

# COVID-19 PREVENTION PROTOCOL

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Dear Guest,

Regarding the current pandemic, we work is marked by commitment and responsibility, in order to adopt and reinforce all measures and recommendations prescribed by the National Health Authority (DGS), World Health Organization (WHO) and Turismo de Portugal (Clean&Safe Seal).

Hotel Lusitano thus guarantees three essential principles in the prevention and fight against COVID-19:

- Necessary and recommended **social distancing**.
- Effective **disinfection** and **cleaning** of all spaces and equipment.
- The **provision and use** of all mandatory and supplementary **protective** equipment by all employees, guests and partners.

NOTE: THIS PREVENTION PROTOCOL MAY UNDERGO CHANGES DEPENDING ON THE EVOLUTION OF THE PANDEMIC OR NEW OBLIGATIONS IMPOSED BY LAW

## 1. BOOKING AND CANCELLATION POLICY

HOTEL LUSITANO IS FULLY COMMITTED TO RECEIVING ITS GUESTS AND CUSTOMERS WITH MAXIMUM SAFETY, ENSURING THEIR WELL-BEING AS WELL AS ITS TEAMS, PARTNERS AND THE COMMUNITY IN GENERAL

IN THIS CONTEXT, WE ALSO INTEND TO BE A LEADING BUSINESS IN TERMS OF GOOD PRACTICES AND MAINTENANCE OF THE QUALITY OF OUR HOSPITALITY STANDARDS

- When booking, we ask you to fill out the Guest Form in full and send it back in time to facilitate your check-in process and stay.
- At the time of booking, guests will also be asked how they wish to communicate with the Hotel Lusitano reception during their stay, preferably via email and/or telephone.
- Flexible cancellation policy: in case of cancellation of bookings due to Coronavirus, there will be no charge, as long as it takes place within 48 hours before the check-in date. Valid reasons are cancellation of trips by travel agencies and/or operators, infected people or in mandatory isolation.

## **2. HOTEL ACCESS**

- Exclusive access to guests of the Hotel Lusitano for any service. Visitors and/or passers-by are not allowed. Exceptionally, customers who have a valid reservation will be allowed entry to the Capriola Restaurant and SPA.
- Guests staying at the Hotel Lusitano will only be allowed access to the Hotel's main building and SPA by appointment.
- There will be hand sanitizer available at all access points within the Hotel.
- The use of facemask in public and common areas of the hotel is mandatory by all customers. Facemasks are also available for sale at the reception if needed.
- We have reduced the maximum capacity in each lift, in the bars and restaurants, as well as conference rooms and swimming pool.

## **3. ACCOMMODATION**

- Guests will be accommodated, according to safety limits and rules.
- Guests may opt for different services in their suites or outside thereof.
- Check-in and check-out for stays in Hotel rooms, will take place at the reception.
- The Hotel Lusitano staff will be duly protected, by making use of their personal protective equipment.
- The reinforcement of cleaning and disinfection procedures of all hotel rooms and suites is hereby ensured.

## **4. CLEANING AND DISINFECTION**

- Reinforced cleaning and disinfection measures are ensured throughout the day for materials and equipment in the hotel rooms and suites as well as common areas, with special focus on high contact points.
- The use of disinfectants with proven effectiveness in eliminating the virus is also ensured.
- Regular airing of all rooms and suites as well as common areas will be carried out.
- High-contact elements that are difficult to disinfect have been eliminated from the rooms and suites as well as common areas.

- Handling and washing of textiles, especially bedsheets and towels, has been reinforced.
- The cleaning services team is duly protected with specific personal protective equipment (facemask, face shield, gloves and disposable gown)
- The laundry service is temporarily unavailable.
- Guests should not be inside their rooms or suites during tidying up and cleaning services.
- Guests may opt or not to have our team clean their accommodation during their stay.
- There will be hand sanitizers available in all hotel areas.

## 5. DINING SERVICE

- There will be a reduction in the capacity of the restaurant in order to ensure safety distancing measures.
- Early booking is recommended for lunch and dinner services.
- In the restaurant, we have replaced the traditional buffet service with an à la carte or buffet service assisted by our staff.
- We have room service also available to other Hotel areas (gardens, garden bar, dining hall).
- Guests staying in Hotel Rooms should pre-arrange their breakfast time (between 8am and 10.30am).
- We have new menus available, more adapted to the current dynamics.
- The Kitchen and Room Services have been adapted to ensure all safety measures and our Team is duly protected with specific personal protective equipment.
- There has been a reinforcement of the HACCP (Hazard Analysis and Critical Control Points) Plan Measures.
- The areas used by guests for their meals are cleaned and disinfected between each use.

## 6. SPA AND GYM

- The Sauna, Turkish Baths, Jacuzzi, Vichy Shower and Float Cabin are temporarily unavailable.
- Pedicure, manicure and waxing services are temporarily unavailable.
- Massage and treatment services have been duly adapted to health and safety requirements, require booking and may, whenever possible, be carried out outdoors.
- The relaxation room is temporarily unavailable.
- The swimming pool is exclusive to guests. Access to the pool is limited and requires booking.
- Guests should come already prepared for their treatment/massage, using the bathrobe and slippers available in their rooms and/or suites.
- Therapists are protected by personal protective equipment.
- Each room is disinfected and cleaned after each treatment/massage.

- The gym is subject to booking and limited capacity, with cleaning of the equipment between uses.

## **7. ASSISTANCE IN THE EVENT OF SUSPECTED COVID-19 CASES**

- All staff members of the Hotel Lusitano can provide support to our guests in case of emergency or suspicion.
- We have direct contact and specialized support with the local health authority.
- We have an ISOLATION ROOM for isolating people detected as suspected or confirmed COVID-19 cases, with natural or mechanical ventilation, and with smooth and washable lining, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, waste bin, waste bags, bags for collecting worn clothes, kits with water and some non-perishable food items.

## **8. HOTEL LUSITANO STAFF**

- Training of all teams on new procedures.
- Employees have personal protective equipment (PPE), which must be used at all working hours
- The areas of exclusive access to the teams are cleaned and disinfected regularly.
- Shifts are favoured and teams are always formed with the same group of employees.
- A reduction in the number of employees per area has been established.

## **9. SUPPLIERS AND EXTERNAL SERVICES**

- We prefer suppliers with the "Clean & Safe" seal.
- Our suppliers have a prevention and contingency plan
- Safety procedures are applied in the handling and storage of any goods delivered.
- All non-essential external services have been temporarily interrupted.

## **10. EVENTS**

- We prefer suppliers with the "Clean & Safe" seal.
- Our suppliers have a prevention and contingency plan
- Security procedures are applied in the handling and storage of any goods delivered.
- All non-essential external services have been temporarily interrupted.