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## HEALTH AND SAFETY PROTOCOL

In this new phase, Dolce CampoReal Lisboa, located in the breathtaking landscapes of the protected area of Archeira and Socorro Mountains, aims at ensuring that we are totally committed to receive our guests with maximum security, in order to guarantee their well-being and the well-being of our teams and partners. Everyone's health is our priority!

In compliance with recommendations from the Directorate-General for Health, the World Health Organisation, and Tourism of Portugal, measures have been taken through the "Clean & Safe" stamp in order to ensure that our services comply with the three core standards:

1. Restructure and adjust sanitisation actions;
2. Provide and ensure the use of personal protection equipment;
3. Enforce social distancing.

### **1. SANITISATION**

In order to guarantee the privacy and safety of our clients, we have adjusted cleaning procedures regarding accommodation facilities, providing cleaning services only when the client requests so, and at a scheduled time, ensuring social distancing between staff and guests.

The occupancy of accommodation facilities is arranged so that there is a minimum period of 24h between the check out and check in of each guest.

Hand sanitiser is available in all public areas and toilet facilities, such as reception desk, restaurants, spa, meeting rooms, swimming pools, etc.

All materials and equipment used by our staff and guests, such as pens, room keys, POS terminals, etc., are thoroughly sanitised after each use.

We use products effective against viruses to sanitise and disinfect all surfaces and areas of contact.

We have increased the frequency of sanitising and disinfection of all public areas of the resort.

We have also increased cleaning and disinfection of all water systems, air conditioning and ventilation, to ensure the safety of our guests.

## **2. PERSONAL PROTECTION EQUIPMENT**

Our staff wear personal protection equipment in every interaction with the guests, subject to adjustment according to each area of the hotel. This equipment includes: Mask and/or visor, gloves, disposable smock overalls or aprons, caps and shoe protection.

All guests and staff are asked to measure temperature.

## **3. SOCIAL DISTANCING**

We have adjusted our services to guarantee the safety of guests in our facilities by enforcing social distancing.

Some accommodation units will not be used, reducing the occupancy and ensuring whenever possible social distancing to our guests. The same applies to restaurants, SPA, swimming pools and meeting rooms.

Signs of social distancing and occupancy limits are visible in all public areas, including lifts.

Restaurant reservations are mandatory. The various hours available are accessible on our website or at the Hotel reception. Service in restaurants, including breakfast, will be served à la carte. The menus of each restaurant will be available through a QRcode and on our website.

At the restaurant tables and chairs are sanitised and disinfected after each use. In the outdoor swimming pool, sun loungers are sanitised after each use. All public areas, including lifts and toilet facilities, are sanitised every two hours. For your safety, we have available, hygienization material to sanitize the sun beds.

All meeting rooms have natural ventilation and access to the balcony and/or terrace. Coffee break is served on time by our team.

Use of the indoor and outdoor jacuzzi, sauna and Turkish bath is not allowed; therefore the water circuit of the AMAI Spa is closed. The Spa is open for therapy and beauty treatments, subject to previous booking.

The indoor pool has limited occupancy. Due to the capacity limit and for greater safety of guests, access to the indoor pool will be made even by reservation, in order to guarantee access to it at the desired time, for one hour.

The gym has limited occupancy. Material for equipment sanitisation is available for guests.

## **ISOLATION AREAS**

If suspected or confirmed COVID-19 cases occur, isolation areas have been set with natural ventilation, washable coatings, bathroom, a stock of cleaning materials, surgical masks and disposable gloves, thermometer, waste bin, waste bags, bags to collect used clothes, a kit with water and some non-perishable food; the guests will be in isolation in their own room until the defined procedures have been activated and

the National Health Service has been contacted. The General Manager or the person acting on his behalf and responsible for this protocol will provide all necessary assistance.

In compliance with the guidelines from the Directorate-General for Health, we will decontaminate the isolation area whenever a positive case occurs and increase cleaning and sanitising procedures whenever suspected cases occur.

A plastic bag shall be used to store the waste resulting from patients or suspects of being infected, which will be sealed, set apart and sent to an operator licensed to manage medical waste of biological risk.

## **TO OUR GUESTS**

In this challenging moment, and in order to ensure the safety and comfort of everyone, the collaboration of our guest is essential. Thus, we request your understanding in carrying out the following procedures:

- Use protection mask when moving around in public areas;
- Sanitise your hands. There are hand sanitisers placed in several spots in the hotel;
- When possible keep a two-metre safety distance from other guests and staff.
- Make reservation for dining, indoor pool and spa services;
- Carefully read the intern protocol regarding COVID-19, and follow the basic prevention and infection control guidelines for COVID-19 including hand sanitising procedures, respiratory etiquette and social behaviour.

## **OUR STAFF**

All our staff received specific training, as follows:

1. Intern protocol and prevention measures for COVID-19.
2. Compliance with basic prevention and infection control guidelines for COVID-19 including hand sanitising procedures, respiratory etiquette and social behaviour.

3. Daily self-monitoring for fever detection, cough verification or breathing difficulty.
4. Compliance with guidelines from the Directorate-General for Health regarding surface cleaning and clothes handling.

NOTE: THIS PLAN IS SUBJECT TO CHANGES DEPENDING ON THE EVOLUTION OF THE PANDEMIC OR NEW OBLIGATIONS IMPOSED BY LAW

We hope to welcome you soon in our resort!

Paula Duarte

General Manager