

Hygiene and Safety Measure | COVID-19

May 2020

Hotel Areas	Measures	Conditions	Recommendations
All Areas	Social distancing measures	Refraining from hugging, kissing, or shaking hands with guests as well as among employees Maintain a distance of at least 1.5 m (3.5 ft)	Avoid anyone who is coughing or sneezing
	Hand cleaning	Washing your hands with soap and water or use hand sanitizer whenever entering an indoor area	Also avoid touching eyes, nose, and mouth
	Respiratory Hygiene	Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing The used tissue should be disposed of immediately in a bin with a lid	Hand disinfection is recommended after exchanging objects (money, credit cards) Use face mask indoors
	Clean&Safe Protocol	Certification Issued by the National Tourism Authority in coordination with the Portuguese Directorate General of Health will be implemented to reduce the risks of contamination with SARS-CoV-2	Check protocol info in your welcome hygiene kit
Transfer Services	Social distancing measures	Vehicle limited capacity - 40%. Use of face masks to enter the vehicle is mandatory	Keep safe distance
	Passenger volumes	Luggage bags sanitation mandatory	
	Cleaning and disinfection	Cleaning and disinfecting protocol of frequently touched surfaces of the vehicle	
Reception, Lobby & Common Areas	SEHA (Social Environment and Hygiene Agent)	Assistance with arrivals and departures; (guiding the guests to and fro from the Front Desk whilst maintaining the social distancing)	Card preferred payment method Take the stairs instead of elevator whenever you can Keep safe distance
	Welcome hygiene KIT	Hand sanitizer bottle, face mask and information card about protocol measures will be handled to all guests upon arrival	
	Social distancing measures	Front office and guest relations areas with see trough protections Limited sitting places One way traffic circulation Priority access for disabled, pregnant women, elderly or with a child under the age of 3	
	Cleaning and disinfection	Cleaning and hygiene in all common areas and lifts 3 times a day Hand Sanitizers in all entrances	
Restaurants & Bars	SEHA (Social Environment and Hygiene Agent)	Check restaurant and social distancing of guests in the restaurant and bars	Card preferred payment method Keep safe distance Take away service is recommended
	Social distancing measures	Limited capacity - 40%	
	Cleaning and disinfection	Cleaning before, during and after meal services	
	Redefinition of buffet service	More Show Cooking options	
	Implementation of a pre-order system for all meal periods in restaurants and bars	"Gourmet Dish" concept Items served in the Buffet will be in mini doses, "fresh, local and tasty" concept Availability of tweezers on the customers' tables for individual use Previous booking required for all restaurants	
Implementation of the "Snackification" concept			
Rooms	Cleaning and disinfection	Safe room measure - 24h safety and cleaning gap between stays Cleaning and disinfecting protocol of frequently touched surfaces of the room Clothes should be put in special, marked laundry bags All rooms and common areas must be ventilated daily	
Fitness & Ashoka SPA	Social distancing measures	All sports activities with body contact are prohibited Controlled Schedules Areas Limited capacity - 40% Classes maximum capacity	Keep safe distance Previous booking required Card preferred payment method Limited number of people per group is 8 Guests must sanitize all sport materials after/ before use
	Cleaning and disinfection	Sanitizers stations available in all fitness and spa areas Sanitation procedures of surface/doors and all materials twice a day	
Pool Areas	Social distancing measures	Lounge chair/ sunbeds in group of 2 - 2 meters distance	Keep safe distance Guests must sanitize their chair/ sunbed after/ before use
	Cleaning and disinfection	Sunbeds sanitation 3 times a day	
Outdoor Activities	Social distancing measures	Limited capacity Previous booking required	Keep safe distance Limited number of people per group is 8 Card preferred payment method
	Cleaning and disinfection	Sanitation procedures of all materials and equipments	