

ALL EMPLOYEES OF ALL HOTEL DEPARTMENTS MUST WEAR THE MASK

It is required to measure the temperature of all employees at the entrance and this must be done by the employee upon arrival, or advisable before leaving home.

RECEPTION

MANDATORY use of a mask by all receptionists and the use of gel is recommended for frequent use, and is also available gloves to wear (preferred) and the use of a thermometer to check its temperature.

It is strictly forbidden for people to enter or circulate without a mask in the hotel

There are spray disinfectant dispensers + disinfection cloths at reception

The client must remain close to the identified line and maintain a distance of 2 meters using

MANDATORY the mask

Information about the preventive measures taken by the Hotel and other information related to the hotel can be provided to customers, through information sent to agents and operators or directly to the customer by email or by another method that prevents the customer from remaining. at reception (available services, schedules and others, etc.)

Inform the client that the Hotel **REQUIRES** the use of the mask, that disinfectant gel dispensers are available at various points in the hotel and that a social distance of 2 meters is recommended

If a **customer indicates a high temperature**, the guest should be advised to contact medical services. For this purpose, be immediately informed to the Hotel Director, who will develop the procedures to be adopted. The client must stay in her hotel room until her situation is verified and she does not receive any contact from abroad or contact anyone from abroad.

When registering, the digitizing scanner to copy the passports must be placed on the counter to read the document. The receptionist opens the scanner and must be the client himself to place the passport himself and at the end to remove it. It must be disinfected after each use.

There will be no contact for the receptionist with the document or with the client.

There will be information about the preventive measures that the Hotel has implemented.

The wireless internet code must be informed at the time of check-in, requesting the client that for any matter they must contact us by phone or email from the reception to minimize contact and the length of stay of the guests in this area.

For customers who do not have a mask, inform them that they can go to a pharmacy or supermarket (next to the Hotel) to buy it, the Hotel can provide it in extreme cases that it is no longer possible to purchase it, for the value of 2.00€ / mask.

The TPA (Payment Terminal) must be covered with transparent film and cleaned after each use, as well as the computer keyboard and calculator and customer cards and keys. The phone should be disinfected frequently.

Customers will carry their own luggage.

Advise the guest to inform in advance the departure time to prepare the account and request the customer's email so that if he sends the invoice in pdf, if so, there should not be direct and manual invoice deliveries.

The delivery of the key card by the client at the check-out must be done by placing the respective key card in a container at the reception, so that it can be disinfected later.

Keep your distance from the reception and administrative office, and do not allow other staff to remain in the administrative office longer than is strictly necessary

Uniforms must be washed daily

Advise clients to use the stairs and the elevator for a maximum of 2 people (recommended)

Pay attention to the permanent disinfection of the elevator buttons

All the events related to the health situations of the guests, such as the request of a doctor, etc., must be recorded in the event book and informed to the Hotel Manager about it.

Their goal is to maintain hospitality and good customer service in a non-hospital setting.

RESTAURANT BAR

MANDATORY the use of a mask by all employees, as well as the use of gel and the availability of gloves to use

KITCHEN

Disinfectant spray dispenser + cloth for disinfection of available sections

Uniforms must be laundered daily; maintain social distance; sections should be disinfected and disinfected permanently.

JACUZZI and LOUNGES AREA - UPPER ROOF BAR

In the counter area, the mask is mandatory for customers, and the customer must stay only as long as necessary to place their order and make payment.

Perform permanent disinfection of chairs and the surrounding area, sun loungers whenever customers change. Distance 2 deck chairs every 2 meters.

Accompany customers to loungers and clean them before use.

The maximum occupancy of the jacuzzi is 2 people. The hot tub is open from 10 a.m. at 2 p.m.

The rooftop bar hours are 10 a.m. at 5 p.m.

RESTAURANT STAFF AND BATHS

Staff meal times should not coincide in order to limit the number of people in the cafeteria for each employee to bring food.

The use of the changing rooms must be managed in such a way that there are not more than 3 people at the same time in that space.

ROOMS / CLEANING

The use of a mask and gloves is mandatory for all employees on floors and cleanings.

Clothing removal is done without jerking or jerking, rolled from the inside out

Cleaning surfaces must be wet and not dry.

It is not advisable to use a vacuum cleaner to clean floors, but it can be used

Carry out the following double cleaning of floors and surfaces:

Wipe surfaces from top to bottom and toward the cleanest to the dirtiest areas.

Use single-use cleaning cloths for the bedroom area and for bathrooms use different colored cloths for different cleaning

The bathroom cleaning bucket and mop should be different from the cleaning bucket and mop that will be used in the bedroom

Use different colored buckets for different cleanings

Commonly used detergents can be used to wash surfaces

For the disinfection of surfaces, it is advisable to use bleach (sodium hypochlorite solution) in a concentration of at least 5% free chlorine and 70% alcohol, for metal surfaces and others that are not compatible with bleach, to avoid corrosion or damage. However, other products available on the market can be used, namely chlorine tablets to dilute in water at the time of use, detergent solutions with disinfectant, either in liquid aerosol or wipes moistened with disinfectant for a quick cleaning of any frequent contact surface

If there is blood, respiratory secretions and other organic liquids, absorb the liquids with absorbent paper, apply bleach diluted in water in the proportion of a measure of bleach to 9 equal measures of water, leave it to act for 10 minutes, pass the place with water and detergent, rinse only with hot water and allow to air dry, wear a mask for dilution and applying bleach, open windows to ventilate space

For common surface disinfection, wash first with water and detergent, apply diluted bleach in water in proportion to a measure of bleach in 49 equals water, let the bleach work for 10 minutes, rinse only with hot water and allow to dry in the air.

Sanitary facilities should be washed and disinfected with mixed cleaning products containing simultaneously

Detergent and disinfectant in the composition, since it is easier and faster to apply and act.

Furniture and some equipment can be disinfected after cleaning with wipes moistened with disinfectant or 70% alcohol.

Clean the bedroom furniture first

Clean and disinfect tables and chairs, not forgetting to disinfect cabinet handles. Clean walls up to the arm

Remove curtains and send to wash, including shower curtains.

To clean the furniture.

Wash the bathroom, starting with the taps, sinks, and drains, then go to the toilet cabinets, then the tub or shower, toilet, and bidet.

The same procedure is repeated for the shower, not forgetting to clean the shower well, unscrew the shower head, wash and disinfect.

Toilet: apply the product that has the function of detergent and disinfection simultaneously inside and outside the toilet;

Let the product work for 10 minutes to achieve the desired effect, rub the inside with the toilet brush, rinse the water with the toilet brush still inside the toilet so that it is also clean, drain the toilet brush; wash and disinfect the brush holder

Using another clean, single-use cloth, wash the outside of the toilet, starting with the top (least dirty) followed by the top of the toilet and all the exterior parts with the same detergent / disinfectant; just rinse with hot water and let it dry

Finally wash the floor of the premises

Open windows in area and allow to air dry.

Made in Albufeira 04/02/20 - revised 06/10/20