

COVID19 – Internal Procedures

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FRONT OFFICE

1. Reservations

- Alteration of the Cancellation Policy in all channels: Website, Booking, Expedia, etc.
- Alteration of tables and prices in order to avoid short stays and in order to reduce the volume of check in / checkout.
- Change in the policy of prepayments to avoid subsequent returns.
- All reservations will have a room allocated when integrating the reservation itself, as was the case previously, for managing the rotation of the villages.
- Send the internal protocol to the customer.
- Inform customers that only 1 can remain at the reception to check-in, and must take with them all the necessary documents for this, including everyone's identification.

2. before guests arrival

- The documentation must be previously prepared for the customer's check-in.
- The keys will be disinfected, as well as the pens that customers will use.

3. Arrival to Hotel

- Post the hygiene practices recommended by DGS at the reception
- Do not allow people to enter the reception without a protective mask
- Ask the customer for permission to check the temperature
- Provide masks, if necessary
- Provide disinfectant for the customer to disinfect at the reception entrance
- They must wait at the entrance for their turn, keeping the distance of 2m from any other customers.

4. Transferes da responsabilidade do hotel e Tours

The partner company - Casanova - guaranteed that, with regard to hygiene and safety, they will make available in vehicles:

1. Disinfectant gel dispensers for vehicles (for customer use)
2. Mandatory use of masks for drivers
3. Mandatory use of a mask for customers (if the customer does not have a mask, they offer one so that it can be placed before entering the vehicle)
4. Legislation in terms of vehicle capacity is also complied with in order to promote social distance:
 - . 1 car - only carries a maximum of 2 passengers
 - . 1 Van (9 seats) only carries a maximum of 4 passengers (if they are from the same family, there will be a maximum of 6 people)
5. Carrying out internal and external cleaning and disinfection of all vehicles after customers leave.

5. Instruções para visitar locais

Museums and monuments are due to open on 18 May. The times of the monuments so far should remain the same as those previously in force, according to the DGPC.

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Check information regarding health and safety standards, and useful recommendations regarding visits to monuments and other attractions.

6. Reservas em restaurantes

Prepare a list of restaurants open and complying with all hygiene and safety standards, so that we can contact and book at the request of customers.

7. Aluguer de carro

7.1 Car Rental (Ausocar)

This company has adopted the following health and hygiene procedures:

- Obligation to use a mask or visor and gloves, for the employee who delivers the vehicle;
- Before each rental, the vehicles are cleaned, in full compliance with the guidelines of the Ministry of Health and the European Center for Disease Prevention and Control.
- At the end of each rental, the vehicles must be cleaned again.
- The rental contract is still filled out on paper (credit card and driver's license must still be checked), but a gel alcohol dispenser is made available to the customer so that they can wash their hands.

8. Definição do espaço para isolamento – Vila 8016

Vila 8016 - Place to isolate people who can be detected as suspected or confirmed cases of COVID-19, which has natural ventilation, has smooth and washable linings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, disinfectant, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water and some non-perishable foods.

9. Vilas

Provide information on:

o Village hygiene rules;

- Training

- Employees prepared with equipment for cleaning

o Laundry service instructions.

- Maintains the same external and internal laundry system

- Provide hand sanitizer (so that the guest can do their own cleaning);

- 1 Dispenser per village (ordered)

- Delete from the room:

o Menus, stationary and service directories, privileging technological options (eg, email);

- All directories that are laminated are kept because it is possible to sanitize. The remaining information will be removed and the guest must be informed by email or at check in.

o Magazines.

- Will be removed from the rooms due to lack of hygiene

- Change the clothes of the villages twice a week or only on request;

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- After check out, the dishes are washed above 90º and the cabinets are disinfected before putting them back.

a. Limpeza da vila

Put on protective equipment, before entering the village.

o Employees must be properly equipped with a visor, mask, gloves, disposable aprons and protective disposable shoes.

- Undress the room, being careful not to shake your clothes or touch your body. Remove the clothes, wrapping them from the outside and put them in a closed bag.

o Whenever we remove the clothes from the rooms, go directly to a bag to go to the laundry

- Put the garbage in 2 bags, not exceeding 2/3 of its capacity and close it
- Disinfect the villa from the furthest area to the area closest to the door and from top to bottom, leaving the bathroom to the end.
- Ensure the disinfection of all furniture, including critical equipment such as controls, telephones, coffee machines, switches, door handles, etc.
- Spray the fabrics (curtains, upholstery, cushions and chairs) with disinfectant.
- Disinfect the bathroom, paying particular attention to taps, bathtub handles, countertops.
- Remove personal protective equipment and place it in a separate, closed garbage bag.

b. Cleaning of the "isolation" area (Vila 8016) of the confirmed case (decontamination)

If there is a confirmed case, interdict the room until the decontamination (cleaning and disinfection) is validated by the Local Health Authority.

In this situation, housekeeping should:

- Provide cleaning and disinfection (decontamination) of the “isolation” area by a specialized external company:
- As a preventive measure, turn off the air conditioning / ventilation system in the room to avoid contamination of the HVAC system - Heating, Ventilation and Air Conditioning;
- Undress the room, being careful not to shake your clothes or touch your body. Remove the clothes, wrapping them from the outside and put them in an identified closed bag;
- The curtains were previously removed from the villa;
- Pack the waste in a first closed bag, which must be packed in a second bag, identified as biological waste to be sent to a specialized company; • Ban the room for 2-3 hours;
- Disinfect the room.

10. Leisure activities

Depending on the local context, hotel conditions and instructions from national health authorities, it may be necessary to consider not hiring summer entertainment services for children and Yoga.

11. Business Center

- Closed

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12. Customer Check out

- Disinfect the keys delivered by the customer

BACK OFFICE - ADMINISTRATION - OTHERS

13. Training and Information

- All Employees received information and / or specific training on:

- o Internal protocol for the COVID-19 coronavirus outbreak.

- o How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:

- o hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.

- o Respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; always wash your hands after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.

- o social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils , glasses and towels.

- How to perform daily self-monitoring to assess fever, check for cough or difficulty breathing.

- How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.

14. Equipment - Personal protection

- Enough for all employees (depending on their role: mask, gloves, visor, apron, shoe covers).

- Employees' uniforms must be washed separately in the machine and at high temperatures (around 60°C).

15. Route home-work-home

- The hotel should evaluate the possibility of making schedules more flexible in order to avoid the crowding of people on public transport

16. Back-office entry

- Control temperatures of employees, service providers and suppliers, using the forehead infrared thermometer or remote temperature control system (thermal cameras).

- Provide disinfectant - hand hygiene for employees, service providers and suppliers.

- Allow only the necessary entries in the back-office (only for access to workstations, cleaning and sanitation, and strictly necessary interventions)

17. Appointment of those responsible

- It was defined during the training action that taking into account the small number of employees, there would not be only one person responsible for monitoring and triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing him / her with necessary assistance and contact the national health service). The employee who is closest to the person in question will be responsible, whether it be an employee or a customer.

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18. Use of the Spa

- Limit the capacity of the spa, in order to keep the social distance of 2 m at a distance.
- Make cleaning supplies available so that each person can clean after use.
- Promote the organization and hygiene of individual lockers.
- Provide disinfectant for hand hygiene.
- Reinforce Hygiene Plan.
- Promote the daily change of uniforms.
- Ensure the renewal of air in rooms and closed spaces.

19. Service entry / exit

- Point pricking - initially off. Evaluate alternatives

20. Work areas

- The work zones must ensure a safety distance of 2 m radius, and their lay out must be readjusted.
- Placement of acrylics to separate the work stations;
- Make working hours more flexible, so that part of the team works at their workstation and the other remains in telework (example: dividing the team into alternating morning and afternoon times or alternating weeks)
- Provide personal protective equipment adapted to the function and tasks performed by each Employee, taking into account a risk assessment.
- Whenever possible, meetings and training should take place online;
- The sharing of equipment / utensils should be avoided. In case of impossibility, additional hygiene measures must be adopted.

21. Use of the cafeteria

- Reorganize meal times and / or extend the cafeteria time.
- Reduce the number of places available in the cafeteria, as well as its lay out, in order to guarantee the safety distance of 2 m;
- Reinforce hygiene plan;
- Disinfect any and all shared equipment, before and after use (eg, coffee machine);
- Wash and disinfect dishes and utensils, preferably in the dishwasher.

22. Laundry

Ensure that the washing process meets the following requirements:

- The laundry must be washed at the highest temperature that it can withstand (depending on the Term resistance) - heat disinfection cycle (at least 60°C for 30 minutes, with