



## HEALTH AND SAFETY PLAN

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### SOCIAL DISTANCING

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- We have limited the hotel's occupancy rate;
- We organize service processes with available signage to keep the two meter distance between the customer and the employee whenever possible;
- We reduced the maximum capacity in each elevator, in the bar and restaurant, in the lobby, in the SPA pool and the number of pool beds that are properly spaced;
- In the rooms, tidying and cleaning operations are mandatory without the presence of the customer. If you feel more comfortable, you can skip daily cleaning during your stay;
- In the restaurant, the meal service works with a shift system, and the guest must pre-book the desired time, being placed only in the presence of the customer, with the cleaning of tables and chairs between each use;
- In the restaurant, we substituted the breakfast buffet for a service with Menu, in shifts and with previously scheduled time;
- We inhibit the use of the sauna and Turkish bath;
- The gym is subject to reserve and limited capacity, with equipment cleaning between uses;
- Massages are subject to reservations and limited capacity, with hygiene between uses;
- We inhibit the use of the meeting room.

### PERSONAL PROTECTIVE EQUIPMENT

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- Our employees are equipped with protective mask and gloves according to their service;
- Cleaning service employees are equipped with , masks, gloves, and caps;
- We provide temperature measurement to all employees and customers;
- We advise all customers to use gloves and a protective mask, which are also available in kits for purchase at the reception if necessary.

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### EVERYONE'S SAFETY IS OUR PRIORITY!

**NOTE:** THIS PLAN MAY BE CHANGED IN RELATION TO THE EVOLUTION OF PANDEMIA OR NEW OBLIGATIONS IMPOSED BY LAW



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### CLEANING AND DISINFECTION

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- We provide customers with disinfectant gel for use in the different social areas of the hotel (reception, elevators, bar, restaurant, spa, swimming pool, floors and sanitary facilities);
- All equipment (pens, payment terminals, etc.) are properly disinfected after each use;
- We intensified the cleaning and disinfection of surfaces, contact areas and shared equipment, using cleaning products with antiviral action;
- In the restaurant and drinks area, we reinforce the cleaning of utensils and avoid direct handling of food by customers and employees as much as possible;
- We maintain a strict cleaning and disinfection of all water, air conditioning and ventilation systems;
- We guarantee the occupancy of the room only after an extended period, after the departure of a customer.

### INSULATION PLACE

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- We have a place to isolate people detected as suspected cases or confirmed cases of COVID-19, with natural ventilation or mechanical ventilation, and with smooth and washable coverings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water and some non-perishable foods;
- We will always have a collaborator responsible for triggering the procedures in case of suspected infection, to accompany the person with symptoms to the isolation space, provide the necessary assistance and contact the National Health Service;
- Following the suggestions of the DGS, we will proceed to decontaminate the isolation area whenever there are positive cases and to reinforce the cleaning and disinfection procedures whenever there are suspicious cases;
- The storage of waste produced by patients or suspected of infection in a plastic bag that, after being closed, will be segregated and sent to a licensed operator for the management of medical waste with biological risk.

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### OUR TEAMS

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**All employees received specific training on:**

- Internal protocol related to the COVID-19 outbreak;
- How to comply with basic precautions for prevention and infection control in relation to the outbreak of COVID-19, including hand hygiene procedures, respiratory etiquette and social conduct;
- How to comply with daily self-monitoring to assess fever, check for cough or difficulty breathing;
- How to comply with the guidelines of the General Health Directorate (DGS) for cleaning surfaces and treating clothes.

### OUR GUESTS

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**The collaboration of our guests will be essential to guarantee maximum security during the stay, so we recommend:**

- The use of protective masks for circulation in social areas;
- Hand hygiene, using our gel alcohol dispensers for this purpose;
- Maintaining a minimum safety distance of 2 meters from other guests and employees whenever possible;
- Check in and check out online whenever possible;
- The prior reservation of breakfast, lunch, dinner, gym, swimming pool and spa services;
- Reading the internal protocol regarding the outbreak of COVID-19 and complying with the basic precautions for preventing and controlling infection caused by the new coronavirus;
- If needed, kits are available for sale with a mask, gloves and alcohol gel;

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