

<p align="center"><b>Información a proveedores y personas externas a la Oficina de Turismo de Carmona</b></p>	<p align="right">Registros Covid'19</p>
	<p align="right">Rev. 2</p>

In the context of the new prevention protocol measures taken by the Junta de Andalucía in the province of Seville, based on the restrictions of the state of alarm decreed against the Covid-19 coronavirus pandemic, the City Council of Carmona informs that from the day December 14, the opening hours of the Tourist Office and the Alcázar de la Puerta de Sevilla will be from 10 a.m. to 6 p.m. Monday to Saturdays and from 10 a.m. to 3 p.m. Sundays and Bank Holidays.

Likewise, the guided tours offered by the tourist office are carried out again with the maximum capacity allowed according to the Covid-19 alert level in which we are.

We continue to maintain all hygienic and preventive measures that guarantee the safety of workers and visitors who access the facilities, to reduce the risks of contagion by Covid-19.

### **1. GENERAL RECOMMENDATIONS FOR CUSTOMERS**

- Only one person to consult or buy tickets (not with the family, or with children or groups if it is not strictly necessary).
- The use of a mask will be mandatory to access the interior.
- People who belongs to the risk groups should not attend: the elderly, people with chronic diseases...
- People who will have preference to access our facilities: the elderly, people with disabilities, people with reduced mobility, pregnant women, and the necessary companions.

In addition to the previous groups, health personnel, security forces, firefighters and social care personnel, duly accredited, will also have preference.

- Do not exceed the time of consultation or visit to the monument in order to guarantee being able to serve the largest number of clients each day.
- Pay preferably by card and avoid the use of cash.
- The maximum duration of the visit to the monument will be 1 hour.

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- The reservation must be made in advance for the celebration of all kinds of group activities in the Alcazar de la Puerta de Sevilla. The size of the groups must respect current regulations at all times.

- The reservation and / or authorization form is available on the web:

<https://alcazardelapuertadesevillacarmona.wordpress.com>

## **2. MEASURES AT THE FACILITIES**

- The capacity of the public service area will be controlled, which will be only 5 people, as well as the minimum distance required between clients by supporting signs that reinforce these measures and marking the limits on the ground. 1 meter from the counter.

- It will be used one door for the entrance and another one for the exit of visitors, which are both correctly separated and marked.

- The entrance door has an opening mechanism that will only be activated by the staff to allow access to a new visitor when capacity permits.

- A minimum distance of 2 meters is marked outside the office for people waiting their turn to access.

- The most demanded supply of brochures and written material (brochures, street maps, guides, etc.) has been removed from the self-service area and QR codes are exposed instead so that the visitor can download them digitally.

- Likewise, some of these QR codes have been placed outside the Tourist Office so that they are available to visitors outside the opening hours.

- The sending of information by postal mail will be avoided.

- The equipment for shared use to improve the visitor's experience (information screens, tablets, etc.) has been temporarily disabled.

- Returns of souvenir items will only be made by presenting a purchase receipt and will be disinfected with the appropriate products before being put on sale again.

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- In the offices of the Director and the Councilor, they will only be attended by appointment, made by phone or email. Outside the established appointments, attention will not be possible.
- At all times the 2 meters distance between staff and customers will be maintained.
- The guided tours offered by the tourist office will be carried out exclusively with prior reservation and respecting the maximum capacity allowed according to the Covid-19 alert level in which we are.
- The Alcázar de la Puerta de Sevilla has exposed the maximum capacity of each of its rooms to guarantee the preventive distance of 1 meter between anyone. Likewise, it has a maximum capacity of 100 people so that access will not be allowed once the capacity is complete until other visitors leave the monument.
- The control of the number of visitors to the Alcázar will be carried out, through a system of counting at the entry and exit of people through an overhead camera, which can be permanently consulted by the staff to avoid exceeding the maximum capacity of the monument.
- The itinerary of the visit to the Alcázar will be adjusted to the one marked in the informative brochure and/or the audio guide of the monument, which are available for free download on the web page, to which access will be provided through a QR code.
- The maximum occupation of the toilets will be one person, except in those cases of people who may require assistance, in that case the use by their companion will also be allowed.
- The responsibility of ordering the internal capacity of the office and the Alcazar will be of the direction and, where appropriate, the person designated by her.
- The ultimate responsibility for complying with the implanted recommendations for distance, maximum capacity, etc. falls on the people themselves who must respect them, as well as the use of a mask in the centre.

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### **3. INTERNAL MEASURES**

All staff have completed the training "Preventive and health indications against Sars-Cov-2" with the company Quirón Prevención.

In order to reinforce safety and health measures for workers, the installation of protective / separating methacrylate partitions has been carried out in the 2 customer service points at the counter.

The necessary hygiene and prevention tools have been provided, both in the public service area and in the offices and warehouses, and the adoption of specific criteria regarding health, guaranteeing distances and capacity in all its dependencies.

Each employee will occupy the same job during the day and will avoid sharing office supplies, equipment...

Likewise, the daily disinfection and cleaning processes of both the facilities (offices, lounges, patios, toilets and warehouses) and work tools, have been reinforced with external services.

Two disinfectant gel dispensers have also been installed so that customers can proceed to hand cleaning, reinforcing their hygiene.

Paper bins with lid and pedal have been placed, both in the office and in the monument, to discard masks, paper, etc., as well as the placement of a disinfecting mat at the entrance to the Tourist Office.