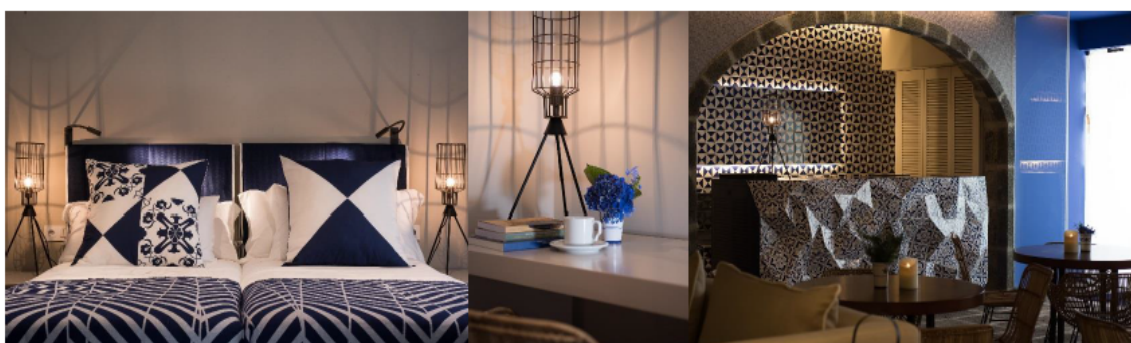




HOTEL CASA HINTZE RIBEIRO

CASA HINTZE RIBEIRO PROTOCOL COVID-19



JUNE 2020

EDITION 01

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1 | CONCEPTUAL FRAMEWORK AND PURPOSE

On March 11th 2020, COVID-19 was declared by WHO a global pandemic. In order to minimise consequences and prevent contagion by SARSCov-2, our hotel created and applied a protocol, set by a group of information and actions available for clients and collaborators, expressing our care for the safe and comfort of us all.

There will always be at service an employee in charge responsible for starting the procedures before a possible case, who will lead the symptomatic person to an isolation room, give them the necessary support and contact National Health Service through the number SNS 24 808 24 60 24, or Regional Health Service through SRS 808 24 24 24.

2 | PROPHYLACTIC PROCEDURES

2.1. IN THE BUILDING

2.1.1 Indicating and informing

The protocol is sent by email attached to a booking confirmation for the client, or it is sent to the travel agency/operator who will forward it to the future host as an important document to be read previously to their arrival. It is also available on Casa Hintze Ribeiro website for anyone who wishes to consult it.

2.1.2 Sanitation plan

It is of utmost importance to adopt prevention measures to COVID-19 in all building areas in order to guarantee everybody's safety. We kindly ask for everyone's comprehension and collaboration in all presented measures.

In the elevators, the buttons, walls and doors are sanitised every hour, or whenever it is necessary. The elevator's floor is cleaned and sanitised eight times a day. Reception area, bar and public WCs have a sanitising plan for disinfection with a minimum frequency of every two hours during periods of low movement of people, and more often whenever necessary.

The hotel has certificated aspiration equipment and gives preference to a humid cleaning, as well as to a regular natural ventilation in the rooms. We also have available dispensers of alcohol based antiseptic solution at enter/exit points and common toilets.

2.1.3 Isolation room

In case we verify symptoms in a client at their arrival, namely, high fever ($\geq 37.5^{\circ}\text{C}$), dry cough, difficulty breathing or shortness of breath, the client is led by one of our collaborators in charge to a properly equipped isolation room, and must follow all the orientation from the hotel team.

The client who, during their stay, develops the symptoms aforementioned is considered a possible case of COVID-19. In this situation, they must remain in their room and are provided with a kit with personal protective material, thermometer, paper and pen, alcohol based antiseptic solution with 70% of alcohol, disposable gloves, paper towels and plastic bags to allocate their clothes, and must contact Azores health line in order to receive specialised orientation.

The client suspected of COVID-19 will have all the necessary clothes and food at their door and will be responsible for collecting the items. Any object or clothes they wish our team to collect, must be given by them in a plastic bag, properly closed, at their door outside their room, after informing the reception by phone. The bag will be taken by a collaborator properly equipped.

2.1.4 Accommodation units

Our rooms are some of the most important places in our hotel and, therefore, need specific attention. We take all the necessary measures to give priority to the hosts' safety and comfort, assuring cleaning with products of verified quality and efficiency, whose accuracy on the proper application is part of our service standard.

Rooms' cleaning is daily done and they will only be occupied by the new hosts after 2/3h of the last occupant's check-out. The cleaning will be done after the room be properly airy and our cleaning team will be wearing proper personal protective equipment (PPE).

2.2. FOR THE TEAM

We have a qualified and properly prepared team who will inform and guide our clients for infection prevention of COVID-19 at Hotel Casa Hintze Robeiro, according to the Directorate-General of Health (DGS) and Regional Directorate for Health (DRS). We are duly prepared to act before a possible or confirmed case of COVID-19.

Our collaborators are able to act in order to fulfil the procedures described on this document. For us all, our client's safety is our priority.

2.3. FOR THE CLIENT

2.3.1 Individual and social behaviour

It is mandatory the use of mask by our clients and collaborators in areas of public service. Hotel casa Hintze Ribeiro provides PPE for collaborators and clients. There will be stock according to the hotel occupancy.

The clients are recommended to have their body temperature monitored at their arrival for their own protection and the others`.

This action will be taken strictly for the purpose here referred, and we assure the highest level of confidentiality and protection of data.

We always advise the correct handwashing with water and soap (during at least 20 seconds) or the use of alcohol based antiseptic solution with 70% of alcohol, which allows the elimination of the virus from the skin, avoiding it to spread.

In the elevators, we recommend it is used only for members of the same family or group at time, kindly asking for the comprehension and collaboration of our hosts. Alternatively, there is always the possibility of using the stairs, on which the rules of affluence and social distance must be followed.

2.3.2 Check-in

Since we find ourselves in an exceptional situation, unfortunately we can no longer offer flexibility regarding the check-in time in order to avoid agglomeration.

To minimize the time of staying at the front desk, we ask the clients to provide every data requested at the moment of reservation.

Room keys will be previously disinfected and handled to the clients. Only their email address for the check-out and their signature on the key-pass will be needed.

Clients will be oriented to make any request or question by phone from their rooms.

It is not allowed to save client`s luggage.

2.3.3 Check-out

For the same reason aforementioned, we can no longer offer flexibility regarding the check-out time.

On the day prior to the day in matter, the summary of the client`s stay will be sent by email, as well as a request of billing data, if necessary.

The client will only have to go to the front desk to pay any eventual bill and return the room key.

It is not allowed to save client`s luggage.

2.3.4 Breakfast

Breakfast service will still be included in all our hosts` stay. However, due to the rules of social distance, it will be served on a tray at each host`s room.

Breakfast will be from 8am to 11am. At the check-in the clients will inform our collaborators what time they wish the breakfast to be served, as well as any food restriction they might have.

The tray will be filled with a selection of breads and croissant, butter, jam, flamengo cheese, ham, yogurt, 2 pieces of fruit, coffee, tea, milk, and orange juice.

2.3.5 Room Service

The requests can be made through the phone number indicated on the directory of service.

The service requested is delivered at the room on a tray trolley. Our collaborator knocks at the door, the host receives and validates the service, using the pen in their room to do so. This procedure avoids our collaborator to enter the room.

All the service is done by an equipped and well-prepared team following the necessary hygiene measures.

2.3.6 Bar Service

We organised the common area/bar with restrictions and we disposed the tables in a way to allow a minimum safe distance of 2 meters between people. The room capacity is fixed at the entrance and it was reduced to 2/3. Depending on the occupancy, a monitoring of affluence is applied in order to make possible serving costumers safely.

2.3.7 Gym Access

With the necessity of controlling the number of users of the gym to respect the social distance, we solicit the host to contact the reception in advance to request the use of the area.

After each use, all the equipment is properly disinfected.

2.3.8 SPA and Pool Access

Spa area will **not** be available to be used. Our pool, however, will be open as usual, considering the rules of social distance. To have access to the area, the host must request it to the reception, who will be monitoring the number of users. The cleaning procedures will be reinforced according to DGS`s guidance. Information will be updated according to the orientation of the competent entities.

2.3.9 Garage Access

In case a client wishes to use our parking space, the access to it will be allowed according availability only at the moment of their check-in, and

an access card will be properly prepared, with a guarantee of its disinfection.

2.3.10 Laundry

Laundry service follows the recommended rules of DGS/DRS in order to guarantee a high safety.

It is recommended to the client that they make the minimum of requests possible, considering the possibility of avoiding one more contact point.

3 | PROCEDURES BEFORE A POSSIBLE CASE

There will always be at service a collaborator in charge responsible for starting the procedures before a possible case. The communication between them must be done preferably by phone.

3.1 ACTION PLAN

- 1º Lead the symptomatic person to the isolation room;
- 2º Provide them with the necessary assistance;
- 3º Contact SNS 808 24 60 24 / SRS 808 24 24 24.

3.2 DICONTAMINATION OF THE ISOLATION ROOM

We guarantee the decontamination of the isolation room whenever there is a confirmed case of infection, as well as a reinforcement of the cleaning and disinfection whenever there is a possible case, especially on surfaces frequently handled and the most used ones by the hosts, according orientation of DGS.



The waste storage produced by the possible case will be done in plastic bags that, after properly closed (ex.: with clamps), will be segregated and sent to a licenced operator that manages hospital waste with biologic risk.