

**BURGUS TRIBUTE & DESIGN HOTEL** In accordance with the recommended measures of the Health National Authority (DGS), the World Health Organization (WHO), the Tourism of Portugal with the Clean & Safe Certification, increased its security measures in order to host you ensuring the best workings of our services in accordance with 4 core principles:

- Safeguarding the needed social distancing
- Assuring the existence of individual protection equipment
- Reinforcing the cleaning and disinfection measures
- Assuring the usual comfort and well-being

#### **SOCIAL DISTANCING**

- We organized the fulfillment processes with signalization to keep the 2 meters distance between the customer and the employee whenever possible;
- We reduced the maximum capacity in the elevator, bar/restaurant, and esplanade.
- In the rooms, if you feel more comfortable, you can renounce the daily cleaning during your stay.
- The breakfast is served by shifts, after a reservation of the desired time; sanitation of tables and chairs is done after each utilization.
- In the restaurant, you can enjoy our delicacies through a pre-booking of the table; all the servers, chairs, tables, and spreads are disinfected after each utilization.

#### **INDIVIDUAL PROTECTION EQUIPMENT**

- Our employees are equipped with masks and, accordingly with their function, with disposable gloves.
- The housekeeping staff is equipped with masks, gloves, and caps.
- We measure the body temperature to all the customers and employees.
- We advise all the customers to use the protection masks.

#### **CLEANING AND DISINFECTION**

- We provide all the customers alcohol gel to use in the different social áreas of the hotel (reception, elevators, bar/restaurant, corridors, and sanitary installations).
- All the equipment (pens, payment terminals, etc.) are properly disinfected after each utilization;
- We intensified the sanitation and disinfection of the surfaces, contact areas, and common equipment, using cleaning products with antiviral action;

- We keep a rigorous cleaning and disinfection of all the water systems, condition air, and ventilation.
- We assure the occupation of a room just after a long period, after the leaving of a guest.

### **ISOLATION AREA**

- We provide an isolation area to host people who have been detected as a suspicious or confirmed case of COVID-19, with natural or mechanic ventilation, and with smooth and washable claddings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, bag for dirty clothes, kit with water and some non-perishable food items;
- We will always have an employee responsible to activate the procedures in case of a suspect of infection, to lead the person with symptoms to the isolation area, to give the needed assistance and to contact the Health National Service;
- Following the suggestions of the DGS, we will proceed to the decontamination of the isolation area whenever a positive case will be registered and to the reinforcement of the cleaning and disinfection procedures whenever a suspicious case exists;
- The storage of the waste produced by the sick or suspected infected person in plastic bags will be, after closed, segregated and sent to the licensed operator for the management of medical waste with biological risk.

### **OUR STAFF**

All our employees received specific training about:

- Internal protocol related to the COVID-19 outbreak;
- How to comply with the basic prevention and control of infection related to the COVID-19 outbreak, including the procedures of the hand sanitizer, respiratory label, and social conduct;
- How to comply with the auto daily monitorization for the evaluation of fever, cough verification, and respiratory difficulty;
- How to comply with the orientation of the Health General Direction for the cleaning of the surfaces and the treatment of the clothes.

### **OUR GUESTS**

Anyone's collaboration will be essential to guarantee the maximum security during your stay, so we recommend to our guests:

- The use of the protection masks while in the hotel.
- The hand sanitizer through our alcohol gel dispensers.



*Know the past and  
live the future*

- The respect of the minimum distance of 2 meters from other guests and the employees whenever possible
- The pre-reservation of the restoration services and the breakfast.
- The reading of the internal protocol related to the COVID-19 outbreak and the compliance of the basic precautions of prevention and control of the infection caused by the new coronavirus.

NOTICE: THIS PLAN MAY BE SUBJECT TO CHANGE DUE TO THE EVOLUTION OF THE PANDEMIC OR NEW OBLIGATIONS IMPOSED BY LAW.