

## YOUR SAFETY IS OUR PRIORITY



**THE MGE HOTELS GROUP PRIORITIZES THE SAFETY AND WELL-BEING OF ITS STAFF AND GUESTS..**



### INTERNAL PROTOCOL

In accordance with the measures recommended by the Health Department and 'Tourism of Portugal' (through the 'Clean and Safe Seal'), we intend to welcome our guests in the Paraíso de Albufeira and the Balaia Atlantico properties, with maximum security and safety.

To this end, we are committed to ensuring the functioning of our services in accordance with three basic principles:

- **Respect the necessary social distancing of 2 meters (6 feet)**
- **Ensure the availability and use of personal protective equipment**
- **Reinforce all cleaning and disinfection measures**

(Note: this plan may change due to the evolution of the pandemic or new legal obligations)



## SOCIAL DISTANCING



- The hotel occupancy rate will be limited, for as long as it is deemed necessary;
- Rooms will be quarantined for a period of at least 24 hours between guests;
- Signage will be in place to remind guests to maintain a distance of 2 meters or 6 feet between guests in a queue, and between the guest and the employee;
- The maximum capacity of facilities will be reduced by half in elevators, bars, restaurants, meeting rooms and in swimming pools. Sun loungers must also be properly spaced;
- Rooms will only be cleaned and serviced in the guest's absence;
- Meal times will work on a shift system, i.e. 'sittings'. Guests will be required to make a reservation in advance. Tables and chairs will be disinfected between guests' use.
- In the restaurants, it is mandatory that you use a face covering and disposable gloves while serving your buffet meal. Disposable gloves are available on site;
- For the time being, use of the Jacuzzi, Sauna and Turkish bath is prohibited;
- Indoor children's clubs and games rooms will have a limited capacity. Most of the activities will take place outdoors.

Please note: the gym and health club is under separate management (outside of the hotel's direct control) in both properties. Hence, we suggest that guests check on the new rules of use implemented by the company that run the facilities, prior to their usage.



## PERSONAL PROTECTIVE EQUIPMENT (PPE)



- Our employees are equipped with gloves (except in the restaurant and bar) and protective masks and/or visors;
- Housekeeping employees are additionally equipped with disposable aprons or gowns;
- We check the temperature of all employees on a daily basis, and can also check guest's temperatures if deemed necessary;
- We recommend the use of a protective mask to all guests. Masks are available for purchase at the front desk if necessary:

## CLEANING AND DISINFECTION



- In the public areas of the hotel (reception, lobby, elevators, bars, restaurants, spa, meeting rooms, swimming pools, guest floors and toilet facilities) we provide antiseptic / disinfectant gel for all guests;
- All material and equipment will be properly disinfected after each use (pens, payment terminals, etc.);
- We have increased the frequency of cleaning and disinfection of all surfaces and equipment;
- We maintain a rigorous cleaning and disinfection program for all water, air conditioning and ventilation systems, besides the disinfection of ac ventilation grills using an antiviral spray.



## ISOLATION AREAS



- We have isolation rooms available for suspected cases, subject to confirmation, of the COVID-19 virus.
- We have a collaborator responsible for triggering the procedures in case of a suspected infection; to accompany the person with symptoms to the isolation space provided, to provide adequate assistance, and to contact the National Health Service;
- Following suggestions from the Health Department, we will proceed to decontaminate the isolation area whenever there are positive cases and to reinforce the cleaning and disinfection procedures whenever there are suspected cases;
- Waste produced by patients or guests suspected of infection must be stored in a plastic bag that, after being sealed, will be separated and sent to a licensed operator.

## OUR TEAMS



All employees have received specific training on:

- Internal protocol related to the COVID-19 outbreak;
- How to comply with the basic precautions for prevention and infection control in relation to the outbreak of COVID-19, including hand hygiene procedures, respiratory etiquette and social conduct;
- How to comply with daily self-monitoring; to assess any fever, check for coughing or difficulty in breathing;
- How to comply with the guidelines of the Health Department regarding cleaning surfaces and treating laundry.



## OUR GUESTS



To our guests we recommend the following measures, in order to guarantee their safety during their stay:

- The use of protective masks for circulation in public areas;
- Hand hygiene; using our disinfectant gel dispensers, available at different points throughout the hotel;
- Maintaining a safe distance of about 2 metres (6 feet) from other guests and employees, whenever possible;
- Making a reservation for restaurant, gym and spa services;
- The reading and understanding of the internal protocol related to the outbreak of COVID-19, and compliance with basic precautions for the prevention and control of infection caused by the new coronavirus.





## OUR COMMITMENT



**YOUR SAFETY IS OUR PRIORITY**

