



Prevention and Security Protocol For Covid-19

“Girassol stands for Sunflower, and every Sunflower stands for its Seeds. The Seeds are obviously our Guests.”

Introduction

As a result of the emergency caused by Covid-19 declared by the World Health Organization as an international public health emergency, on the 11th of March, this year, Portugal has taken some unprecedented temporary measures regarding not only prevention, but also treatments and other measures that were appropriate at the moment.

Thinking about the well-being of our collaborators and guests, Girassol Suite Hotel, has implemented new measures, to make sure that we followed the orientations given by the Regional Secretariat of Tourism and Culture, and the World Health Organization, all the measures will be listed on this protocol.

Entrance / Exit



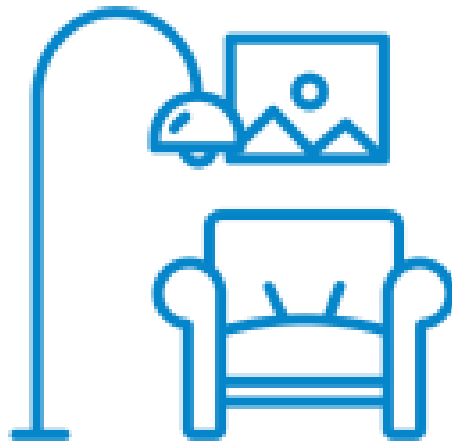
- Entrance/exit of the hotel are signaled in order to insure a secure flow of circulation and promote social distancing;
- A dispenser is available at the entrance of the hotel with antiseptic solution and disposable towels for the disinfection of our guests hands and luggage;
- Mandatory use of PPE.

Check-in



- Practice of social distancing through the definition of well-marked waiting areas;
- Mandatory use of PPE (mask and gloves) of our front-office staff;
- Dispensers with antiseptic solution on reception's counter;
- Physical contact material with the customer, including room cards, ATM terminals and pens will be disinfected in the presence of the guest before and after use;
- Every guest will receive upon check-in a booklet of good practices containing the measures adopted by the hotel and all relevant information made available by the NHS

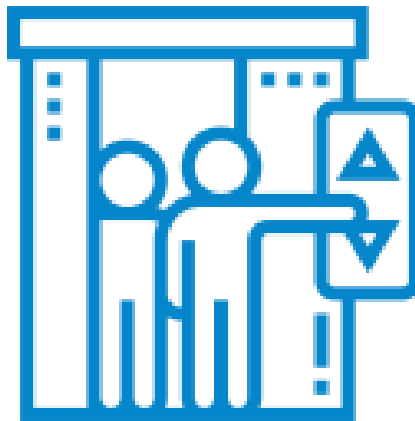
Social Areas



- Signaled flow of circulation in all social areas promoting social distancing;
- Several warnings and information of safety and protection practices are placed in the areas of greatest influx;
- Ensure health security through constant cleaning and hygiene of all areas and surfaces, with frequent reporting.

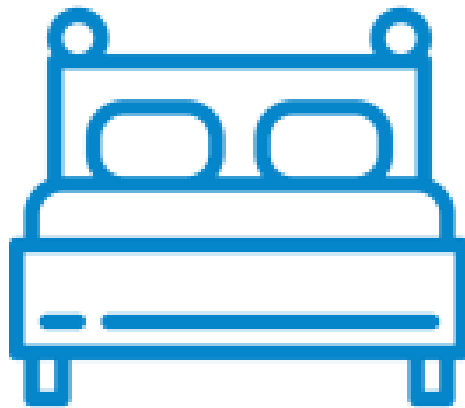
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Lifts



- Visible safety instructions are placed;
- Occupancy limited to two customers per route;
- Dispenser with antiseptic solution at the entrance;
- Regular cleaning and disinfection focusing on high contact surfaces.

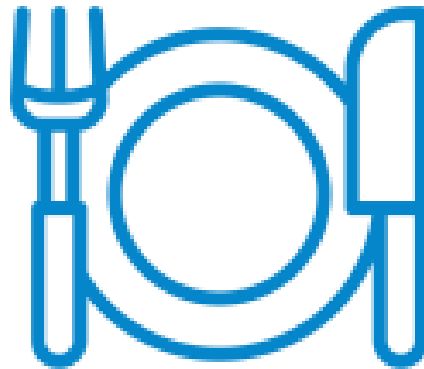
Rooms



- According to our Contingency Plan, we have made available an isolation room with all equipment and supplies recommended by the NHS;
- When assigning rooms to reservations, whenever possible, the occupancy between rooms and floors will be interspersed;
- The occupancy of each room will be carried out after a minimum period of 12 hours after the last departure;
- Daily housekeeping will be strengthened and organized so that the guest is not in the room when cleaning is taking place;
- Mandatory use of PPE by our housekeeping staff;
- Every room contains information provided by the NHS with procedures, good practices and contacts;
- After each check-out the room will be fully sanitized with recommended antiseptic products.

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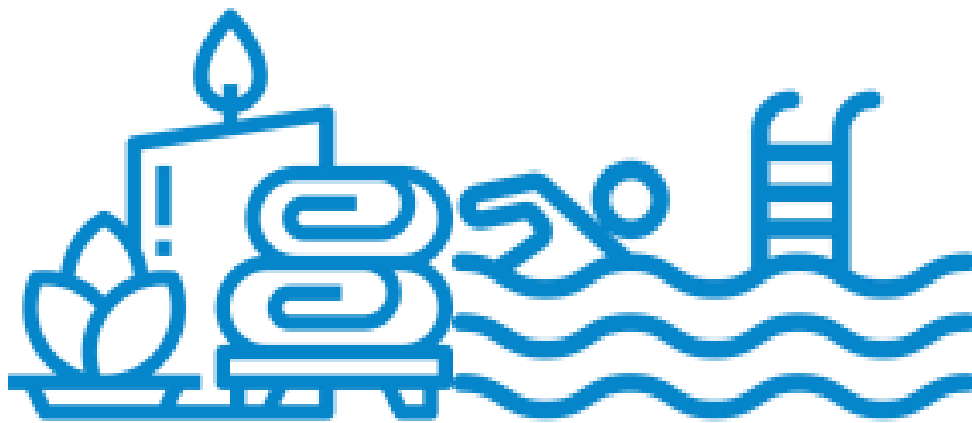
Food & Beverages



1. Meal times organized by shifts and by reservation in order to limit the occupancy of the space according to government recommendations;
2. The occupancy of each table will be only 2 people or 4, in case of families;
3. Dispenser with antiseptic solution available at the entrance of the restaurant and snack bar;
4. Mandatory use of PPE (mask and gloves) of our food and beverage staff;
5. Social distancing between employees and customers will be practiced;
6. All meals will be made in the model of fixed menus with service at the table, and the menus will be laminated and disinfected before and after each use;
7. Compliance with all safety and hygiene standards during and after each meal with frequent cleaning and disinfection of the equipment;

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Outdoor Pool, Massage Room, Turkish Bath, Gym and Jacuzzi



- Limited pool occupancy to 50% capacity;
- The sun loungers will be positioned at distance of 1 meter between each other;
- Disinfection of the sun loungers after each use;
- Cleaning and disinfection of the pool and surrounding area will be carried out more frequently.

Massage Room, Turkish Bath, Gym and Jacuzzi will be kept closed until evolutionary phase allows the use of these facilities safely

Service Areas



- Social distancing between employees and guests;
- When registering attendance, there will be waiting areas marked in order to maintain a safe distance;
- Dispenser with antiseptic solution will be available at the service entrance;
- Mandatory use of PPE by all employees;
- Mandatory use of visor and gloves, in addition to PPE, for all employees who are in direct contact with the customer;
- Service areas will be cleaned and sanitized with frequency;
- A Manual of Procedures will be available to all employees containing our Contingency Plan as well as the adopted measures of security and protection;
- Dissemination of information on good practices of protection and safety of employees;
- Limitation of the occupation of the changing rooms in order to ensure the distance of at least 1 meter between each employee;

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- Limitation of the occupation of the cafeteria to 4 people at a time with distance of at least 2 meters between the tables;
- Work in the kitchen organized by teams in order to limit the occupancy to what is strictly necessary for service;
- Cleaning and disinfection more frequently and complying with safety and hygiene standards approved by the NHS;
- Disclosure, to suppliers, of the security and protection measures implemented by the establishment;
- Implementation of a delivery schedule spaced through the day for all supplier to reduce influx of people;
- A disinfection space is defined so that all delivered materials are sanitized before its in-house distribution.