



IN AZORIS IN SAFETY

Safety and prevention measures of the
Azoris Hotels Group towards COVID-19





Regarding the current situation of the Covid-19 pandemic, the Azoris Group is committed to ensure the safety of its employees, guests, suppliers and customers in general.

Thus, in line with the World Health Organization and with the national and regional health entities, the Azoris Group has implemented the measures of control, hygiene and safety described in this document, which are transversal to all the hotel units.

The implementation of these new measures aims to provide safety and reassure confidence to our guests, always reconciling these aspects with the maintenance of the service quality, kindness and professionalism that typifies the Azoris Group, delivering a positive experience to anyone who visits it.

#InAzorisInSafety

ARE YOU READY TO EXPERIENCE NATURE AGAIN?

Safety and Prevention Measures



GUEST TRANSPORTATION

- The hotel transfer is properly disinfected whenever used.
- The occupancy of the Hotel van is limited to the number of passengers allowed under the rules in force.
- The van's drivers are equipped with individual protection.
- The vehicle has masks, gloves and an antiseptic solution dispenser for passengers.



ENTRANCE

- Provision of an antiseptic solution dispenser.
- Disinfectant wipes available to guests, for disinfecting cell phones and other personal items.



RECEPTION – Check-In

- Natural ventilation of the reception areas during the day.
- Receptionists and concierge are properly equipped with individual protection material.
- There are separate check-in and check-out desks, both protected by a separating acrylic.
- Waiting areas are properly marked with mandatory distance measures.
- All counters have antiseptic solution dispensers.
- Existence of a COVID FREE Kit (extra), consisting of disinfectant gel, mask and gloves.
- The procedures to be followed during the stay are available in digital format – Guest Guide.
- Online solution for Pre-Check-In, to minimize contact with the staff upon arrival.
- Regular cleaning and disinfection of contact surfaces at service counters, as well as instruments, with an appropriate disinfectant cleaning solution.



ELEVATORS

- Existence of dispensers with disinfectant solution in each elevator.
- Occupancy is limited to 50% of the lift's capacity, except for family members or traveling companions.
- Existence of delimited zones to guarantee the distance in the waiting area.
- Regular cleaning and disinfection.



PUBLIC AREAS

- Information on the cleaning of public areas will be available for consultation.
- Regular cleaning and disinfection, with suitable solution, on the contact surfaces, mainly on counters, handles, handrails, elevator buttons and public toilets.
- Natural ventilation of public areas is carried out regularly during the day.
- Public toilets have an antiseptic solution for cleaning and disinfecting hands and paper towels.
- Regular disinfection of outdoor public areas.
- It is recommended to use masks whenever the guest is in the public indoor areas of the hotel, according to the local legal orientations in place.



ROOMS

- The allocation of rooms will guarantee the greatest possible distance between occupied rooms.
- **Each** room will be occupied only 24 hours after the last check-out.
- Reinforcement of procedures for the correct daily cleaning and disinfection of the rooms.
- After each check-out, the rooms are fully cleaned with suitable antiseptic products.



RESTAURANTS AND BARS

- Compliance with the required minimum distance of 2 meters between each occupied table.
- Reservation is recommended for all meals.
- There are different schedules and maximum capacity for guests' dining rooms, avoiding excessive traffic in those areas.
- Hands disinfection at the entrance to the consumption areas is essential, using the attached dispensers.
- The social safety distance will be respected between employees and customers, whenever possible.
- The usual fabric napkins were replaced by disposable paper napkins.
- The meal service will have the following adjustments:
 - Individual menu option or picnic box for breakfasts.
 - The À La Carte menu service will be a priority.
- Payment by electronic means, as an alternative to cash. The card will be handled by the customer only.



POOLS AND GYM

Gymnasium

- Space available upon reservation made at the Hotel reception.
- Proper cleaning will be done between each use.

Pools

- Existence of alcohol-based antiseptic solution dispensers.
- Spacing the loungers to respect the minimum recommended distance.
- Permanent display of the analytical results of the water in swimming pools and jacuzzi.
- Prohibition of the use of changing rooms.



BUSINESS CENTRE

- Space with limited access to only one person.
- Regular cleaning of surfaces and equipment used.



RECEPTION – Check-Out

- Same hygiene and distance measures as in check-in.
- A pro forma invoice will be sent to guests' e-mail, allowing them to check values at a distance.
- Payment by electronic means, as an alternative to cash. The card will be handled only by the customer. The payment terminal can be disinfected by the customer himself, with product provided at the Reception.



INTERNAL PROTOCOL AND TRAINING

- All our employees are having awareness-raising actions and specific training on our internal protocol for the Coronavirus COVID-19 outbreak and specific infection prevention and control procedures, including:
 - o Hand hygiene;
 - o Respiratory etiquette;
 - o Social conduct;
 - o Correct use of personal protection equipment;
 - o Daily monitoring to check for fever, cough or breathing difficulty;
 - o Proper cleaning and disinfection of surfaces, and treatment of clothing, with specific instructions and care.
- The internal protocol, which lists all internal procedures to be carried out in the context of preventing the spread of coronavirus, is available for guests to consult upon request.



CONTAMINATION CASES

- There is an area reserved for suspected or confirmed cases of COVID-19 infection. This place has natural ventilation or mechanical ventilation system, has smooth and washable coverings, private bathroom, stock of cleaning materials, surgical mask and disposable gloves, thermometer, waste container and bag, collection bags for used clothes, kit with water and some non-perishable foods. Waste produced by customers suspected of being infected will be properly separated, sealed, and sent to a licensed operator for waste management.
- There is always an employee at the hotel responsible for triggering the action plan in case of suspected infection, providing all necessary assistance.
- The decontamination of the isolation area reserved for possible suspected cases of infection, as well as the areas of the hotel in which the patient has been, will be carried out as indicated by the Portuguese Directorate-General of Health.

PORTUGAL TOURISM SEAL REQUIREMENTS



OTHER INFORMATION

Find out about regional policies here: [Regional Policies](#)

Regarding the national state and policies, see here: [National Policies](#)

As for the rules of the airports in the Azores, consult here for each of the islands where we have our hotels:

- Ponta Delgada, São Miguel: [Ponta Delgada Airport](#)
- Angra do Heroísmo, Terceira: [Lajes Airport](#)
- Horta, Faial: [Horta Airport](#)



explore the Azores nature in
and return to your
Azoris hotel in **SAFETY.**

FREEDOM

This document may be subject to updates, upon possible changes in the scenario of local and national legislation and/or changes in the global panorama regarding the outbreak of the coronavirus COVID-19.



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