

Hygiene and

Hygiene and Safety



2021

PRAIA DEL REY MARRIOTT GOLF & BEACH RESORT

For many of us, traveling is a necessary and rewarding part of our lives. Being able to explore new realities and feel that we are part of the community we visit is a new luxury: experienced through storytelling and interaction.

At Praia D'El Rey Marriott Golf & Beach Resort, we will continue to guarantee the experience to which our guests have become accustomed to and we have taken essential and mandatory precautionary measures to guarantee their safety in this reality, as well as our employees.



Our priority

Praia D'El Rey Marriott Golf & Beach Resort | 2021



number one is the well-being, health and safety of our Guests, Staff and Partners. To guarantee this, we have established additional procedures as well as plans and routines, so that all our Clients are and feel safe, when staying in our Hotel.

At Praia D'El Rey Marriott Golf & Beach Resort we are continuously monitoring the evolution of the COVID-19 pandemic worldwide, and more particularly in Portugal.

At Praia D'El Rey Marriott Golf & Beach Resort we follow the guidelines of the local health authorities (DGS) as well as the World Health Organization (WHO) and have reformulated our routines and operational procedures in order to deal with this reality. Our Staff, will have the temperature monitored regularly, is trained to deal with all situations that may occur in our outlets and we are confident in their skills and abilities.

We are certified as a safe tour operator by the "Clean & Safe 2.0" certification of Turismo de Portugal and we have an action plan developed.

In the management of the accommodation units we have introduced new standards that allow the Guest to manage the frequency and time of cleaning his room, as well as to control all access to it during his stay.

In the Food and Beverage operation, we reformulated the offer and typology of service in order to maintain the variety and quality, in an environment where you can minimize contacts without any change in the atmosphere of the spaces.

In our wide range of additional services such as Spa, Gymnasiums, Swimming Pools and Kids Club we have also rethought the way in which the service is provided in order to guarantee the spacing between Guests and guaranteeing the constant hygiene of the space.

Guest etiquette

General

In order to enjoy a safe environment, it is important to respect the following rules of social etiquette:

- Respect the safety distance when using the hotel's common areas, elevators, corridors and public toilets.
- Use of Mask in public areas.
- Cover your nose and mouth when sneezing or coughing, with a tissue or with your forearm, never with your hands, and always throw the tissue in the trash.
- Wash your hands frequently. You should wash them for 20 seconds with soap and water or a 70% alcohol-based solution.
- Avoid touching your face with your hands.
- Avoid sharing personal objects or food that you have touched.
- If you experience symptoms of illness, please contact the Front Office.



Guest etiquette

Services

For reasons of legal limitations of space and services (restaurants, swimming pools, gym, spa, kids club, meeting rooms) it is very important to:

- Respect the times of your reservations at the hotel services.
- Respect the safety distance in the access and use of spaces, as well as the capacity limitations.



During the stay

We suggest:

- The use of the Government contact tracing application - StayAway COVID - <https://stayawaycovid.pt/>
- And be a health agent and promote natural ventilation by opening your bedroom windows.



Front office

The Front office has available the telephone numbers of health authorities, medical centers, public and private hospitals and assistance centers as well as the official and updated information on trips to and from countries or areas where COVID-19 is developing.

- All employees are equipped with their Personal Protective Equipment (PPE).
- Personalized service.
- All guest and employee contact areas are disinfected frequently.
- The required identification documents will be disinfected at check-in.
- Accompaniment to the room, when required, will be done by staff using their PPE's.
- The Valet Parking Service, when requested, is performed by a Voiturier equipped with PPE's, and an alcohol gel solution will be used before and after handling you vehicle.
- Upon check-out, when making payments via POS, the equipment will be disinfected before and after each use.



Front office

The Front Office has the following personal protective equipment available, that you can purchase whenever you wish:

- Facial masks.
- Disposable gloves.
- Disinfectant wipes with 70% alcohol
- Also, disinfectant gel dispensers are available and visible.



Rooms

- All employees are equipped with their PPE's.
- Turndown service will not be provided unless if requested by the guest, please contact the Front Office.
- All rooms and common areas are ventilated every day.
- The bedroom linen is removed and immediately placed in a supplier's bag and closed.
- All dustbins are equipped with plastic bags that are closed before transport to the container.
- Specific cleaning care will be given to surfaces of repeated use such as TV controls, door handles, handles, handrails, switches, taps, and others.
- The room surfaces cleaning, will always be humid instead of dry and with cleaning cloths for single-use, different and exclusive for the bedroom area and for the bathrooms.
- For the safety of employees and guests, we are proceeding to nebulize the rooms after check-out, as well as in the in-house rooms when the bed linen is changed. After this process of cleaning through nebulization, the room should be at rest for 15/30 minutes. A sign (doorknob) is placed to alert the guest that he should not enter the room during this period.



Public Areas

- All employees are equipped with their PPE's.
- It is mandatory the use of mask by all guest at all the public areas.
- Disinfectant gel dispensers are available in all common areas of the hotel and in a visible place.
- All products used by Housekeeping are suitable for various surfaces and recommended by the certified supplier.
- The Hotel has a certified supplier that validates good safety practices in hygiene and cleaning of all facilities.
- The following areas and equipment are subject to additional disinfection measures: public toilet, corridors, elevators / buttons, door handles, stair railings, switches, TV controls, AC controls, taps, flushing buttons, hair dryers and phones.



Restaurants

- All employees are equipped with their PPE's.
- The capacity of the F&B outlets has been revised in order to guarantee the legal spacing and therefore also be able to ensure their operation in a safe environment.
- We adapted our gastronomic offer to the safety standards, and we established production circuits, clean and dirty circulation that guarantee a safe experience.
- We will always have an Associate at the entrance of each outlet who will be able to remind you of the basic rules of operation of the space.
- In case of any doubt or additional question on the theme COVID19 in our restaurant spaces, please contact a member of our staff who will be happy to explain the procedures.
- For more information on the available offer, see WhatsOn.



Breakfast

- We developed a breakfast in order to guarantee your excellent experience in this actual reality. We will have at your disposal a buffet.
- In order to better manage the occupancy of the room, it is mandatory to make a reservation for breakfast.



Bar, Restaurants and Room Service

- We follow the same procedures created for breakfast (set up tables, spacing and hygiene).
- At dinner, at the Tempera restaurant, a buffet is available. Reservation is mandatory.
- In the Emprata Restaurant, the dinners are served à la carte. Reservation is mandatory.
- Room Service can be carried out inside your room or at the door depending on your desire.



SPA RECEPTION

KALYAN SPA

- All employees are equipped with their PPE's.
- Personalized service, only one client / couple per receptionist.
- Upon arrival you will be informed about the safety and hygiene standards you will encounter during the Spa experience.
- Confirmation of your reservation by email or SMS (avoid / limit confirmation on paper).
- We encourage you to bring the appropriate dress code from your room, to minimize the use of changing rooms.
- We may request, as a safety measure, the measurement of the client's body temperature before starting the treatment.

WELCOME AND RELAXATION AREAS

- We guarantee the safety distance in the common areas of free access.
- We maintain the correct air conditioning with the recommended temperature, making sure to ventilate the spaces as much as possible.
- We keep the environment calm and peaceful.



KALYAN SPA GYM

BATHROOMS AND LOCKERROOMS

- At the entrance you will find the information on maximum space capacity, in order to guarantee your safety.
- The allocation of lockers will be managed in order to guarantee the safety distance. After each use, all material will be properly replaced and the entire space cleaned.
- We sensitize you to use towels on sofas with cushions.

TREATMENT ROOMS

- All employees are equipped with their PPE's.
- Therapist will wash and sanitize hands in front of the client, before and after each treatment.
- We have limited treatments for couples and rituals with the use of Hot Stones (for hygiene reasons), the rest of the rituals will be available by appointment.
- After each treatment, the room will be completely cleaned and ventilated.
- More restricted treatment room availability management in order to avoid using the same room more than once a day.



Turkish Bath, Jacuzzi, Gym

GYMNASIUM

- We have a capacity limitation so we request a mandatory reservation to use the gym.
- You have at your disposal products for disinfecting equipment before / after your personal use of it.
- We try to guarantee the recommended temperature but we ventilate the space frequently.
- Group activities will be performed outside.

TURKISH BATH AND JACUZZI

- At an early stage, we do not consider it prudent to provide the use of these services. For safety reasons, the use of these spaces must be accompanied by standards and directives that have not yet been released by WHO / DGS



Outdoor pool Kids Club

OUTDOOR POOLS

- The capacity is within the safety standards stipulated by the competent authorities.
- Permanent supervision by an additional employee who ensures compliance with the standards.
- We have an additional system for monitoring water quality levels with systematic analysis.

KIDS CLUB

- All employees are equipped with their PPE's.
- We have a capacity limitation.
- The use will be made by prior appointment, in order to guarantee the limitation of use, and we will clean the space and equipment after each use.
- We guarantee the recommended temperature, without forgetting to ventilate the space whenever possible.



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**Be safe
with us**



- All employees have specific and updated training on safety and prevention measures, as well as on carrying out their duties safely within the COVID-19 pandemic scenario. They comply with all the safety rules and procedures of the hotel and perform all their tasks in order to prevent the possible spread of COVID-19 within the establishment.
- From the first day we tried to be informed about the evolution of operational standards in order to offer a service that is not only excellent but also safe.
- In the same manner, we follow the indications of the DGS and WHO and we are certified by Turismo de Portugal as a safe operator within this scenario.
- The purpose of this informative booklet is to create a safe environment for all so that we can continue to provide a high quality and differentiating service and at the same time safeguard everyone's physical integrity.

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