

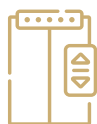


CONTINGENCY PLAN
AGAINST COVID-19

CUSTOMER JOURNEY



Arrival



Towards
the room



In the room



Laundry



Dining



Public Areas



Check-out

The **Hotel Faro & Beach Club** remains fully compromised with the safety of its guests and employees.

For this reason, this manual is an update of the previously implemented contingency plan, including the new procedures created to comply with the guidelines imposed by the Directorate-General of Health, to control the pandemic generated by the COVID-19 virus, as well as the standards to which we are now subject by the attribution of the **“Clean & Safe”** seal of Turismo de Portugal.

ANTI-COVID 19 TEAM

Within the scope of the certification of this hotel, for the attribution of the **“Clean & Safe”** seal of Turismo de Portugal, specific (and also certified) training of some elements of the staff was necessary, in order to become holders of adequate knowledge to deal with possible related occurrences with COVID-19. The so-called Anti-Covid19 Team is at the Hotel to help its guests with everything they need.

This document was prepared after the mentioned training and is based on the content learned therein.

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ARRIVAL

Personal Protective Equipment (PPE's)

- Reception desks are protected by acrylic.
- It is mandatory that the receptionists wear masks.
- The receptionist must sanitize their workstation when they enter their shift and before they start to work.
- The receptionist must always sanitize their hands when there is an exchange of objects with the guest.

Guest arrival at the hotel

- Priority guest service mandated by law continues to exist.
- The client must enter the hotel premises with the mask already on.
- The receptionist must monitor and control the passage of people in the hotel lobby, warning of the mandatory use of the mask.
- The guest must respect the safety distance and all the standards shown.

Check-in

- Outside the acrylic, where there is a touch screen for guest access, an alcohol gel device is always available.
- Sanitization of all material displayed in this module, for guest use, is performed quite frequently.
- Through the MIRROR function, the receptionist must mirror the computer image on the guest's touch monitor so that the guest accepts the terms and conditions, namely the anti-covid rules and digitally signs the registration form.
- For payment, the receptionists must sanitize their hands and deliver the TPA to the guest for the usual procedure.
- Cash payments are also accepted.
- The invoice must be issued and sent immediately by email. If the guest prefers a paper invoice, it must be printed for delivery at check-out.
- The receptionist must advise the guest that, for security reasons, he cannot remain in the room while it is being cleaned.

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- The receptionist must notify the guest that all decorative items from the room were removed, as a security measure, to avoid sources of contagion.
- Same with kettle and coffee machine (where applicable). Guests must be informed that, if they want one of these items, they must request it at reception.
- The receptionist must inform the guest that the minibar in the room is on, containing only two bottles of water, courtesy of the Hotel. The guest can purchase additional products from the vending machine, next to the elevators on the ground zero.
- The receptionist must inform the guests, that they have a QR CODE in the rooms containing the hotel directory and the contingency plan with the procedures and security measures regarding COVID-19 and advise the guest to read it, to ensure the best safety of their stay.
- The receptionist must inform the guest about the service hours, noting that the information is in the directory.
- Receptionist should also mention the conditions for booking and using the spa, gym and shuttle.

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LIFTS

- The use of the lift is limited to a maximum of 3 people from different households;
- Positioning must be done according to the defined signs;
- The use of a mask is mandatory;
- Sanitizing dispensers are placed at the entrance of the lifts;
- Everyone should sanitize the hands before and after using the lift;
- Dialogue and physical contact should be avoided;
- Contact with the lift surfaces must be avoided.
- Touchless buttons that will allow to use the elevator without having to touch it.

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IN THE BEDROOM

Room cleaning

- The first step to be taken, when entering the room for cleaning, is to open the window and ensure that the space is ventilated.
- The bedroom is cleaned first and then the bathroom.
- Different and exclusive cleaning cloths must be used for the different areas of the bedroom and bathrooms.
- Sanitization must be done to the air conditioning controls, television, telephone, door and window handles, safe buttons, switches, furniture, hair dryers and all other objects.
- Toilet cups are biodegradable and disposable.
- The toilets must be sanitized, and this sanitizer must remain in the toilet with the toilet bowl placed there for 5 minutes. Only then is the toilet cleaning finished using a clean, specific cloth, cleaning the top first and then the entire outside of the toilet. Allow to air dry.

- Gloves that have touched the dirt must never touch washed laundry without being previously disinfected or changed.
- Sheets and towels must be removed and rolled up without shaking to avoid generating aerosols and placed immediately in the laundry cart.
- Avoid placing the guest dirty clothes close to the body.
- Waste collected from the bedrooms should be placed in a closed bag and then inside a second bag.
- After cleaning is completed, the window must be closed.
- Door shall be closed and the door handle sanitized (inside and outside) and the sticker must be on the door to indicate that it has been sanitized.
- The gloves must then be discarded.

Bedroom change

- If the client wishes to change rooms, or the situation so requires, the same procedures must be adopted and only rooms considered clean by the housekeeper may be used.

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LAUNDRY

Guest laundry service

- The laundry service is managed by the Housekeeper.
- The guest informs the reception that he has clothes available.
- The Reception informs the Housekeeper to collect the clothes at the client's door.
- The Housekeeper must put the laundry bag delivered by the guest into another bag, keep it in her office and immediately sanitize her hands.
- Telephone contact with the laundry to collect clothes should be made by the Housekeeper or the Reception.
- The Housekeeper or the Reception are responsible for delivering the clothes to the laundry and collecting the guide corresponding to the room and the clothes delivered.

- When the clothes are ready, they are received at Reception for payment and charged to the guest's room.
- Clothes are again delivered to the Housekeeper who will take it to the guest, in the room.
- This information is in the hotel directory.

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DINING

Personal Protective Equipment (PPE's)

- It is mandatory to wear a mask for all restaurant and bar employees.

General information

- After each use of the telephone, TPA and other commonly used material, it must be sanitized.
- Distance between employees is recommended.
- There must be a person in charge of the shift to ensure routine cleaning and sanitization of the room and terrace.

Room set-up

- The room capacity is adjusted to ensure a minimum distance of 2 meters between tables.
- The guest cannot change the orientation and arrangement of tables and chairs.
- Tables must always be devoid of any objects.
- Tables must be sanitized before and after the guest is using them.
- The use of tables will be in accordance with the current DGH regulations.

Menus

- The menus are displayed on the totem next to the elevators.
- Tables cannot have cloths on it.
- A QR CODE is available on each table for guests to access the food and beverage menus.
- If the guest prefers the physical menu, it will be facilitated.
- At breakfast there is a buffet service, and the guests must sanitize their hands, put on the gloves and respect the delimited circuit.

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DINING

Guest arrival

- Priority guest service in accordance with the law, continues to exist.
- Guests must wait for an employee to welcome and accompany them to the table.
- Guests must wait, keeping a safe distance and respecting the signs on the floor.
- There must be a service RP for guest service. In his absence, the person responsible for the shift must do so. The employee who makes the reception must sanitize the hands between each client.
- Customers can only enter with the mandatory use of a mask, which can be removed as soon as they are seated at the table.
- The management of reservations will be done by the service RP or the person responsible for the shift, in his absence.

Table service

- Before the client's arrival, the table must be clear of any objects.
- Only when the guest is seated is the mise en place performed.
- The wine bottles continue to be opened in front of the client, and the employee must be responsible for refilling as often as necessary. However, if the guest touches the bottle, he does so at his own risk.

Room Service

- Room service is available during the entire period of operation of the Restaurant/Bar and according to the menu to be used, as well as during the breakfast period, only by appointment.
- Room service is carried out with the cart for this purpose. The food plate is covered with the cloche and the whole tray is wrapped in cling film in order to protect the meal and the utensils that the customer is going to use. The Clean & Safe seal must also be placed.
- The employee must have the bill and the TPA, if applicable.
- Employees must knock on the guest's door and move away to maintain a safe distance.
- The guest must sign the ticket or make the payment (depending on the modality).

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Payments

- To make payments, the employee must sanitize the hands in front of the guest, before and after handling objects that the client will touch.
- It is recommended that payments are done at the table to reduce client circulation.
- Favor contactless payment on TPA or MBWAY, but cash payments are still accepted.
- The sanitization of all material used for this purpose is carried out after each use by the employees of the restaurant who are on duty.

TRANSFER TO THE AMARE BEACH CLUB

The shuttle service to the Beach Club remains available:

- In the shuttle there is a separation between the driver and the guests.
- The driver and guests can only enter with a mask and must remain with it until they leave the vehicle.
- The front seats next to the driver cannot be used.
- Prior booking and previous procedures for this purpose are maintained.
- The opening and closing of doors is done by the driver. Guests must not touch the vehicle handles.
- It is recommended that windows are open whenever possible.
- The vehicle must be sanitized by the driver between each trip and after guests leave.

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PUBLIC AREAS

- The guest areas on the 4th floor (restaurant room, pool area and sun loungers) are sanitized before opening the space for breakfast.
- Cleaning and sanitization of the restaurant is carried out frequently.
- All elevators, including buttons and bars, are frequently sanitized.
- All public bathrooms on the 4th and 0th floor, including the door handles – on the 1st floor, are sanitized whenever they are open for events in the rooms.
- The revolving door and Reception lobby are frequently sanitized.
- The vending machine and the park, which are next to the elevators, are frequently sanitized.
- All these interventions are duly registered with the date and time of cleaning and subsequently filed by the Housekeeper.

SPA AND GYM

- The spa and gym are open from 7:30 am to 8:30 pm.
- They can only be used by guests, for periods of 45 minutes and by appointment at the reception.
- The appointments for the use of this space must be immediately informed to the Housekeeper so that she can coordinate the sanitization with the cleaning team.
- Sanitization is carried out three times a day (in the morning, at lunchtime and at the end of the day). The guests have at their disposal a sanitizer.
- Limit of one person or one household per appointment.
- In the spa and gym it is not mandatory to wear a mask.
- The massage service is temporarily unavailable.

OUTDOOR POOL

- The pool is open from 9am to 7pm and can only be used by guests.
- The safety distance must be respected.
- Sunbeds are reduced to 50%.
- Housekeeping daily places two towel modules next to the warehouse: one with clean towels and one for dirty ones

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PARKING

Mandatory security measures in the park:

- Mandatory use of mask.
- Keep a safety distance of at least 2 meters from other people, as per the signs

Procedures in case of suspicious case

The Hotel has duly identified procedures to act in case of a suspicious case.

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- The guest can inform the reception of their departure time, to have their invoice ready when checking out;
- For payment, the receptionist must sanitize his hands (or put on gloves) and hand over the TPA to the client, to carry out the usual procedure;
- Cash payments are also accepted;
- The invoice will be issued and sent immediately by e-mail. If the customer prefers the paper invoice, it can be printed. If the guest.