

Clean Stay

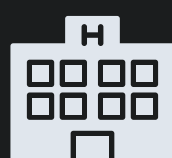
Covid-19 operations protocol (V.04)

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

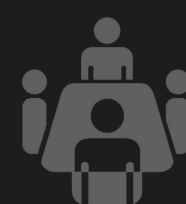
Breakfast



Breakfast served only in the room.
(free service)*

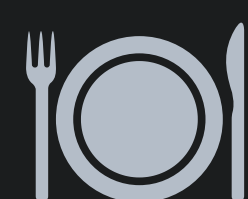
Continental menu

Meetings & Events



(Temporarily unavailable)

Bar & Restaurant



Room service only

Room Service & Mini-bar



In-room dining *

Mini-bar service to order *

* Under request and availability

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Gym



(Temporarily unavailable)

Spa circuit



(Temporarily unavailable)

Indoor pool



(Temporarily unavailable)

Spa – Massages & Treatments



(Temporarily unavailable)

Golfe Pitch & Putt

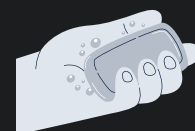


(Temporarily unavailable)

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