



**Aqua Hotel is totally committed to guaranteeing the maximum safety of its customers without damaging their welfare, as well as that of its teams and partners**

In accordance with the measures recommended by the **National Health Authority (DGS)**, the **World Health Organization (WHO)**, **Turismo de Portugal** with the seal **Clean & Safe**, and the implementation of the **Global Safe Site Seal** by **Bureau Veritas**, we would like to welcome you to them, ensuring the best functioning of our services according to 4 essential principles:

- Safeguard the necessary social distance
- Ensure the existence of personal protective equipment
- Reinforce cleaning and disinfection measures
- To guarantee the comfort and the well-being of always

**SOCIAL DISTANCING :**

- We limited the hotel's occupancy rate;
- We organized service processes with available signage to maintain a distance of 2 meters between the customer and the employee whenever possible;
- We reduced the maximum capacity in the elevator, in our bar and restaurant, lounge and terrace
- In the rooms, if you feel more comfortable, you can skip daily cleaning during your stay
- Breakfasts it's with a shift system, having to reserve the preferential time in advance, knowing that the tables and chairs are cleaned between each use.
- At the restaurant, you can enjoy regional cuisine, pre-booking a table and knowing that all utensils, chairs, tables and towels are sanitized between uses

**PERSONAL PROTECTIVE EQUIPMENT**

- Our employees are equipped with masks and, according to their service, with disposable gloves
- 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 a protective mask

## **CLEANING AND DISINFECTION**

- We provide customers with disinfectant gel for use in the different social areas of the hotel (reception, elevators, bar, restaurant, lounge, 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;
- 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, never less than 24 hours, after the departure of a customer.

## **INSULATION AREA**

- We have an isolation area for welcoming people detected as suspected 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 gloves disposables, 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 hospital waste with biological risk.

## **OUR TEAMS**

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 for cleaning surfaces and treating clothes

## **OUR GUESTS**

Everyone's collaboration will be essential to ensure maximum security during your stay, so we recommend our guests:

- The use of protective masks when circulating in the common areas of the hotel;
- Hand hygiene, using our gel alcohol dispensers for this purpose
- Respect for the minimum safety distance of 2 meters from other guests and employees whenever possible;
- The prior reservation of the restaurant and breakfast services
- Reading of the internal protocol related to the outbreak of COVID-19 and compliance with basic precautions for the prevention and control of infection caused by the new coronavirus.

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