

## INTERNAL PROTOCOL INFORMATION TO GUESTS SEQUENCE COVID-19

This internal protocol represents the measures implemented do to the Covid-19 pandemic, for the reopening and operation of the Aquashow Hotel operated by CELOLI - ACTIVIDADES TURÍSTICAS, LDA., in order to operate with confidence and provide security to its customers, in accordance with health and safety recommendations.

The measures indicated in this document may be subject to changes due to updates granted by the World Health Organization (WHO) and / or the European Union (EU) and / or by the General Health Direction (DGS) and / or governmental / legislative imposition.

### 1. Symptoms of the Covid-19 virus:

The most common symptoms associated with infection by COVID-19 are: Fever (temperature  $\geq 38.3^{\circ}\text{C}$ ), Cough, Difficulty breathing. Sore throat, runny nose, headaches and / or muscle and tiredness may also appear. In more severe cases, it can lead to severe pneumonia with acute respiratory failure, kidney and other organ failure, and eventual death.

### 2. Transmission of the Covid-19 virus:

Based on current scientific evidence, this virus can be transmitted by direct contact, the spread of respiratory droplets produced when a person coughs, sneezes or speaks, which can be inhaled or land in the mouth, nose or eyes of people who are close ( $< 2$  meters); or by indirect contact, where there is contact of the hands with a surface or object contaminated with the virus and then with the mouth, nose or eyes.

### 3. Rules of individual preventive conduct:

Respiratory etiquette: Cover your nose and mouth when you sneeze or cough, with a tissue or with the inside of your elbow, and NEVER with your hands; always throw the tissue in the trash.

Social conduct: Keep 2 meters between people and avoid close contact with people with respiratory infection.

Hand hygiene: Wash your hands frequently, including whenever you blow, sneeze, cough or after direct contact with sick people; Washing should take between 40 to 60 seconds; If you have just washed or disinfected, do not touch the door handle directly, use your elbow or a paper towel to open the door and then throw the paper towel in the trash.

### 4. Rules of conduct for Aquashow Park towards its customers / guests:

The Aquashow Hotel pays special attention to cleaning and disinfection measures in common areas (public toilets, corridors, elevators, reception, gym, children's play equipment, etc.) as a general preventive measure throughout the COVID-19 pandemic.

The allocation of rooms follows the rule of occupancy reduction by floors, in order to: a) Assign the rooms in a spaced way. (Ex: Alternate numbering, according to the typologies to be

assigned); b) Do not assign rooms located face to face; c) Do not allocate rooms next to each other unless requested (as long as they are members of the same family), as connecting rooms.

We advise that tour operators, who have guests staying at the Hotel, consult their guests via videoconference and all contacts are made online, avoiding their presence at the Hotel as much as possible.

#### 5. Hygiene measures implemented

It is mandatory that the customer wear a mask whenever he / she travels in public areas of the Hotel.

Frequent cleaning and disinfection of surfaces with greater contact is carried out, such as: workstation, tables, chairs, sofas, door handle, handles, telephones, keyboards, work objects, switches, controls, handrails, among others.

Common bathrooms / showers will be disinfected hourly, with a broad spectrum disinfectant detergent to provide the highest level of protection against the risk of infections.

The cleaning and disinfection of counters will be carried out hourly and / or between customers.

The spaces where children can play will be cleaned more frequently during the day.

The Hotel, with the help of all the staff, should avoid the gathering of people in the lobby and in the various living areas, and should be at least 1.5 / 2 meters apart. It will not be allowed to change the arrangement of sofas and / or sunbeds by customers.

More than 34 colorless alcohol-based gel dispensers are available to employees and customers for quick disinfection.

Reception 24h / day: Any entrance to the hotel must be subject to a temperature assessment using an infrared thermometer. Should any customer or employee assume a value above 38.3°C, they should be sent to the isolation room and contact the SNS24 line.

In the reception area, marks were placed that guarantee the distance between reception staff and customers. We prefer that check-in takes place online, minimizing contact between reception staff and the customer. But if this is not possible, check-in and check-out hours must be scheduled in conjunction with guests. If it is a group with more than 2 people, this process will not be allowed by all elements simultaneously, so they will have to choose only one person to perform the check-in, keeping the other elements with a minimum distance of 2 meters.

In case the guest does not have a prevention kit, a prevention kit will be available (upon payment) to Covid19, which includes a mask, disinfectant gel. If requested, the Internal Protocol (extended version) will be available.

Change of bed and bath linen: The change of bed linen will only be done every 2 days or if requested at the reception. There are two different teams: one to remove the bed linen and making a clean one and another to clean the rest of the room. There will be a break of at least

2 hours between removing the sheets / bedding and cleaning the surfaces and floors. The disinfection of blackout and curtains existing in the rooms will be guaranteed by the use of the bactericidal and liquid virucide disinfectant for textile surfaces, ready to use. Felt + PU mesh guards will be placed on the cushions, which will be sanitized and disinfected among customers. All non-essential objects will be removed from the rooms.

Transfer: The circuit will be in the direction of AL-Sakia, passing by the Hotel Zoodíaco, dropping off at the bus stop on Avenida Sá Carneiro, going around the roundabout and going to Vilamoura via Av. Papa Francisco. Arriving in Vilamoura the stop is before the taxis, before the Casino. The stop in Quarteira was chosen in order to deviate as much of the traffic as possible within Quarteira. Customers must book the day before and if possible, indicate the time of departure and return, to find out how many people there will be to transport. The bus will be disinfected before each route. Customers must disinfect their hands before entering and it is mandatory to wear a mask during the entire trip.

Cuisine: The Aquashow Park Hotel complies with all the rules and standards of Food Safety and HACCP in force and guarantee to reinforce these good practices in this period.

Restaurante Charme: will have a maximum capacity of 140 seats, thus going to 2/3; the layout of the tables meets all the distance requirements and will not be installed, the customer will be prevented from modifying their layout, and only the staff can proceed with such modification (as far as possible). The extensive individual menus have been replaced by just a plasticized A4 sheet to ensure hygiene and disinfection after use by the customer.

Until new recommendations from DGS, meals continue to be served in buffet form and / or with food dispensers that imply contact only by the employee assigned to this task. Menus will also be created for each type of meal already included in the stays (continental breakfast or half-board), where the customer can choose to enjoy the meal in his own room or in the restaurant. In case the customer wants to enjoy a meal for lunch / dinner that is not included in the reservation, he / she will have access to the Directory and to the menu of Charm Restaurant in the room. Room Service is advised, and it will not have an extra fee if the order is equal to or greater than the value of € 15.00. You can place the order and / or schedule the meal / table by dialling the number 552 (Restaurante Charme) from the room phone, ensuring social distance.

As in the entire Hotel, alcohol-based solution dispensers located near the entrance to the Restaurant will be available. Entry to the Restaurant will not be allowed without the use of a protective mask and subsequent disinfection of the hands. The Customer will have to wait, when marking the existing floor at the entrance, for the waiter's instructions. The mask can only be removed when the customer is properly seated. And it will have to be placed in case he needs to go to the bathroom, or to another place off the table. Adequate cleaning and disinfection of surfaces will be guaranteed, disinfecting at least 6x a day. We ensure good ventilation and frequent air renewal in the restaurant areas, for example by opening doors and windows.

Breakfast service: from 7:30 am to 10:30 am, in 45-minute shifts in order to allow only about 60 guests to enter each shift. Reserve it at your Check-in. During the check-in, the receptionist

must consult the guest about the time they intend to have breakfast and, if that time is already filled, another time must be chosen.

Lunch service: from 12pm to 3pm. Service available with reduced, simplified and laminated menu to guarantee their hygiene and disinfection after the use by customer. Upon availability of tables, you can also guarantee social distance, requesting Room Service \*

Dinner service: from 7 pm to 10 pm, in 1-hour shifts in order to allow entry for only about 60 guests in each shift. Upon advance reservation. Call 552, restaurant number.

\* Room Service: Service available from 7 am to 11 pm, with prices up to € 15.00 for consumption, the Service Fee (€ 5.00) will not be charged.

Bar: Service available between 11 am and 11 pm. When ordering / paying at the counter, if a queue can be formed, customers will be encouraged to maintain a distance of at least 2 meters. We will give preference to the use of MB terminals.

Gym: Service available from 9 am to 8 pm. It is necessary to book the space in advance with a maximum duration of 1 hour daily, with a break of 15 minutes between reservations to proceed with the cleaning of the space. Prevent use by children under 18. With the exception of customers who share the same room or are from the same family. Dial 9 from the room.

KidsClub and Playground: For operational reasons, it is not possible to sanitize all playground materials continuously. Therefore, its use is only allowed by reservation, in order to allow a social distance of 2 meters, with the exception of a client who shares the same room or is from the same family. Dial 9 from the room. The playground, located outside the children's pool, will be open from 9 am to 8 pm, with a maximum number of 7 children at a time (aged between 5 and 10 years old). This last leisure area, will have permanent surveillance to ensure its good use, control and disinfection.

Games and multimedia room: Equipment capacity is limited depending on the area and upon reservation, in order to allow a social distance of 2 meters, with the exception of a client who shares the same room or is from the same family. Dial 9 from the room.

Massages: The service will proceed according to the guidelines of DGS 030/2020 of 08/06/2020, and as an external service subcontracted to the company BLUEPHILOSOPHY, LDA under the name Aquafeeling, the respective Contingency Plan will be in effect.

Outdoor Pool: Service available from 9 am to 8 pm. The sunbeds around the pool must be in groups of 2 and / or 4 and at least 2 meters from each other. There will be a Vigilante who must clean and disinfect the sunbeds and, especially, the armrest twice a day. The floor area will also be sanitized at the first hour of the day with the use of an air disinfectant and bactericidal / fungicidal / virucidal surfaces with an alcoholic formula.

Indoor Pool: The area will be used with a maximum occupancy of 7 people and will only function as an indoor, unheated pool, thus reducing the aerosol transmission factor. Procedures are guaranteed for the water to be regularly tested / analysed for the correct chemistry and proper disinfection, and to verify that the installation is free from physical-

chemical and microbiological risks, and to monitor the compliance of these parameters. The disinfection mechanisms of the pools' water circuit will be reinforced.

Changing rooms: The use of changing rooms is allowed because the conditions of physical distance, hygiene, cleaning and disinfection are ensured. And as they are a space for common use and with frequent contact surfaces, changing rooms in our facilities will be subjected to frequent cleaning and sanitization, ensuring the cleaning, sanitization and disinfection of lockers, showers / shower hangers and sanitary facilities, after each use. The use of the hairdryer will be prohibited.

Jacuzzi: The area will be unavailable until further recommendations.

Conference room: The area will be unavailable.

## 6. Training for employees

All employees were trained as a single person and as a worker, about the rules of individual safety, hygiene and in their workplace the reinforcement of cleaning and disinfection of spaces, the conditions for physical distance between workers, suppliers and customers, and hygiene etiquette. All workers received training on the proper use of PPE's, hand hygiene, social distance, respiratory etiquette, cleaning and hygiene procedures for work spaces / areas, waste management and all procedures to be followed in case of suspicion or not. existence of COVID-19 on the premises. Aquashow Hotel provides protective equipment for all workers.

## 7. Procedures in case of suspected infection

In case of suspected infection with COVID-19 in the area of the establishment, the guidelines of the Contingency Plan will be followed.

The sick person should not leave the hotel. You must stay in your room and call the professionals in the hotel's administrative area, so that they can call the SNS24 line (808 24 24 24) who will assess the case and contact the Local Health Authority; one should not go to the health center, private office or the hospital emergency room; wait for the instructions of the health professionals who will attend and clinical decision; the Local Health authority may choose to send the person to the reference Hospital in the area or not, depending on the patient's clinical situation;

In the suspected cases of Covid19, cleaning and linen professionals must wait for the result of the laboratory diagnosis to confirm the suspected or not case, before starting the procedures for removing the clothes and cleaning.

Isolation room - Room 213: This room has the following characteristics: natural and / or mechanical ventilation; smooth and washable coating; sanitary installation for exclusive use. And it is equipped with telephone, bed, table and chair, minibar with water kit and some essential foods, waste container with non-manual opening, alcohol-based antiseptic solution, paper towels, surgical masks, disposable gloves, thermometer, bags for collecting used clothing.