

Considering the current phase in which our country is and also taking into account the global situation worldwide, at Clube Vilarosa we are preparing the reopening of our units with all necessary prevention and control measures in order to ensure the maximum safety and well-being of our guests, staff and partners.

That is why we are proud to inform that our unit obtained the Clean & Safe Stamp of Turismo de Portugal.

Those who know us know that cleanliness and hygiene, from accommodation units to catering, has always been one of our top priorities, as recognised by the HACCP Certificate (Hygiene and Food Safety). With this concern always in mind, but also keeping the focus on the primary objective of ensuring that our guests make the most of their stay, we have followed the guidelines of National Authority of Health (DGS – Direcção-Geral da Saúde), World Health Organization and the Clean & Safe Stamp of Turismo de Portugal to adjust our procedures and facilities to the current reality and its requirements.

We now share with you a summary of the general and specific measures defined and implemented, a summary of the commitment we make to you!

## GENERAL MEASURES

- ✚ We are committed to maintaining the usual friendliness, quality and professionalism, while fulfilling and enforcing all necessary measures for the safety of our team, guests and partners.
- ✚ We have developed our Internal Protocol and Contingency Plan for the COVID-19 outbreak.
- ✚ We have the equipment needed for the individual protection of staff and guests.
- ✚ We have stock of suitable cleaning materials according to our cleaning plan.
- ✚ We have created specific signage in order to facilitate movement in the new defined circulation circuits.
- ✚ We have a specific location to isolate people who may be detected as suspected cases or confirmed cases of COVID-19, with all the conditions required for this purpose and with the proper decontamination plan for suspicious or positive cases.
- ✚ We always have on duty a staff member responsible for triggering the procedures in case of suspected infection.

## TEAM

- ✚ All our staff use, during working hours, the necessary equipment's for individual protection for each activity, namely protective masks, and comply with the standards of social distancing, hand hygiene and respiratory etiquette having received specific training for this purpose, namely on:
  - Internal Protocol regarding the COVID-19 Outbreak;
  - How to comply with basic infection prevention and control measures in relation to the COVID-19 outbreak, namely hand hygiene procedures, respiratory etiquette and social conduct;
  - How to comply with daily auto-monitoring to evaluate temperature, verify cough or difficulty in breathing;
  - How to comply with the guidelines of the National Health Entity regarding surface cleaning and laundry treatment.
  
- ✚ All internal procedures have been reviewed and adapted to the new reality of virus prevention and control.

## GUESTS

- ✚ We count on all our guests to enjoy their stay to the fullest, respecting and complying with the rules of social distancing, hand hygiene and respiratory etiquette.
- ✚ We provide all guests in strategic places the following information:
  - How to comply with basic infection prevention and control measures in relation to the COVID-19 outbreak;
  - Internal Protocol regarding the COVID-19 Outbreak;
  
- ✚ Use of protective mask inside the closed common areas.
- ✚ At check in the temperature will be evaluated and a protection mask will be needed.
- ✚ Mask/gloves kits will also be available for purchase.

## RECEPTION

- ✚ Control and disinfection procedures at the entrance of the hotel.
- ✚ The counter has been reorganized in order to be possible to comply with the social distancing rules, both between guests and between guests and staff.
- ✚ Implementation of the online check in service to reduce the time of in-person check in.
- ✚ Check out time is until 11:00 am and check-in time from 04:00 pm in order to be operationally possible to ensure that new cleaning procedures are done safely.

## ACCOMMODATION UNITS

- ✚ The cleaning procedures have been reorganized and adapted to the new needs.
- ✚ Specific measures for changing bed linen and cleaning, with two spaced intervention times and with adequate protection according to Internal Protocol.
- ✚ Appropriate and specific procedures for washing bed linen and towels.
- ✚ The guest has the possibility to choose whether or not to have daily cleaning in their accommodation unit.
- ✚ Bed linen and towels will be available to be delivered to the guest along with specific bags for the placement of used clothes, if the guest wishes to personally replace them so that they do not have staff accessing the accommodation unit during the stay.
- ✚ All physical informative documents have been removed from the accommodation units and will be accessible online at the reception.

## GENERAL PUBLIC AREAS

- ✚ Washing and disinfection of the surfaces where employees and guests circulate in accordance with the Internal Protocol and the Cleaning Plan.
- ✚ Increased frequency in the hygiene of common areas, surfaces and objects of common use (including counters, door handles, elevator buttons, switches, pens, payment terminals, etc.) as defined in the Internal Protocol.
- ✚ Air renovation of the rooms and enclosed spaces made regularly.
- ✚ Gel alcohol solution dispensers are available to guests in different areas of the unit.
- ✚ Opening of all possible doors in public areas in order to reduce contact with door handles.
- ✚ In the sanitary facilities provision of equipment for hand washing with liquid soap and paper wipes.
- ✚ Lifts can only be used simultaneously by guests staying in the same accommodation unit.

- ✚ The living areas were reorganized in order to maintain the necessary social distancing.

## SWIMMING POOLS

- ✚ Disinfection performed as defined in Internal Protocol.
- ✚ Opening and closing times strictly respected in order to be able to properly sanitize the space.
- ✚ Reorganized sun loungers to maintain safety clearance.
- ✚ Control of chlorine levels, which will enforce the maintenance of the maximum levels allowed by law.
- ✚ Disinfectant and disposable wipes are available to guests through the guard so that they can disinfect the sun loungers before use.

## SUPPLIERS AND RECEIPT OF GOODS

- ✚ Suppliers of goods do not access the interior of the hotel units, being restricted to a defined place at the loading dock and always using the necessary protective equipment, namely mask and gloves.
- ✚ The procedures for receiving and storing goods have been reorganized and adapted to the new reality.
- ✚ All our suppliers are subject to evaluation and control under our Hazard Analysis and Critical Point Control (HACCP) system.

## RESTAURANT & BARS

- ✚ The hygiene procedures were reinforced and adapted to the new reality according to the Internal Protocol and Hygiene Plan.
- ✚ The circulation of guests and collaborators inside the restaurant is made with protective mask.
- ✚ All seasonings and condiments are available in united format and at the request of the guest, or will be served by a staff member.
- ✚ The buffets are protected and are served by a staff member.
- ✚ The layout of the tables was reorganized in order to maintain the security distance.
- ✚ In places where this is possible, the cups are disposable with single use.
- ✚ The tables are completely clean without any prop on top of them and the cutlery individually packaged and delivered directly to the guest.
  
- ✚ In order to reduce the number of guests simultaneously within the restaurant, the service can be done in shifts at times to be defined with mandatory prior appointment.

## COMMON AREAS

- ✚ The multipurpose court can only be used simultaneously by guests staying in the same accommodation unit and subject to prior booking.
- ✚ The Kids Club will be closed until further notice.
- ✚ The massage service will work adapted to the new safety rules and with mandatory prior appointment.

## ENTERTAINMENT

- ✚ The entertainment programme has been reviewed and adapted to maintain the necessary social distancing.
- ✚ Activities that include physical contact will not be carried out.
- ✚ The evening entertainment shows will take place exclusively on stage and without contact with guests.