



Dom Pedro
Hotels & Golf Collection®
PORTUGAL - BRASIL

SECURITY MEASURES
AND PREVENTION

COVID-19



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PORTUGAL - BRASIL

In the face of the new reality that is being experienced at a global level and in accordance with guidelines recommended by the responsible entities, the Group Dom Pedro Hotels & Golf Collection created an internal manual and implemented a set of procedures with all prevention and security measures, which aim to ensure the well-being of all.

All our employees have received support and training, being properly equipped with protective materials individual information so that the services provided maintain the level of professionalism appropriate to the defense of public health, thereby hoping to contribute to the prevention and containment of current situation.

With particular attention we are following the evolution of social situation, as well as new indications of the bodies public and official authorities, so that we always apply the best prevention practices



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ENTRANCE

- . An individual protection kit is provided to all guests.
- . Luggage is disinfected prior to entry to the hotel.

RECEPTION

- . Glass separators were created.
- . Dispensers with antiseptic solution are available at all counters.
- . The waiting areas for check-in have mandatory distance areas, duly marked.
- . A Guest Booklet is available with procedures to be adopted during your stay.
- . Menus are available on the Dom Pedro website and in the rooms' TV's.
- . Pre-check-in or online check-in is recommended.
- . The cleaning and disinfection of the contact surfaces of the service counters, as well as utensils (ballpoint pens, key cards, etc.), is made with an appropriate solution, after serving each customer.

PUBLIC AREAS

- . Guests are duly informed about the hygiene of public areas.
- . Cleaning and disinfection of contact surfaces in public areas is carried out with handrails, internal and external lifts, counters, door and window handles, public toilet taps, pens, among others.
- . Indoor air quality is guaranteed through natural ventilation, steadily.
- . All public toilets are equipped with antiseptic solution for cleaning and hands disinfection.
- . Outdoor public areas adjacent to hotels are disinfected regularly.

LIFTS

- . The elevator cabins are sanitized and disinfected by ultraviolet and ozone.
- . Only 2 people are allowed to use the elevators per route.

ROOMS

- . The cleaning of the rooms follows a set of procedures to ensure the correct sanitization and disinfection of them.
- . Service schedules and a cleaning schedule are defined for each room, guests are informed, so that they can be absent during the service.
- . Turndown service is not performed, except for the customer's express request.
- . An anti-COVID-19 kit is available per guest on request (a mask, gel, and gloves).
- . Rooms are fully sanitized with antiseptic products after each departure.
- . Disinfection with ozone system is carried out in each room after each exit.

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RESTAURANTS AND BARS

- . The capacity of bars and restaurants is limited, in accordance with the guidelines to maintain the indicated distance.
- . Times are set for guests' meals, in shifts, to control the number of customers within the spaces and at their entrance.
- . Preference is given for outdoor spaces, for meals.
- . Disinfection dispensers are available at the entrance to all rooms/spaces and their use will be encouraged
- . Employees maintain a social security distance from guests.
- . The options for the à la carte menu are privileged and buffet meals will not be served.
- . Breakfast is served according to the following measures:
 - a. The use of utensils by customers is not permitted.
 - b. The employees serve the guests, with choice, at the delicacy counters.
 - c. Room service is available for breakfast and all meals.

POOLS

- . Outdoor pools are open, with sun loungers with the recommended separation.

CHECK-OUT

- . The same measures applied to check-in are adopted in relation to distancing and hygiene.
- . The account statement can be viewed on the TV for verification before check-out.
- . An account invoice is sent to the guest, by email, after check-out.
- . Payment by electronic means is encouraged to paid in detriment of cash and each customer puts the card in the payment terminal so the employee do not handle the card.
- . We have available sanitizing material for customer to be able to disinfect the payment terminal and your phone.

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