

- TOGETHER -
we care



PORTOBAY HOTELS & RESORTS



AN EQUITABLE HARMONY OF SECURITY & EXPERIENCE ...

It is the PortoBay Group's top priority to protect and ensure the safety and well-being of its guests, customers, and colleagues. And our high standards of hygiene and cleanliness throughout our hotels have been widely recognised by our guests. In 2019, the GRI (Global Reputation Index, Review Pro) for PortoBay Hotels & Resorts was 92%, a result of 12,843 reviews, and amongst the various criteria evaluated, Cleanliness and Hygiene scored the highest at 95%.

In view of the current COVID-19 pandemic and given the need for a rigorous response to the requirements and procedures of the current situation, an internal multi-disciplinary committee was created responsible for the implementation, certification, training, and auditing of the action plan considered essential for the reopening of each hotel. This plan is fully aligned with the recommendations of the WHO, and guidelines from both National and Regional health authorities. Moreover, our hotels have been accredited with Turismo de Portugal Clean & Safe certification. PortoBay also established a partnership with SGS aiming to assess and monitor the implementation of these measures.

Consequently we have created our "Together We Care" protocol – this is a representative adaptation of leading regional, national, and international health directives, and coincides with our ever present mission at PortoBay: to provide a memorable experience for each and all our guests. Whilst there is certainty that a number of these proceedings will become the new norm, we also hope and believe that in time some of these extraordinary measures will only be temporary.

This protocol has been developed in detail for procedures of both our Back of House and Front of House operations – below is a summary of the latter measures being implemented and are subject to both internal and external audit.







HOTEL ENTRANCE

all hotels will have a control and disinfection procedure in place for both guests and luggage on arrival

EXPRESS CHECK-IN

both pre-check-in and online check-in are available via the website or mobile devices

CLEANING REGIME

greater cleaning frequency of surfaces and guest supplies, as well as air conditioning units

COVID-19 KIT

hand sanitiser, paper towels and masks available on request

SOCIAL DISTANCING

countertop Plexiglass separators, stanchions for separation of check-in and check-out queues, floor markers to promote social distance and spacing

CUSTOMER SERVICE

information is digitally available and through our Messenger service

EXPRESS CHECK-OUT

billing by email and a preference for contactless payments

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ROOMS



#5

CLEANING REGIME

reinforcement of daily cleaning and disinfection measures, as well as deep cleaning and disinfection between guest stays

COVID-19 KIT

free kit with mask and hand sanitiser

CUSTOMER SERVICE

majority of in-room materials and hotel information have been converted to a digital form and further assistance is available via messenger

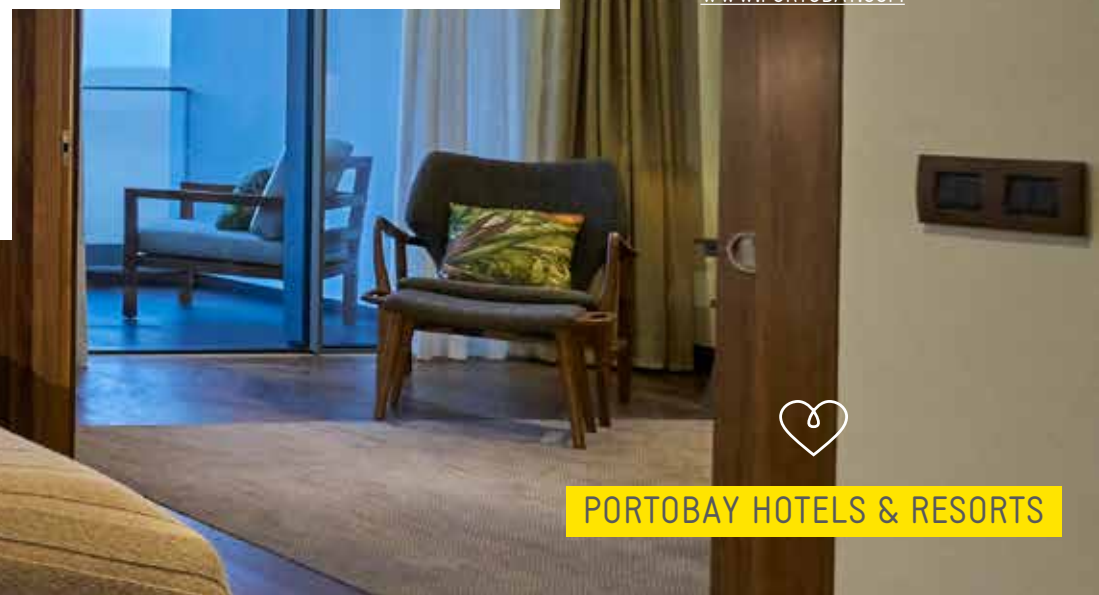
SIMPLIFIED

both turndown and minibar services are only available upon request

LINENS

bed linens and towels are washed at 60°C and using anti-virus products, and sofas, curtains, and cushions are regularly disinfected

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CLEANING REGIME

greater cleaning frequency of surfaces and guest supplies, as well as air conditioning units

CAPACITY MANAGEMENT

common spaces limited to 1 person per 4 m² in order to maintain social distancing

COVID-19 KIT

hand sanitiser is available in all common areas, bathrooms, and lift entrances

ELEVATORS

occupancy limited to 60% capacity, greater frequency of cleaning and disinfection

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RESTAURANTS & BARS



REDUCED CAPACITY

minimum spacing of
2 metres between tables

LAYOUT

priority given to use
of outdoor areas

TABLE CAPACITIES

maximum of 4 persons per table,
exceptions made for families

OPERATION

extended operating hours and
reservations required. Dining turns
may be introduced if necessary

COVID-19 KIT

hand sanitiser and paper towels
available entrances and bathrooms

DIGITAL MENUS

easily accessible via smartphone,
single use menus also available

GREATER TRANSPARENCY

tables setup after guest arrives,
cleaning of table and chairs once
guest has left

ROOM SERVICE

service charge
temporarily removed

CLEANING & FOOD SAFETY

compliant with HACCP protocols

SET MENU & À LA CARTE

preferred service styles
through our hotels

BUFFETS

if required, we will follow
a disinfection protocol,
staff will supervise the use of the
buffet and ensure guest spacing,
removal of shared serving utensils
and greater emphasis
on pre-portioned food as well
as “grab and go” options

BILLING

new procedure for in-house guests
and contactless payment preferred

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**REDUCED
POOL OCCUPANCY**
occupancy limited to 50%

SUN LOUNGERS
2-metre spacing between loungers,
and cleaning between guests use

REORGANISATION OF GYMS
2-metre spacing between all
equipment and machines

SPA SERVICES
SPA, sauna, jacuzzi and Turkish bath
services await government
regulation

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e pode sofrer alterações . . .
informação atualizada em
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CLEANING & DISINFECTION
in accordance
with international protocols





*in-house
guests*

colleagues

MASKS

masks are obliged throughout the common areas of the hotel

“TOGETHER WE CARE”

material relating to our “Together We Care” protocol available before and during stay

SOCIAL DISTANCING

compliance with social distancing recommendations

HAND HYGIENE

wash your hands well and often

ACTIVELY IMPROVING

please fill out our hygiene and safety questionnaires about your experience at our hotels

PPE

personal protective equipment as suitable for each department or function

“TOGETHER WE CARE”

training and simulations as well as continual updating of procedures

SOCIAL DISTANCING

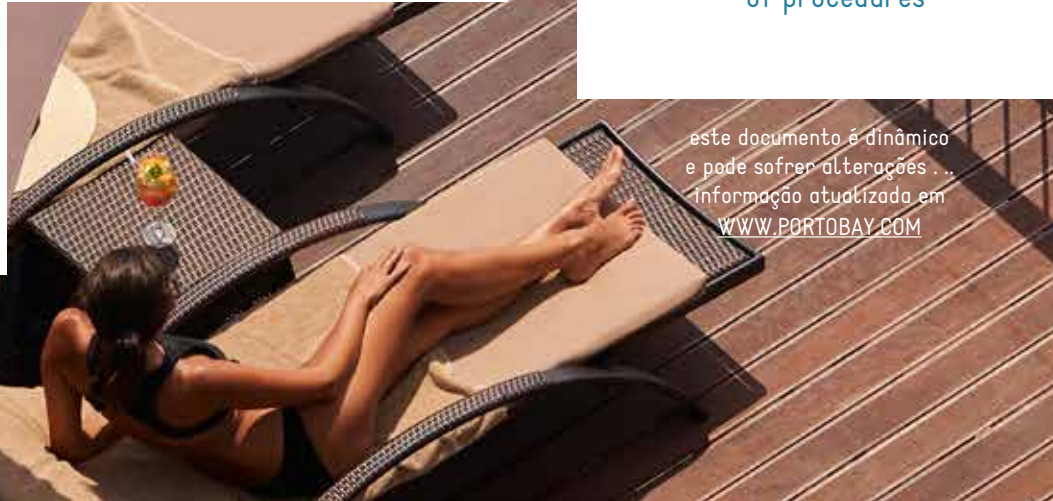
compliance with social distancing recommendations

HAND HYGIENE

hands washed well and often

HEALTH AWARE

daily temperature control and colleagues must notify if any symptoms appear



este documento é dinâmico e pode sofrer alterações ...
informação atualizada em
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- THANK YOU -

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