available by the guides (e. g. bike, snorkeling equipment, canoe/kayak, saddles, etc.) must be properly disinfected after each use.
- Encourage the use of personal devices for the fruition of information.
- The availability of brochures and other printed information material is subject to the participants being sent online before the start of the tourist initiative.

BASILICATA

it is mandatory throughout the region to use personal protective equipment (masks) in closed areas accessible to the public, including means of transport, in indoor and outdoor areas of shopping centres and large sales areas and in any case on all occasions when it is not possible to continuously guarantee the maintenance of the safety distance, as well as for access to all indoor sales activities, for access to public administration offices, health and social-care facilities, as well as outdoors within markets. Children under six years of age and people with disabilities that are not compatible with the use of masks are not subject to this obligation.

-Fill in a digital passenger locator form (at the site <https://app.euplf.eu>)

-From 1 July 2021 it will be possible to use GREEN PASS to move within UE countries

TOUR GUIDES

- Use of the mask and/or visor for the tour guide and the participants.
- Frequent use of hand hygiene.
- Compliance with the social distancing rules and the ban of gatherings.
- Provide adequate information at the beginning of the guided tour on the preventive measures to be taken.
- Draw up a programme of activities as planned as possible (with a reservation).
- Maintain the list of participants for a period of 14 days, ensuring compliance with data protection legislation.
- Organize the activity with small groups of participants.
- Any audioguides or information media may only be used if they are properly disinfected at the end of each use.
- Encourage the use of personal devices for the fruition of information.
- The availability of brochures and other printed information material is subject to the participants being sent online before the start of the tourist initiative.

<https://www.regione.basilicata.it/giunta/site/giunta/home.jsp>

CAMPANIA

The obligation to use masks both outdoors and indoors is confirmed, except for children under 6 years of age and those with pathologies incompatible with their use.

-Fill in a digital passenger locator form (at the site <https://app.euplf.eu>)

-From 1 July 2021 it will be possible to use GREEN PASS to move within UE countries

Remains the obligation to use masks indoors and it remains recommended to use them outdoors. It is compulsory to bring the mask with you and to wear it outdoors in crowded places and spaces and in any case where the interpersonal distance of at least one meter is not guaranteed.

TOUR GUIDES

- Use of the mask and/or visor for the tour guide and the participants.
- Frequent use of hand hygiene.
- Compliance with the social distancing rules and the ban of gatherings.
- Provide adequate information at the beginning of the guided tour on the preventive measures to be taken.
- Draw up a programme of activities as planned as possible (with a reservation).
- Maintain the list of participants for a period of 14 days, ensuring compliance with data protection legislation.
- Organize the activity with small groups of participants.
- Any audioguides or information media may only be used if they are properly disinfected at the end of each use.
- Encourage the use of personal devices for the fruition of information.
- The availability of brochures and other printed information material is subject to the participants being sent online before the start of the tourist initiative.

<http://www.regione.campania.it/regione/it/la-tua-campania/coronavirus-kyxz/ordinanze-del-presidente-della-regione-campania>