



Vila Galé

HOTÉIS

SAFETY PLAN FOR HOTEL SERVICES

procedures

INTRODUCTION

Vila Galé is totally focused on receiving its guests with maximum security, ensuring the well being of our guests, our teams and our partners.

We have adopted all measures, recommended by the National Authority of Health (DGS - Autoridade de Saúde Nacional), the World Health Organization (WHO) and Turismo de Portugal (Stamp Clean&Safe), to ensure the best operation of our services based on 3 main principals:

- Safeguard of recommended social distancing
- Assure the existence of equipments for individual protection
- Reinforce measures regarding cleaning and disinfection

THIS PLAN MAY BE CHANGED IN RELATION TO THE EVOLUTION OF PANDEMIC OR NEW OBLIGATIONS IMPOSED BY LAW





SOCIAL DISTANCING

- We have limited the occupancy rate of the hotel, reducing the number of guests in the hotel.
- A distance of 1,5/2 metres will be maintained between the guest and our team member, whenever possible.
- To reduce personal contact and waiting time, we have created a digital platform (MYVila Galé) for check in and check out procedures, using the guests own mobile device.
- We promote social distancing organizing procedures with explanatory signage.
- We have reduced the maximum capacity of each lift.
- Cleaning of the rooms will have to be done without the guest in the room (compulsory).
- We have reduced the maximum capacity of the Bars and Restaurants. www.vilagale.com



SOCIAL DISTANCING

- All meals will be organized by seatings with fixed times, the guest will be required to reserve in advance with chosen time and location. The table and chairs will be hygiened between usages.
- In the restaurants we have substituted buffets by a service of set menu with choice or “á la carte” and a personalized live kitchen.
- We have reduced the maximum capacity of usage of the swimming pools and the sunbeds will be set apart, safeguarding necessary distance.
- The whirlpool/jacuzzi, sauna and turkish bath will not be operating.
- The gymnasium will be subject to advance reservation and the capacity will be limited. The equipment will be hygiened between usages.
- The Kids Club & Games rooms will have a limited capacity. The activities will be done mainly in the exterior areas of the hotel.
- Meeting rooms have reduced capacity.

PROTECTION EQUIPMENT

- Our staff member will be equipped with gloves (except restaurant and bar) and masks or protective visor.
- The cleaning staff will be equipped with protective suits.
- We provide staff and guests equipment to measure temperature.
- We recommend all guests use gloves and protective masks.
- Dispensors of gel alcohol will be placed in various areas of the hotel.





CLEANING AND DISINFECTION

- We provide guests with disinfection gel in many social areas of the hotel (reception, lifts, bares, restaurants, spa, Meeting rooms, swimming pools and in public bathrooms).
- All equipments (pens, payment terminals, etc) will be disinfected after each use.
- We have intensified the hygiene and disinfection of surfaces, areas of contact and equipments that are shared, using products with a antiviral function (*EN 14476*)
- Thorough cleaning and disinfection is maintained to all systems of water, air conditioners and ventilators, with a reinforcement of disinfection by antiviral spraying in existing ventilation grates.
- We assure that the room is only occupied after an extended period, never less that 24 hours, of the departure of the previous guest.

ISOLATION AREAS



- Areas to isolate people that might be detected as possible or confirmed cases of COVID-19 have been created, with natural or mechanical ventilation, with easy cleanable materials, bathroom, stock of cleaning products, protective masks and disposable gloves, thermometers, containers and bags for waste, bags for laundry, kit with water and non-perishable foods.
- A team member will be in charge of actioning the procedures in case of suspicion of infection, taking the person with symptoms to the isolation area, providing assistance and contacting the national health service.
- Following the suggestions of the national health service (DGS), we will proceed with the decontamination of the isolation area if the case is proven positive, as well as reinforce cleaning and hygiene if there are suspicious cases.
- The storage of any waste produced by suspected or confirmed cases will be done in plastic bags, that after being properly closed will be sent to a licensed operator dealing with hospital waste.

OUR TEAMS

All members of our Staff received specific training in:

- Internal Protocol, regarding COVID-19 outbreak.
- How to comply with basic concerns of prevention and control of infection regarding the outbreak of coronavirus COVID-19, including procedures of sanitization of hands, respiratory etiquette and social conduct.
- How to comply with daily auto-monotoring to evaluate temperature, verify cough or difficulty in breathing.
- How to comply with recommendations of National Health Service (DGS) regarding cleaning of surfaces and treatment of clothing.



OUR GUESTS

The cooperation of our guests will be essential to guarantee their safety during their stay, so we recommend::

- Use of Protection Mask when circulating in public areas.
- The hygiene of hand, using the gel alcohol provided in the dispensors placed in various áreas of the hotel.
- To maintain, whenever possible, a security distance of 1,5/2 meters away form other guests and hotel staff.
- Use digital platform MyVilaGalé to check in and/or check out.
- Reserve all services of restaurant, gymnasium and spa in advance.
- Reading of our internal protocol relating to outbreak of coronavírus COVID-19 and compliance with basic precautions of prevention and control of infection relating to outbreak of coronavírus COVID-19

SUMMARY OF SERVICES

Serviço	Descrição de funcionamento
Check In	Check in can be done on the online portal MyVilaGalé, using the mobile device of the guest and then reception will hand out the key of the room. Staff at reception will be equipped with gloves and masks.
Check Out	Check out can be done on the online portal MyVilaGalé, using the mobile device of the guest and only deposit of the key at reception will be necessary. Staff at reception will be equipped with gloves and masks.
Rooms	Paper free Concept. All brochures and information will be provided through portal MyVilaGalé. Hygiene will be made with a alcohol base disinfectant. Change of linen and towels following instructions of authorities and without the presence of the guest in the room. Interval of 24 hours between usage of the room by different guests
Room service	Menu can be consulted online. Service is provided by staff member, using individual protection equipment

SUMMARY OF SERVICES

Serviço	Descrição de funcionamento
Restaurants (Breakfast, lunch and dinner)	Maximum capacity reduced. Chairs 1,5/2 meters apart. Tables and chairs disinfected after each use. Gel Alcohol available in the restaurant. Menus available to consult through portal MyVilaGalé. Service is “á la Carte” and required previous reservation for seating time.
Bars	Maximum capacity reduced. Chairs 1,5/2 meters apart. Tables and chairs disinfected after each use. Gel Alcohol available in the bar. Menus available to consult through portal MyVilaGalé.
Indoor swimming pool	Subject to reservation. Maximum capacity reduced. Sunbeds 1,5/2 meters apart. Sunbeds disinfected after each use. Gel Alcohol available at the swimming pool.
Gymn	Subject to previous reservation. Maximum capacity reduced. Equipments are disinfected after each use Gel Alcohol available in the gymn.

SUMMARY OF SERVICES

Serviço	Descrição de funcionamento
Massage	Subject to previous reservation. Room is disinfected after each usage. The Therapist will use a frock and protective mask that will be disposed after each use.
Sauna, Turkish bath, Jacuzzi	Closed
Outdoor swimming pool	Sunbeds placed 1,5/2 metros apart. Sunbeds will be hygienized after each use.
Playgrouns /Kids club rooms	Limited capacity to guarantee social distance.
Games courts	Limited capacity to guarantee social distance.
Meeting rooms	Reduced capacity. Chairs and tables set apart to guarantee social distance. Gel alcohol available in the meeting rooms.

PLAN TO REOPEN

May:

Hotels Vila Galé Porto, Coimbra, Ópera (Lisboa), Évora e Santa Cruz (Madeira) will stay open

1st fase

Portugal:

Opening: 9th of June 2020

Hotels Vila Galé: Ampalius, Collection Praia, Lagos, Atlantico, Albacora, Cascais, Ericeira, Serra da Estrela, Collection Douro, Clube de Campo, Collection Alter Real

Brasil:

23rd of June 2020

Hotels Vila Galé Angra and Marés

2nd fase

Opening: 1st of July 2020

Hotels Vila Galé: Cerro Alagoa, Náutico, Marina, Tavira, Estoril, Sintra, Collection Palácio dos Arcos, Collection Elvas, Collection Braga, Porto Ribeira

Opening: 8th of July 2020

Hotels Vila Galé: Rio, Salvador, Cabo, Fortaleza, Cumbuco

Opening: 1st of August

Vila Galé Douro Vineyards

Safety is our priority

Vila Galé Hotels
Always close to you

Thanks