



## Covid- 19 Security and Prevention Measures Internal Protocol Pedras do Mar Resort & SPA



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**PEDRAS DO MAR**  
RESORT & SPA



**Pedras do Mar Resort & SPA will take the following measures to prevent Covid-19 and ensure the safety and confort of everyone:**

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## Reception and Information Desk



- Installation of protective equipment in attendance;
- Definition of well-marked waiting areas, respecting the minimum distance of 2 meters;
- Use of mask by staff and guests it's mandatory;
- Increased cleaning frequency for surfaces with greater contact;
- Disinfectant and paper towels are provided for the employee and/or customer to disinfect the payment terminal, mobile phone, among others;
- Payment by card, contactless or MBWAY or ApplePay is recommended;
- *Care Kit* (mask, gloves and disinfectant gel) available for sale. Extra Cost: 10€/unit.
- Disclosure of information provided by the health authority and the Hotel Protocol.

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## Room



- Existence of a room properly prepared for isolation;
- When allocating rooms to reservations, whenever possible, we will avoid occupying rooms with contact made easier by the balconies (except if they are from the same family);
- Whenever possible, the room won't be occupied within 24 hours after check-out;
- Objects that are difficult to disinfect will be removed (e.g. notepad, pen, hotel directory, among others);
- Reinforcement of cleanliness in the rooms and disinfection of surfaces with greater contact
- Mini bar *on request*.

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## Restaurant & Bar



- The guest must book a table at the restaurante with the following dinner shifts 6:30 pm (Happy hour) | 7:30 pm | 8:30 pm | 9:30 pm;
- Space occupation limited to 1 person per 4 m<sup>2</sup>;
- Reorganizing the distribution of tables and chairs, ensuring a spacing of 2 meters between tables;
- Families can be together, as long as the distance and capacity rules are met;
- Groups are allowed, upon reservation, as long as the distance and capacity rules are met;
- Buffet service must be avoided;
- *A la carte* service with menus available via app with QR code reading;
- Tables and chairs will be disinfected before the customer sits down;
- Wearing a mask is mandatory for the employees;
- Customers should wear a mask when circulating;
- Payment by card, contactless or MBWAY or ApplePay is recommended;
- Increased cleaning frequency for surfaces with greater contact;
- On the terraces we apply the same rules as described above.

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## Breakfast



- Shift service with appointment: 7:30 am | 8:00 am | 8:30 am | 9:00 am | 9:40 am | 10:10 am | 10:40 am (only from Friday until Sunday)
- Maximum of 40 people per shift
- Assisted buffet service:
- All the rules of social distance and hygiene referred in the previous point *Restaurant & Bar* apply.

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## Room Service



- Room service menu available by app;
- The stipulated service fee applies;
- The service will respect all distance rules.

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## Common areas



- Wear a mask is mandatory;
- Disinfectants near the entry/exit points, reception, information desk, elevators, SPA, indoor and outdoor pool, gym, restaurant, bar and breakfast room;
- Reinforcement of cleaning and disinfection of contact surfaces (hourly), sanitary facilities (at least 3 times a day) and pavement (at least twice a day);
- Air renovation of rooms and enclosed spaces is done regularly.

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## Elevator



- Wear a mask is mandatory;
- Reduction of lift occupancy to 50% of technical capacity.

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## Indoor and outdoor pools



- Pools capacity limited to 1 person per 4 m<sup>2</sup>;
- Indoor pool available only by reservation and with a 20 people maximum capacity;
- Spacing of 1 meter between the sunbeds;
- Sunbeds disinfection after each use;
- Daily cleaning and disinfection of swimming pools.

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## SPA



- Installation of protective equipment in attendance, as well as delimitation of waiting areas;
- Mandatory use of mask for staff and customers, including during treatment;
- Disinfectant available at reception and treatment rooms;
- All treatments are carried out by appointment only;
- The customer must shower before entering the treatment room;
- The customer must enter with robe and disposable slippers;

- Couples can do the massage in the same room with the recommended distance;
- Staff must wash and disinfect their hands before and after each treatment;
- The customer is not authorized to handle the mobile phone while staying at the SPA;
- The customer can't use accessories (rings, earrings, necklaces,...).

### Gym, Changing Rooms, Sauna and Turkish Bath



- The gym will be closed and the guest must request its use at the reception;
- Only one person will be allowed in the space (or more if they are from the same family);
- Disinfection of equipment and space after each use;
- Disinfectant available for guest use;
- Changing Rooms with a limit of 1 person per 4 m<sup>2</sup> and disinfected regularly.

**Sauna and Turkish bath are closed** until the evolutionary phase that allows their use with greater security.

### Business Center



- Business center will be closed and the guest must request its use at the reception;
- Only one person will be allowed in the space (or more if they are from the same family);
- Use of mask it's mandatory;
- Disinfection of equipment and space after each use;
- Disinfectant available for guest use.

### Conference Room



- Capacity limited to 1 person per 4m<sup>2</sup>, that is, 28 people;
- Use of mask it's mandatory;
- Disinfection of space and equipment before and after each use.

### Shuttle

**Not available**



## Rent-a-car

### BEST RIDE



- Maintain social distance and mandatory use of mask when hiring and delivering/returning the vehicle;
- Care Kit (mask, gloves and disinfectant gel) available for sale. 10€/unit;
- Mandatory disinfection of vehicles before delivery;
- Installation of protective equipment in attendance;
- Define waiting zones, respecting the minimum distance of 2 meters;
- Reinforcement of cleaning frequency for surfaces with greater contact (tables, chairs, counter, computer, papers) every hour;
- Disinfectant and paper towels are provided for the employee and/or customer to be able to disinfect the payment terminal, mobile phone, among others;
- Disinfect the car key in the presence of the customer;
- Payment by card, contactless or MBWAY or ApplePay is recommended;

## Measures adopted by our Staff

All our employees are aware of the measures to prevent Covid-19 in order to ensure the safety and comfort of everyone.

Good respiratory practises and

Frequent hygiene of hands, objects and

**Procedures**  
in case of  
suspected infection



Do not leave the hotel, you must stay in your room. The reception will establish contact with the Azores Health Line

808 24 60 24

The instructions provided by professionals in the health line will be followed. All communication will be established by telephone.

Immediate identification of all persons and places used by the suspected person

Cleaning and disinfection of all suspected contact areas

