



# COVID-19 Internal protocol

## Actions:

1. Promote regular hand washing with soap and water; in case this is not possible in the workplace, alcohol gel will be available at disposal.
2. Keep all areas of the Hotel aerated more than usual.
3. All employees at Kitchen and Housekeeping, must wear mask on each work shift.
4. Immediately inform if a passenger who has symptoms of the disease is detected during its stay in the property, in order to activate corresponding protocols. Apply the "Covid-19 Treatment Guide"
5. HR will be responsible for developing, monitoring and replenishing a health items inventory, which must include, among others: alcohol gel, disinfecting and sanitizing products for working areas, masks and latex gloves. Each Department Chief will be responsible for the use of the protective elements by its staff.
6. The Front Desk area must:
  - a) In case of exchanging objects between customer – employer, (for example: Credit Cards, cash, pens, etc.) hands disinfection and disinfection of the surfaces involved must be carried out.
7. Housekeeping area staff must:
  - a) Wearing latex gloves and masks for room cleaning "without exception".
  - b) Room ventilation times will be extended, and cleaning of remote controls, door handles, telephones and security boxes will be reinforced.
  - c) In the hotel, we only use WHO-approved anti-Covid-19 sanitizing products of "Diversey" brand, for cleaning rooms and public areas, applying appropriate cleaning techniques.
  - d) Public areas and offices cleaning will be reinforced, applying the appropriate cleaning techniques.
  - e) Room cleaning service will be normally carried out in accordance with the sanitary protocols; unless the guest requires a daily express cleaning service, as well as change of towels and bed sheets for which they must request a plastic bag to the Reception dialing "0" and placing them outside the room before getting a clean set.
  - f) Bathrooms, changing rooms and staff dining room cleaning will be reinforced, and the number of people will be controlled in order to maintain distance.
8. Food & Beverage area must:
  - a) Increase cleaning tasks with alcohol on cutlery, glassware and dishes.
  - b) The Staff must wear masks.

9. Kitchen area must:
  - a) The Staff must wear masks and caps.
  - b) Washing of working utensils and materials will be intensified.
10. Maintenance & Gardening area must:
  - a) Hands must be disinfected with alcohol gel, as well as tools and work equipment.
11. The outdoor pool (not heated) operates daily from 8:00 am to 8:00 pm. The guests can use it without a prior reservations according availability.
12. Our 2 (two) private saunas are available with prior reservation, only with 45' minutes shifts from 11hs to 19hs for a maximum of 2 people per day per room.
13. The Spa offers massages from 11am to 7pm (complying the correct disinfection process) with prior reservation (according availability).
14. The indoor pool is available from 12pm to 8pm with prior reservation (according availability) with 45´minutes shifts and for maximum 10 people per shift.
15. Remain calm, cautious and do not panic if illness symptoms (or similar) are detected inside of the Hotel, in colleagues or guests, inform the Front Desk Manager, Manager on Duty or General Manager in order to notify local health authorities immediately and isolate that person while awaiting health instructions.

***Health and Well-being of our guests and staff is our highest priority.***