



PREVENTION, CONTROL AND SURVEILLANCE MEASURES

BELA VISTA HOTEL & SPA

Guidelines and Procedures within COVID-19 Context

Clean & Safe ✓

Establishment
complying
with Health Measures
Portugal

TURISMO DE
PORTUGAL



BELA VISTA - FRAMEWORK

The Bela Vista Hotel & SPA, at Praia da Rocha, is in full contact with nature. Located on top of a cliff with wide views to the Atlantic Ocean and direct access to the sea.

Composed by three different buildings, 38 rooms and suites, the hotel has wide relaxation and green areas, as well as a swimming pool overlooking the iconic Praia da Rocha.

GENERAL GUIDELINES

This document of procedures, prevention measures and surveillance control in the context of COVID-19 was accomplished based on the guidelines of the [WHO](#) and [DGS](#) guidances.

This document will be in continuous updating, according to new guidelines provided by the regulatory authorities.

All these measures were implemented and are monitored on a daily basis, in order to guarantee the health, hygiene and safety of all our guests, employees and suppliers and therefore maintaining the recognition of our services of excellence.

COMMITMENT TO THE CLIENT

The Bela Vista Hotel & SPA is entirely committed to this new reopening phase, preparing the best and most possible safe way to welcoming clients, in order to guarantee the well-being of guests, employees and partners. For this purpose, the measures recommended by the Directorate-General of Health (DGS), World Health Organization (WHO) and Turismo de Portugal (Clean & Safe certificate) were adopted to ensure that all Hotel services - Hotel, Restaurant and Spa - operate in the best possible manner.

OUR MAIN FOCUSES



To safeguard mandatory social distancing



To ensure the supply of personal protective equipment (PPE)



To reinforce cleaning and sanitation measures

STANDARDS

SOCIAL DISTANCING MEASURES

- The hotel's occupancy rate will be limited. The hotel will accommodate less guests than usual.
- A distance of 1,5/2 meters between clientes and employees will be guaranteed in all hotel services.
- The maximum capacity of elevator will be reduced.
- All cleaning procedures will be mandatorily carried on without the presence of the guest.
- The maximum capacity of both VISTA Bar and VISTA Restaurant will be reduced – [DGS](#) guideline.
- Meal times will be distributed in between several sittings, previously reserved by guests. All these areas will be thoroughly cleaned and disinfect between each sitting.
- Swimming pool and sunbeds will have a maximum utilization capacity.
- Maximum capacity of Meeting Rooms will be reduced.

PROTECTION EQUIPMENT



- All Hotel employees are equipped with personal protective equipment (PPE).
- All cleaning staff are equipped with anti contamination suits.
- Employess as well as guests will be submitted to temperature monitoring (consent required).
- The use of protective mask and gloves will be recommended to all guests.
- Sanitizing equipment, such as antiseptic solution dispensers are strategically placed in several areas of the hotel.
- All rooms are equipped with a special Welcome Kit (containing gloves, mask and hand sanitizer)

CLEANING AND DISINFECTION



- Sanitizing equipment, containing alcohol-based antiseptic solution (ABAS), such as dispensers are strategically placed In all rooms, guest's common areas, Spa, Reception, Food & Beverage facilities, Entrance/Exit areas, and washroom facilities.
- Equipment and objects will be disinfected upon each use.- i.e. payment terminals/ points of sale, electric devices, etc.,.
- Cleaning products with anti-viral action (EN 14476) are used to clean common areas, surfaces, shared objects and equipment. The ventilation grids of air conditioning, ventilation and water systems are cleaned and disinfected with an appropriate anti-viral spray.
- Swimming pool and Jacuzzi: disinfection levels are in accordance with the maximum limits recommended by the [WHO](#).
- Cleaning, sanitation and disinfection procedures were reviewed and reinforced, meeting all [DGS](#) guidelines.

ISOLATION AREAS



- The Bela Vista Hotel & Spa has an isolation area for suspected or confirmed cases of Covid-19. These areas have ventilation, easily washable surfaces, bathroom, cleaning supplies, PPE, thermometer, waste containers, special bags for waste and laundry.
- There is a person in charge of activating the hotel's contingency plan, should there be any suspect of infection. This person will escort the symptomatic person to the isolation facility, offering assistance and contacting the portuguese National Health Service. (SNS).
- The isolation facility will be decontaminated after use, according to DGS guidelines.
- All waste produced by suspected/confirmed guests will be sealed and handled by authorised licenced professionals of bio-medical waste management.

GUESTS



- The use of mask will be highly recommended, mainly in social áreas.
- Alcohol gel dispensers should be used regularly to sanitize hands.
- Safety distance should be maintained whenever possible.
- Services, such as Restaurants and SPA require reservation in advance..
- The reading of the Hotel's internal protocol plan, regarding COVID-19, is recommended, as well as the compliance with all infection prevention and control precautions.

HOTEL TEAM



Bela Vista Hotel & Spa's employees were all properly trained, regarding COVID-19:

- Company's internal procedures to adopt, regarding COVID-19.
- How to fulfil all the basic precautions and infection spreading control, including sanitation and hygiene procedures (hand sanitizing, respiratory etiquette, social conduct).
- Daily self temperature, respiratory and cough monitoring,
- All Housekeeping staff has undergone a thorough training, on hygiene and sanitation measures, regarding laundry of guests, staff, rooms, hotel services facilities and restrooms.
- Respect the guidelines provided by the DGS, concerning cleaning of surfaces, laundry handling and physical interaction.

SERVICES OVERVIEW

SERVICE	DESCRIPTION
FRONT DESK	<ul style="list-style-type: none"> • Check in can be done in person at the hotel, as all staff members are equipped with PPE. • A few days before the arrival date a document will be send by e-mail to the guest, explaining the entire process, as well as a small epidemiological questionnaire. • Check in can be done where the guest prefers. • All guests will be provided a hygiene, sanitation and protection Welcome Kit. • Magnetic keycards are disinfected after each use. • The Hotel has a Whatsapp Concierge service, in order to maintain immediate contact and allowing the guest to request any service inside and outside the hotel. • Services such as valet and bellboy will be optional and all guest's items handled by hotel employees will be sanitized upon arrival. • Reception counter is disinfected each time after attending a guest. • The Hotel has medical service available 24h a day, upon guest request.
ROOMS	<ul style="list-style-type: none"> • All hotel information, regarding menus will be digitally available on smart TV • Hygiene and cleaning will be processed with disinfecting alcohol-based products. • Room laundry will not be handled in the presence of guests, in compliance to DGS guidelines. • Cleaning and disinfection will be reinforced daily and each time the guest requests.
F&B	<ul style="list-style-type: none"> • Maximum capacity of facilities reduced. • All tables and chairs are placed 1,5/2 meters apart from each other and disinfected after each use. • Timetable of meals will be longer and require previous reservation. • The several hotel areas may serve as optional spaces for meals. • Menus will be available in digital format – QR code. • Room Service for F&B will be available 24Hours, as an alternative to Food & Beverage facilities. • All procedures undertaken by the attending staff are according to DGS regulations. • Hand gel dispensers are available.
POOL	<ul style="list-style-type: none"> • The swimming pool will be daily automatically cleaned and disinfected, with all the recommended products and levels. • All sunbeds will be disinfected upon each use.
SPA	<ul style="list-style-type: none"> • Reservation in advance is required. • All SPA therapists will have PPEs to use in each treatment. • All treatment rooms and changing rooms will be disinfected after each use. • Relaxation area will be closed during the initial fase.



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