



INTERNAL PROTOCOL

FRAMEWORK

In view of the global pandemic panorama of COVID-19, Turismo de Portugal created, in conjunction with the Confederation of Tourism of Portugal and with the contribution of several associations in the sector, the Clean & Safe seal. This seal aims to recognize companies that in the tourism sector, in particular tourist developments, are committed to reducing the risk of contamination of their spaces with SARS-Cov-2 by complying with the recommendations issued by the National Tourist Authority in conjunction with the General Health Directorate.

GOALS

Through the adoption of cleaning and hygiene procedures, we want to sensitize our customers and employees as well as encourage the resumption of national and international tourism. For this, we prepare and train our teams by preparing an appropriate Internal Protocol and adjusted to the reality of each of them.

GUESTS

This information is made available either by posters or digitally (QR CODE) to customers regarding basic measures for prevention and infection control in the following locations:

- Entrance / Reception

The following places have been defined where the use of a mask is mandatory:

- Bar and dining area
- Circulation areas
- Reception / Hall
- Business Center

Customers were informed of these obligations through posters posted in their respective locations as well as via digital QR CODE.

Suppliers and other entities

The rules for receiving goods were sent to all suppliers via e-mail. It was also posted, in the reception area, the impediment for suppliers to enter the unit's premises and an indication to leave all material at the entrance, without any contact.

Only the following professionals outside the service are allowed to enter the premises.

- Elevator maintenance
- Delivery and collection of clothes
- Air conditioning maintenance
- Food and health and safety at work inspections
- Pest control

GUESTS

SYMPTOMS AUTO MONOTORIZATION

Surveillance of symptoms such as coughing and difficulty breathing

PERSONAL AND SOCIAL HYGIENE

There are posters informing that all customers must proceed with hand hygiene when entering / leaving the unit.

There are informative posters next to the washbasins on how to properly wash your hands.

There are posters aimed at customers informing them of respiratory etiquette measures explaining how to cough or sneeze

PERSONAL PROTECTIVE EQUIPMENT

The company has available for sale / assignment to customers of the following PPE:

- Masks
- Gloves
- Disinfectant gel
- Visor

Rules for use and permanence in the common spaces of our hotel unit were defined.

Common Space	Rules of use and timetables
Gym	Available by appointment
Business Center	Available by appointment
Bar	Temporarily Closed

HOTEL

CLEANING AND DISINFECTION MATERIAL

Alcohol-based antiseptic solution (SABA) dispensers were placed in the following locations:

- Entry / exit of the establishment
 - Service / reception area
 - Elevator entry area
 - Restaurant entrance
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SURFACES AND OBJECTS

In order to reduce the risk of contamination through surfaces, the frequency of cleaning and disinfection of critical equipment has been increased, namely:

- Service / reception areas
- PC phones and keyboards
- Door handles handrails and elevator buttons
- ATM and POS terminals

PROCEDURES IN CASE OF SUSPICION

We have an isolation area for any suspicious cases as well as a Contingency Plan.

SPACES AND CIRCUITS

SOCIAL DISTANCING

In order to maintain the appropriate distance of 2 meters, marks were placed in the areas:

- Attendance
- Counters
- Common Areas

The layout of the dining room was changed to ensure the distance between each non-cohabiting customer. It was also guaranteed that the tables closest to the access to the WC and technical areas comply with the distance of 2 m

Acrylic protection barriers were placed in the reception area.

An access door to the hotel was defined where there is a carpet with a disinfectant area as well as an exit door to the outside of the Hotel.

CIRCUITS AND INSTALLATIONS

In order to reduce contacts, all employees will move around the service lifts, avoiding any contact with the customer as much as possible.

MAXIMUM OCCUPATION

. The waiting room next to the reception was limited.

Through contact by email, we promote prior scheduling by customers in order to avoid accumulations at the reception.

AIR RENEWAL

The air conditioning system of the hotel was checked by a technician credited to APIRAC.

Zonas	Ventilation
Restaurant	Split / Opening Doors
Front Desk	Split / Opening Doors
Rooms	Split Individual / Opening Windows
Corridors	Opening Doors

CLEANING AND DISINFECTION OF INSTALLATIONS AND EQUIPMENT

Cleaning professionals use:

- Smock / waterproof
- Disinfectant resistant single use gloves
- Mask
- Covers feet

Room cleaning professionals use

- Smock / waterproof
- Disinfectant resistant single use gloves
- Glasses or visor
- Mask
- Covers feet

HYGIENE OF FACILITIES

A minimum frequency of 6 times a day for frequent touch surfaces has been defined:

- Elevators
- Stairs
- Service areas
- Common spaces
- WC
- Laundry
- Employee locker rooms
- Restoration

- Gym
- Hall

In the Rooms we adopted the following procedures:

- Thorough cleaning and disinfection of all contact elements (telephone, switches, remote controls)
- Thorough cleaning of all furniture, cabinets and drawers
- Exhaustive cleaning of the bathrooms with special attention to the contact points.
- Treatment of clothes through a specialized external partner where washing is guaranteed at a temperature above 60°C, removing clothes through a special bag.
- Optional cleaning service during the stay,
- Room occupancy rotation, 48H time interval until new occupation.
- We minimized the elements available in the rooms, directory, Room Service letter and other communication elements available digitally.
- Individual and disposable amenities

In the Restaurant area, the following rules were defined:

- Tables are exchanged and sanitized between each customer
- Decorative motifs were removed from tables
- Individual menus have been replaced by digital menus
- All flyers, magazines or newspapers have been removed
- Tableware is only placed in the presence of the customer

EQUIPMENT HYGIENE

A minimum frequency of 6 times a day was defined for cleaning and disinfection of:

- Handles
- Handrails
- Offices
- Light switches
- Dishes
- Counters
- Elevators
- Computers
- Phones

WASTE MANAGEMENT

All of our waste generated by a suspected / confirmed case and the person providing assistance will be considered as biohazardous waste. They are not disposed of in normal trash or ecopoints and will be properly treated and collected by a company registered with SILOGR (Waste Management Operations Licensing Information System).

Waste not generated by a suspected case follows the normal selective collection process. Masks, gloves and scarves are considered undifferentiated garbage.

Our biological waste is collected by a duly licensed operator.
