

## Clean and Safe Establishment

O Royal Óbidos Spa & Golf Resort (RNET nº 5267), has registered its declaration of compliance with the rules that allows us to advertise itself as a *Clean and Safe Establishment*.



### The Resort

The Royal Óbidos Spa & Golf Resort, following all the recommendations of the Direcção-Geral de Saúde and Tourism of Portugal, reopened the golf course on the 4th and May and will reopen the Hotel very soon and with the greatest services precision and flexibility, in order to provide all our customers the Safety, Hygiene and Well-being conditions during the period of their stays.

### Employees Training

Royal Óbidos Spa & Golf Resort employees have received the adequate and necessary training to apply all the all safety procedures and the standards recommended by public health authorities (O.M.S. and D.G.S.). Employees who have contact with the customer will always wear visors and / or masks and apply all necessary measures for their own well-being, as well as for all those who visit us.

### The protocol

#### In General

- Individual Personal Protection equipment in sufficient number for all workers;
- Stock of cleaning material for single use proportional to their dimensions, including single use humidifies cleaning wipes with disinfectant, bleach and 70º alcohol;
- Washing and disinfection, according the internal protocol, of all surfaces were employees and clients circulate, ensuring the control and prevention of infections and anti-microbials resistance;
- Increase the frequency of the cleaning and disinfection in the public areas, with greater attention to the reception desk, elevator buttons, elevators, door handles, public bathrooms and room keys;
- Antiseptic solution with an alcohol base or an alcohol-based solution dispenser distributed in Resort and Hotel common areas, next to entry and exit points and whenever and wherever applicable, per floor;
- In the sanitary facilities, the equipment to wash hands will be with liquid soap and paper towels;
- The air renewal of reclosed spaces is done regularly;

- In the staff area and work places, we have increase the cleaning frequency focusing in the high-touched areas, such as employers entrance, changing rooms, landry and offices.

#### Bar and Restaurants

- Reduce of the number of people at the Resort Bar and Resort, with the distance increase between tables;
- Breakfast at the restaurant will only be served à la carte. In each table will have a *Mise en Place* with bread/pastries, ham, cheese, butters, tea, and coffee but all the remaining breakfast food (hot dishes) should be ordered and prepared individually;

#### In the Rooms

- In the rooms will be placed two disposable masks, closed in vacuum and for our guests use;
- All rooms follow the cleaning and disinfection protocols, conveniently appropriated with the product defined for that;
- The employer's uniforms and bedding/towels is done by a washing machine and in a high temperature (60 degrees calcium)

#### Swimming Pool and Spa

It is possible that there is some limitation in the access to our Spa area, swimming pool and gym. We are waiting for the final recommended rules by the public health authorities (O.M.S. and D.G.S.) regarding the access to our wellness, treatments and balneotherapy area. The Royal Óbidos Spa & Golf Resort intents thar all our guests enjoy all our services safely.

There will be a responsible employer for activating all the procedures in case of a suspected case of infection (accompanying the person with symptoms to the isolation room, providing all the necessary assistance and contacting the national health services). The Hotel will keep a room available for any suspected or positive case of Covid-19.

We thank you for your continued support, it is invaluable during these uncertain times and we remain entirely at your disposal for any additional information you may have

Agradecemos a todos o apoio contínuo, que é inestimável nestes tempos de incerteza e ficamos ao dispor para qualquer informação pedido adicional que necessite.

Stay Safe

Royal Óbidos Spa & Golf Resort Team