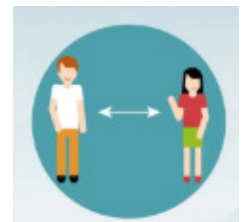


## Basic measures for preventing and controlling infection by Covid-19

Dear Guest,

In order to contribute to limiting the transmission of COVID-19, you must comply with the following basic measures for preventing and controlling infection, while staying at the Vitor's Plaza:

- ✓ Wash your hands with soap and water and / or sanitize your hands with alcohol-based solution, with some frequency, namely at the entrance and exit in / from the apartment, as well as on the different areas (restaurant, snack bar, mini market, among others) and lifts. Before the meals, should be privileged hand washing with soap and water;
- ✓ Respect the safety distance between people: 1.5 - 2 meters (except cohabitants);
- ✓ Comply the respiratory etiquette measures: if you are not wearing a mask, when sneezing or coughing, cover your nose and mouth with a tissue or with your forearm. Throw the tissue in the rubbish;
- ✓ Use a face mask appropriately in accordance with the recommendations of the General Health Authority, in all enclosed areas including the Restaurant (except at the time of the meal), as well as in the internal circulation areas and lifts. The use of a face mask is also mandatory if you use the Vitor's Plaza courtesy bus;
- ✓ Avoid touching unnecessary surfaces and objects;
- ✓ Give preference to a form of payment that do not involve physical contact between the employee and the customer (for example: automatic payment terminal);
- ✓ Choose the contact via telephone with the reception, whenever you need any information, clarification, service or report any damage.
- ✓ Follow the recommendations indicated at the entrance to each area / service;
- ✓ If you experience some symptoms of COVID 19, you should not go to the public areas and should immediately inform the reception, via telephone (extension: 9).



Vitor's Plaza and the employees comply with an internal protocol of cleaning, hygiene and basic measures for preventing and controlling the infection in relation to the COVID-19 coronavirus outbreak, in accordance with national legislation; guidelines from the Portuguese General Health Authority and the World Health Organization (WHO), as well as with the requirements of the Clean & Safe seal attributed by Turismo de Portugal.

All staff received specific training and information about the internal protocol for the Covid-19 coronavirus outbreak and about the contingency plan of Vitor's Plaza as well as about the guidelines from the Portuguese General Health Authority applicable to our activity. It includes the basic measures for preventing and controlling infection by Covid-19 and daily self-monitoring of symptoms. We also inform you that, as an additional safety measure, all Vitor's Plaza employees carry out screening Covid-19 tests.

## Cleaning, Hygiene and Safety Measures in the context of the Covid-19 outbreak

In order to prevent possible contagion by Sars-CoV-2, please see below the main measures adopted by Vitor's Plaza, regarding to the reinforcement of Cleaning, Hygiene and Safety, to which we appeal to your special attention:

### **Reception / Check-in / Check-out:**

- ✓ The reception desk has glass barriers to protect guests and employees;
- ✓ All employees use personal protective equipment, namely a “surgical” mask;
- ✓ It is mandatory:
  - To use a face mask for all guests over 9 years old;
  - To sanitize the hands at the entrance of the reception;
  - To keep social and safety distance of 2 meters;
- ✓ All guest's temperature is checked on arrival. If the temperature is higher than 38.3º, the guest will be directed to the isolation zone and the SNS (*Serviço Nacional de Saúde* / National Health Care) will be contacted;
- ✓ All luggage are disinfected upon check-in;
- ✓ The invoices are sent to the guest's email (if applicable);
- ✓ When checking out, the key cards must be placed in a special box for that purpose;
- ✓ All key cards are disinfected at the end of the stay;
- ✓ Pens are disinfected before and after each use;
- ✓ Reinforcement of the cleaning and disinfection of the entire area, surfaces and objects of common use.

### **Apartments:**

- ✓ All information, Directory & Services of the Vitor's Plaza are available in electronic format / QR code;
- ✓ All employees use personal protective equipment when entering on apartment;
- ✓ Cleaning is carried out in accordance with good practices and specific guidelines from the General Health Authority;
- ✓ The cleaning service is carried out without the presence of guests.
- ✓ If the guest want to waive the cleaning service, must place the warning "Do not disturb" on the apartment door;
- ✓ Maintenance is carried out on prior request to reception and the guests must be absent;
- ✓ For security reasons, the employees do not touch in any personal objects of the guests.

### **Restaurant / Breakfast / Snack-Bar / Bar**

- ✓ The counter near to the cashier has an acrylic barrier to protect customers and employees;
- ✓ Reduction of the restaurant and snack-bar capacity in order to guarantee a social distance of 2 meters between customers who do not belong to the same group;
- ✓ All the staff use personal protective equipment appropriate to the function and tasks to be performed;
- ✓ It is mandatory:
  - To use a face mask for all guests over 9 years old (up until start the meal);;
  - To sanitize the hands at the entrance at the entrance of the establishment;
  - To keep social and safety distance of 2 meters from other customers;;
- ✓ Hand washing is advised before and after meals;
- ✓ The customer should avoid touching surfaces and objects unnecessarily;
- ✓ All menus are available in electronic format / QR Code;
- ✓ The table is only set after the customer arrives and individually wrapped paper napkins are used;
- ✓ There is no self-service buffet, it is replaced by table service.
- ✓ Breakfast drinks are served by the waiter on request;
- ✓ Depending on the number of meals, it may be mandatory to make a table reservation to avoid agglomeration;
- ✓ Take-away service is available so the guest can enjoy the meal safely and in the comfort of the apartment;
- ✓ The bar service is available in the restaurant and terrace area;
- ✓ The contact between the employee and the guest must be minimized to what is strictly necessary;
- ✓ The crockery, glassware and cutlery are machine washed at high temperatures;
- ✓ Reinforcement of the cleaning and disinfection of the entire area, surfaces and objects of common use.

#### Mini market:

- ✓ The counter next to the cashier has an acrylic barrier to protect customers and employees;
- ✓ Employees use personal protective equipment appropriate to the function and tasks to be performed;
- ✓ It is mandatory:
  - To use a face mask for all guests over 9 years old;
  - To sanitize the hands at the entrance of the shop;
  - To keep social and safety distance of 2 meters from other customers;
- ✓ Maximum capacity limited to 3 customers in the store;
- ✓ Products are unpacked and disinfected on arrival before being put on display for sale;
- ✓ Reinforcement of the cleaning and disinfection of the entire area, surfaces and objects.

#### Lifts and circulation areas:

- ✓ Hands must be washed or sanitized before using lifts;
- ✓ It is mandatory to use a face mask in lifts, as well as in corridors and closed circulation areas;
- ✓ Lifts are only allowed to be used by one person at the same time, unless if they belong to the same group;
- ✓ Whenever possible, the use of internal stairs should be privileged instead of lifts:

#### Courtesy bus:

- ✓ The Driver uses personal protective equipment appropriate to his function;
- ✓ The doors are opened and closed by the driver;
- ✓ It is mandatory:
  - To check the temperature before entering the vehicle;
  - To use a face mask for all guests over 9 years old;
  - To sanitize the hands before entering the vehicle;
- ✓ Maximum capacity of 5 customers simultaneously, keeping a free seat in the middle;
- ✓ The vehicle is disinfected and ventilated after each use;

#### Leisure Areas:

##### Swimming Pools & Jacuzzi:

- ✓ For security reasons, the indoor pool and jacuzzi are closed;
- ✓ It is mandatory:
  - To use a face mask for all guests over 9 years old at the entrance and exit of the swimming pool enclosure;
  - To sanitize the hands at the entrance of the enclosure;
  - To keep social and safety distance of 2 meters from other customers who do not belong to the same group;
  - To keep the distance of 3 meters between parasols and 1.5 meters between sunbeds (for customers who do not belong to the same group);
  - To use footwear (slippers) in pool shower, toilets, bathhouse and circulation areas of swimming pools;
- ✓ Maximum capacity of customers simultaneously in the water:
  - Adults pool: 20 people
  - Children's pool: 3 children
- ✓ All sports activities and games are not allowed in the pool area (in and out of the water);
- ✓ The swimming pool enclosure and sunbeds are cleaned and disinfected every day before opening;
- ✓ Disinfectant spray are available for cleaning the sunbeds before each use;
- ✓ Chlorine is kept at the highest possible level, within legal limits;
- ✓ The use of bathhouses should be avoided;
- ✓ The maximum capacity are 2 users on each bathhouse (female and male) and the social distance of 2 meters must be kept;
- ✓ Reinforcement of cleaning and disinfection of the entire area

### Children's Playground:

- ✓ It is mandatory:
  - To use a face mask for all guests over 9 years old;
  - To sanitize the hands at the entrance of the playground;
  - To keep social and safety distance of 2 meters from other customers who do not belong to the same group;
- ✓ Maximum capacity limited to 3 users;
- ✓ Reinforcement of cleaning and disinfection of this area

### Games Room:

- ✓ It is mandatory:
  - To use a face mask for all guests over 9 years old;
  - To sanitize the hands at the entrance of the room;
  - To keep social and safety distance of 2 meters from other customers who do not belong to the same group;
- ✓ Maximum capacity limited to 2 users simultaneously.
- ✓ Reinforcement of cleaning and disinfection of this area and equipment

### Gymnasium:

- ✓ It is mandatory:
  - To sanitize the hands at the entrance and when changing machines;
  - To use towel to protect the equipment;
- ✓ Maximum capacity limited to 1 person. It can to be 3 in case of cohabitants or people of the same group;
- ✓ The use may be subject to prior booking at the reception;
- ✓ Reduction of opening hours;
- ✓ Reinforcement of cleaning and disinfection of the room and equipment.

### Other sports and leisure activities:

- ✓ **Minigolf:** allowed with people belonging to the same group or family;
- ✓ **Tennis:** allowed between people belonging to the same group or family;
- ✓ **Table tennis:** allowed between people belonging to the same group or family;
- ✓ **Volleyball and football on a synthetic grass** pitch: allowed up to a maximum of 10 players belonging to the same group;
- ✓ Subject to prior booking at the reception;
- ✓ All equipment (golf clubs, rackets, balls, etc.) are disinfected after each use.
  
- ✓ For safety reasons, there will be no entertainment activities, as it is not possible to carry out these activities while maintaining the basic measures for preventing and controlling Sars-Cov-2 infection.

**Note:** Other measures may be implemented and / or changed the limitations and restrictions mentioned in this document due to the evolution of the pandemic and in accordance with what may be determined by the governmental and health authorities.