

Clean Stay

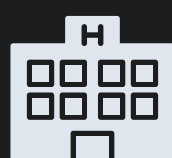
Covid-19 operations protocol (V.03)

IN COMPLIANCE WITH HEALTH AUTHORITIES', WHO & WTTC GUIDELINES
SUBJECT TO CHANGE AT ANYTIME, WITH NO NOTICE



Villa Batalha
HOTEL ★ ★ ★ ★

On arrival



Disinfection station for luggage and personal items for use by the customer

Disinfection mat

Use of face masks obligatory in public areas

Mitigation behaviors awareness

Reception & lobby



Dematerialized check-in

Cleaned room keys

Contactless / disinfected payment terminals after use

Porter service temporarily unavailable

Thermometer available on request

Pre-checkout

Respect for physical distance rules

Rooms



24 hours quarantine

"Clean and Safe" door hanger: indicates that, in addition to cleaning, items / places of frequent touch (a) have been disinfected

Change of bed linen and towels every 3 days or only on request

Daily cleaning is guaranteed to the essential, unless instructed otherwise

(a) switches, controls, handles, safe, mini-bar, taps, tables, chairs, amenities dispenser

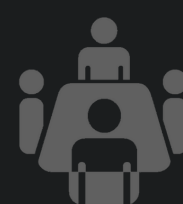
Breakfast



Breakfast served at the table, with prior selection by the customer or assisted buffet service

Available in the restaurant or in the room (free service)*

Meetings & Events



Capacity adjusted for physical distance rules

Box for placing items to be disinfected (commands, pens, extensions ...)

Individual water bottles

Door hanger "clean room": in addition to cleaning, items / places of frequent touch (b) have been disinfected

(b) - switches, controls, handles, tables, chairs

Bar & Restaurant



À la carte service, by appointment only *
Compliance with physical distance

Room Service & Mini-bar



In-room dining *
Mini-bar service to order *

* Under request and availability

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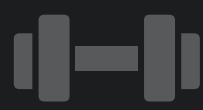
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Gym



Prior booking required, subject to availability, with use of 2 clients simultaneously
Mandatory use of a mask on arrival and departure, with no need for use during physical exercise

Customer must proceed with the disinfection of the equipment after use

Spa circuit



Services unavailable: sauna, hamman and ice fountain

Available: indoor pool and jacuzzi under request

Shower rooms: not available

Indoor pool



Service subject to prior booking and subject to availability

The use of cap and slippers is mandatory

Respect for physical distance rules

Pool floats are not allowed

Spa – Massages & Treatments



Spa menu adjusted to the guidelines

Mandatory use of mask on arrival and departure

Disinfection after client leaves

Adequate aeration

Golfe Pitch & Putt

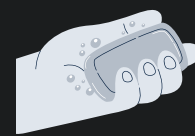


Ensuring physical distance and safety rules between practitioners and companions, with individual classes and training possible

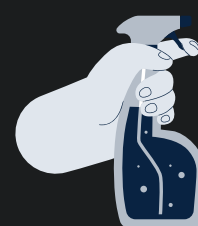
General procedures



Alcohol-based solution dispensers and disinfectant wipes in public hotel spaces



Frequent disinfection of surfaces of common use with alcohol or bleach solution or using other sterilization methods such as UVC light or ozonation



Restaurant and bar:

Table set at the arrival of the client (s)

Buffet service unavailable

Staff:

Team awareness for risk reduction behaviors

Mandatory use of mask and other protective equipment suitable for the functions

Daily temperature self-monitoring

Information for customers and staff on basic precautions for prevention and control of COVID-19

Cleaning and housekeeping protocol according to DGS recommendations

Frequent aeration and ventilation of spaces

Action plan in case of suspicious cases IN compliance with DGS standards