



# RE - O P E N I N G P L A N

COVID-19

## CUSTOMER JOURNEY



Pré check-in



Arrival



Towards the room



In the room



Dining



Public Areas



Check-out

Hotel Faro & Beach Club reopens its doors on June 22, 2020.

After more than 3 months of inactivity it is good to be back!

Times have changed, so all measures have been taken in order to make both guests and employees feel safe at the Hotel.

The Hotel Faro & Beach Club has already the **Clean & Safe** stamp, conferred by Turismo de Portugal and also the **Safe Travels** stamp, awarded by the World Travel & Tourism Council. Both stamps, include several mandatory hygiene and safety measures. These measures, are all implemented at the Hotel Faro & Beach Club and the stamps are the recognition, both nationally and internationally, that the Hotel is ensuring the well-being and safety of the guests.

## EMPLOYEE JOURNEY



Arrival



Get ready



Reception



Kitchen



Housekeeping



Moving around



Offices



MEP

## CUSTOMER JOURNEY



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### PRE-CHECK-IN

A pre check-in service is available at Hotel Faro's website, in order to streamline the entire process and avoid time-consuming bureaucracies on site.

This solution is highly recommended as the quality of the service will be enhanced and the guest will be able to start enjoying the Hotel sooner.

## CUSTOMER JOURNEY



### CHECK IN

- Reception desks are protected by an Acrylic Safety Shield;
- The receptionist must wear a mask;
- The guest 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 about the mandatory use of the mask if he/she detects someone who is not complying with this standard;
- The customer must sanitize his/her hands on the device placed at the entrance, for the purpose;
- The customer must respect the safety distance and all rules informed;
- The customer cannot enter the luggage room. If it is necessary to store (or collect) the luggage, the receptionist who must do so, as it is up to the employee to identify the bags, using the card for this purpose;
- Outside the acrylic of the reception desk, where the touch screen for customer access is,

an alcohol gel device is always available for the customer to use;

- The sanitization of all material exposed in this module to be used by the customer, as well as the TPA, will be performed frequently by the receptionist;
- Instructions will be given to the customer to be the one to put the passport / citizen card in the digitizing machine, after sanitizing the hands;
- The receptionist mirrors the computer's image on the customer's touch screen so that he can insert his mobile contact, e-mail and digitally sign the registration form;
- 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 email. If the customer prefers the paper invoice, it must be printed to be delivered at check-out;
- The receptionist must put on the gloves or

sanitize the hands in front of the customer to deliver the room keys and 1 Aménitie Kit with disinfectant material, per customer;

- The receptionist questions / confirms the client's option regarding the room cleaning service:
  - No service (ideal for short stays)
  - Cleaning and changing sheets once every 3 days
  - Cleaning done every day and linen change every 3 days
  - Delivery of specific material (amenities, ironing board and iron, kettle, towels or others will be carried out by housekeeping only during the hours from 9am to 10:30 pm)
- If the customers want to use the car park and take advantage of the special rate for guests, they will have to pay in advance and a card for the guest's stay and car registration is made. If the customers do not want this option, they will have to validate the card daily and make the respective payment, at the reception before leaving the park.

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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.

## CUSTOMER JOURNEY



### IN THE BEDROOM

- There is a QR Code on the room key, that includes the directory and all the information about the Hotel and the contingency plan;
- If guests prefer, they can ask the reception for a disposable directory;
- All decorative items in the room were removed as a safety measure, to avoid sources of contagion. The same is true for the kettle and coffee machine (where applicable). If the guests want one of these items, they must request it at the reception;
- The bedroom's minibar is on, but without any product. The customer will be able to purchase them on the vending machine, next to the elevators on the ground floor;
- Whenever the cleaning of the room or any maintenance service is performed, the customer must not remain in the room;
- When cleaning rooms, Housekeeping employees will have to use a mask, face shield, gloves and disposable plastic aprons;
- While cleaning, only products purchased specifically for this phase and which act as

disinfectants and COVID-19 contagion inhibitors, can be used;

- The cleaning of the rooms should only be done after 24 hours of the previous departure;
- Room cleaning is only carried out if the guest wishes that it is done (in which case the guest must not remain in the room during cleaning) and requires confirmation at check-in.

Options:

- Delivery of specific material (amenities, ironing board and iron, kettle, towels or others will be carried out by housekeeping only during the hours from 9am to 10:30 pm)
- No service (ideal for short stays)
- Cleaning and changing sheets once every 3 days
- Cleaning done every day and changing sheets every 3 days.

## CUSTOMER JOURNEY



### DINING

- The use of a mask is mandatory for all employees and customers;
- The customer must wait at the door, in the place indicated by the exposed signs and where he has alcohol gel to sanitize his hands;
- An employee will direct the customer to their respective table;
- Customers can only remove the mask to eat or drink. If they circulate inside the restaurant, the use of a mask is mandatory;
- The room capacity was adjusted to guarantee a minimum distance of 2 meters between the tables;
- The customer cannot change the orientation and arrangement of tables and chairs;
- The tables do not have any object and they will only be set after the arrival of the customer;
- Tables are sanitized, before and after the customer uses them;
- It is only allowed to use the same table for groups arriving together;
- The menus are displayed on the totem next to the lifts;
- A QR CODE is available at each table, so customers can access the food and drink menus;
- If the customer prefers the physical menu, a menu can be delivered on disposable paper;
- At the end of the meal, a packaged and disposable towel with alcohol gel, will be delivered to each customer;
- In order to make payments, the employee must sanitize his hands in front of the customer, before and after touching the objects in which the customer will touch, or wear disposable gloves that must be thrown away after use;
- Payments will be made at the table to reduce the customer's movement;
- Contactless payments in TPA or MBWAY are preferred, but cash payments continue to be accepted;
- The sanitization of all the material used for this purpose is carried out, after each usage by the restaurant's employees who are on duty.

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## TRANSFER TO THE TROPICAL BEACH CLUB

The shuttle service to the Beach Club remains available, but with new rules:

- The maximum capacity of the shuttle is 4 people from different households OR up to 6 people from the same household OR up to 3 people from one household + 3 people from another household;
- In the shuttle, there is a separation between the driver and the customers;
- The driver and customers can only enter the vehicle, with a mask and must remain with it until they leave it;
- The front seats next to the driver cannot be used;
- Prior booking of the transfer is required;
- There is an alcohol gel solution accessible to customers and the driver;
- Doors are opened and closed by the driver. Customers should not touch the vehicle's handles;
- Windows should be open whenever possible;
- The vehicle must be sanitized by the driver, between each trip and after customers leave.



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### PUBLIC AREAS

- All elevators are sanitized hourly, including buttons and bars;
- All public bathrooms are sanitized hourly, including door handles;
- The SPA and the gym are sanitized between the use of each client and after closing it;
- The revolving door and the reception lobby are sanitized every two hours;
- The vending machine, which is next to the elevators, is sanitized hourly.

### SPA AND GYM

- The Spa and the Gym are sanitized after each guest uses it and at the end of the day, when it closes;
- They can only be used by guests, for periods of 45 minutes and by prior appointment at the reception;
- Limit of a person or a household, by appointment;
- The use of the shower and the locker area is prohibited;
- Inside the spa and gym it is not mandatory to use a mask;
- The massage service is temporarily unavailable.

### OUTDOOR POOL

- Inside the pool, the safety distance of 3 meters must be maintained between people from different households;
- Sunbeds are placed in a way to maintain a safe distance;
- It is necessary to sanitize the hands or to take a shower before entering the pool.

## CUSTOMER JOURNEY



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## CHECK-OUT

- The guest can inform the reception of their departure time, to have their invoice ready when checking out;
- The consumer's expenses will be projected on the monitor of the counter, so that he can check and approve it;
- 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.

## ARRIVAL

- Mandatory to use a mask when entering the hotel;
- Sanitization of the hands, must be done as soon as entering the Hotel;
- The removal of the mask is only allowed in the act of eating or drinking and in the appropriate space for that purpose;
- The safety equipment is made available by the hotel, to be used during the period when employees are working;
- It is important to avoid touching any surface;
- The information present in the existing signage, in several points of the hotel, must be respected and complied with;
- If the employee identifies any indicative symptoms of suspected COVID-19 (fever, cough or difficulty breathing), or has been in the presence of someone who has Covid19, he must immediately inform the person in charge of the Human Resources or the Direction of the Hotel.

## EMPLOYEE JOURNEY



Arrival



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Moving around



Offices



MEP

## UNIFORM

- The uniform cannot be used outdoors. Whenever the employee has or wants to leave the hotel, he / she must wear a different outfit;
- Uniforms are washed at 60° or more;
- The use of accessories and jewelry should be avoided.

## CHANGING ROOM

- Only 2 people are allowed to enter simultaneously;
- It is mandatory to use a mask inside the changing rooms;
- Hands must be washed before and after the uniform;
- It is mandatory to leave personal items inside the locker.

## EMPLOYEE JOURNEY



Arrival



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Moving  
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Offices



MEP

## RECEPTION

- Reception desks are protected by an Acrylic Safety Shield;
- The receptionist must wear a mask;
- The receptionist must sanitize his workstation when he enters the shift and before starting the service;
- The receptionist must only wear gloves when there is an exchange of objects with the customer, throwing them (the gloves) away after use - or, sanitize his/her hands in front of the customer, before and after the exchange of objects;
- For payments, the receptionist must sanitize his hands (or put on gloves) and hand over the TPA to the client to carry out the usual procedure.

## EMPLOYEE JOURNEY



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Offices



MEP

## DINING

(RESTAURANT / BAR / BEACH CLUB / ROOM SERVICE / KITCHEN)

- The use of a mask is mandatory for all catering employees;
- The distance between employees must be maintained;
- The employee must only wear gloves when there is an exchange of objects with the customer, throwing them (the gloves) away after use - or, sanitize his/her hands in front of the customer, before and after the exchange of objects;
- The employee must sanitize his hands whenever he/she touches any surface;

## PAYMENTS

- In order to make payments, the employee must sanitize his hands in front of the customer, before and after touching the objects in which the customer will touch, or wear disposable gloves that must be thrown away after use;
- Payments will be made at the table to reduce the customer's movement;
- Contactless payments in TPA or MBWAY are preferred, but cash payments continue to be accepted;
- The sanitization of all the material used for this purpose is carried out, after each usage by the restaurant's employees who are on duty.

## ROOM SERVICE

- Room service is available during the entire restaurant / bar's operation period, as well as during the breakfast period (reservation necessary);
- Room service will be provided with the cart for this purpose. The food plate will be covered with the cloche and the whole tray wrapped in cling film, in order to protect the meal and the utensils that the customer will use;
- When the customer is done, he/she must contact the reception, between 9 am and 10 pm, in order for the cart to be collected.

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MEP

## KITCHEN

- The use of a mask, gloves and cap is mandatory;
- Only personnel essential to the operation should enter the kitchen;
- Hands should always be washed when arriving at the kitchen;
- A frequent cleaning routine is mandatory;
- Cooking stations must respect the social distance between employees;
- All foods eaten raw must be sanitized, before being sent to the customer, such as salads and fruits;
- All material received must be sanitized, with the proper disinfectant for food;
- The dishes used by customers must be washed in the washing machine with detergent, at an elevated temperature (80-90°C).

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MEP

## HOUSEKEEPING

- When cleaning the bedrooms it is mandatory to use a mask, face shield, gloves and disposable plastic aprons;
- When cleaning areas, the use of a mask is mandatory;
- The rooms will be devoid of decorative material and accessories to eliminate sources of contagion;
- Footwear worn inside the hotel, cannot be worn outside. The employee must keep the shoes to be used for the service in the locker;
- While cleaning, only products purchased specifically for this phase and which act as disinfectants and inhibitors of COVID-19 contagion can be used;
- The cleaning of the rooms should only be done after 24 hours of the previous departure;

- Bedroom cleaning is only carried out if the guest wishes the Hotel to do so (in this case the guest must not remain in the room during cleaning) and needs to confirm at check-in.

Options:

- Delivery of specific material (amenities, ironing board and iron, kettle, towels or others will be carried out by housekeeping only during the hours from 9am to 10:30 pm);
- No service (ideal for short stays);
- Cleaning and changing sheets once every 3 days;
- Cleaning done every day and changing sheets every 3 days.

## LAUNDRY SERVICE FOR GUESTS

- The laundry service is managed by the housekeeper;
- The client informs the reception that he has clothes to wash;
- The delivery of clothes by the customer must be made between 9 am and 2 pm;
- Delivery to the laundry will only take place at 2:30 pm;
- The client's clothes will be returned the next day at 2:30 pm.

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MEP



## CIRCULATION AREAS

- Circulation must be done on the right side;
- Maintain a distance of at least 2 meters from other colleagues;
- Avoid touching surfaces.

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## EMPLOYEE JOURNEY



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Moving  
around



Offices



MEP

## OFFICES

- Alcohol gel available inside the office;
- The jobs are aligned with the mandatory distance between employees;
- Circulation within the office should ensure a safe distance between colleagues.

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## EMPLOYEE JOURNEY



Arrival



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Housekeeping



Moving  
around



Offices



MEP

## MAINTENANCE

- To enter any room (free or occupied) maintenance staff, must use a face shield, disposable gloves and shoes that are not used outdoors;
- When carrying out interventions, the client is not allowed inside the room;
- Maintenance staff must not touch the guest's objects;
- Maintenance staff must sanitize the material in which they touch in the room;
- Maintenance staff must sanitize the door handles when leaving;
- The entry in that room must be registered.

## EMPLOYEE JOURNEY



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Moving  
around

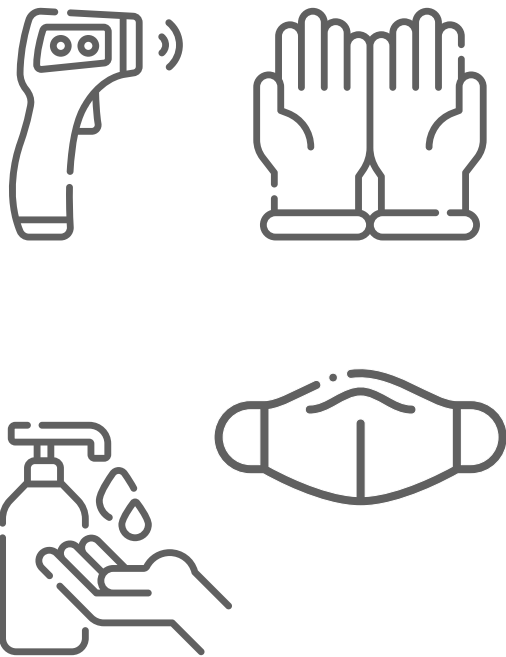


Offices

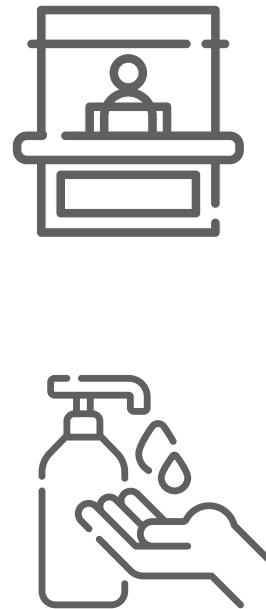


MEP

GENERAL EQUIPMENT



RECEPTION



HOUSEKEEPING

