

# INTERNAL COVID-19 CONTAINMENT PROTOCOL

## GENERAL RULES:

- Wear a personal protective mask inside public/community spaces;
- Use the disinfectant to clean your hands at the entrance and exit of all public spaces;
- Respect the social distance between people of at least 2 meters (except cohabitants);
- Avoid touching unnecessary surfaces and objects;
- If you have one of the following symptoms, namely, fever, cough and/or difficulty breathing, it is forbidden to frequent public spaces and it is mandatory to inform the reception by phone so we can activate the isolation plan. You should also contact the National Health Service (+351 808 24 24 24) for screening and guidance.

## SPECIFIC RULES:

### RECEPTION

- The customer service is carried out through the side window;
- When necessary to carry out the customer service inside the reception, it will be conditioned to 1 person at a time, so the remaining customers must wait outside.

### PUBLIC TOILETS

- The maximum number of people per public toilet is 4 at a time;
- The cleaning and sanitization of the space is carried out at least 3 times a day.

### SNACK BAR

- The access is restricted to 25% of the maximum capacity (12 people), so the remaining customers must wait for their turn outside;
- Whenever possible, we advise our customers to opt for the Take-Away service, preferably on demand. For more information, please contact the reception;
- The hygiene and cleaning of the surfaces is carried out at least 6 times a day;
- Menus, tables, payment devices, among others, are cleaned between each customer.

### OUTSIDE POOL

- The access to the outside pool is limited to 4 people at a time;
- The jacuzzi is temporarily closed.

### SPA [inside pool, sauna and turkish bath]

- The access is restricted to 25% of maximum capacity (5 people) inside the SPA;
- The Sauna and Turkish Bath can only be used by 1 person at a time, respectively, and always with a towel on which the customer should sit/lie down;
- The hygiene/cleaning of the Spa and dressing room is carried out at least 3 times a day.