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BENSAUDE HOTELS COLLECTION PROTOCOL FOR CLIENTS AND STAFF

A safe attitude for a healthy and welcoming environment

May 26th, 2020
Updated on November 16th, 2020

Clean ✓
& **Safe**

Establishment
complying
with Health Measures
Portugal

TURISMO DE
PORTUGAL 

PURPOSE

This document was created with the intention of communicating in a structured way the protocol regarding service and the operational organization in place at the Bensaude Hotels Collection, with a special focus on the safety and wellbeing of our staff and clients. Due to the necessity of adapting to the reality created by the Covid-19 pandemic, all guidelines were provided by the Directorate-General for Health and the Azorean Health Directorate and other specific recommendations currently in place were used as a working base for this protocol.

In addition to the necessary information about specific procedures and safety measures, there is the basic principle of strengthening the three fundamental pillars of safety: cleanliness and hygiene, social distancing and the use of personal protective gear.

The Bensaude Hotels Collection's top priority has always been to ensure high principles in defense of society, implementing high quality standards and accuracy in sensitive areas, such as general and food safety or the preservation of the environment. The safety of all of us depends on the way each one of us individually participates in these procedures. For this reason, we have prepared our staff with training, equipment and altering working conditions to contribute to our clients' safety.

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1. INFORMATION

1.1. Clients' protocol

The present document informs our clients of the measures in place to comply with the necessity of operational adjustments of the hotel regarding the new reality of COVID-19. This document follows all directions issued by the Directorate-General for Health and the Azorean Health Directorate and any specific regulations that may arise at any given moment.

Besides all the precautionary measures that were already in place at our hotels, we share information about our enhancement methods in cleanliness and hygiene, the handling of social distancing in public areas, restaurants and similar, and the implementation of the use of personal protective equipment.

We ensure that we provide a solid base of preparation of our team and our facilities to create a comfortable and safe environment for our guests and staff.

1.2. Contingency plan

Considering the threat presented by COVID-19, the Bensaude Hotels Collection implemented a contingency plan in all our hotels, targeting at establishing norms, action and control measures in our daily activity to fight this new disease. The same applies to all the procedures put in place in the case of identification of cases of suspected infection and/or confirmed cases.

This plan aims at ensuring the normal functioning of its operational structure in a situation of an epidemiological emergency; ensuring comfort, safety and wellbeing of all clients. It is also an information and orientation tool and working instrument for our staff.

The development of this contingency plan was based on the orientations provided by the Directorate-General for Health and the Azorean Health Directorate and is based on the most accurate scientific evidence available at the moment.

1.3. Clean & Safe seal

The Portuguese tourism board (Turismo de Portugal) launched the “Clean and Safe Establishment” seal of approval for companies in the tourism sector. The hotels of BHC obtained the certification as a way to show their effort in following the recommendations issued by the Directorate-General for Health and the Azorean Health Directorate, aiming at the prevention of contamination of spaces with the new coronavirus, while following all necessary application criteria.

In addition to the national seal, our hotel units obtained also the certification of the “Clean & Safe Azores” seal.

To guarantee awareness and knowledge of all the requirements, the Portuguese tourism board has launched a training program to make tourism companies aware of the minimum procedures regarding cleanliness, hygiene and prevention measures and control of COVID-19 infections. This way, we intend to ensure with maximum



2. SAFETY

1.4. HACCP & Travelife

It is the Bensaude Hotels Collection's policy regarding quality, hygiene and food safety to: create optimized processes that promote the constant improvement of services and of all our staff's actions, to assure a high level of quality and healthy conditions of products and ingredients - served to or used by our clients. Our action consists in complying rigorously with the obligatory requirements of the applicable norms and legislation in the field of our activity in order to insure highest safety standards.

The Bensaude Hotels Collection obtained the GOLD status in the Travelife certification in its 8 hotel units, positioning itself as a pioneer in the Azores regarding this international certification. Travelife is a certificate developed specifically for the tourism industry and it is accredited by GSTC - Global Sustainable Tourism Council, which certifies companies committed to contributing to sustainable development in social, economic and environmental aspects.

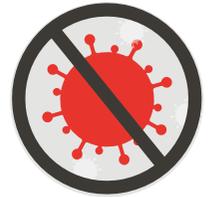


2.1. Prevention measures

The adoption of COVID-19 prevention measures is paramount in all areas as a way to guarantee everybody's health, safety and wellbeing. Having that in mind, we ask for comprehension and collaboration in complying with all the measures described as follows.

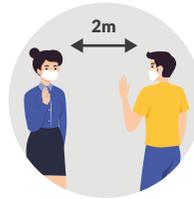
The use of face masks is mandatory in customer service areas and when moving around in indoor spaces. These requirements apply to staff as well as to clients.

In our hotel units, we have the required equipment and other types of personal protective gear available for sale. We recommend our clients to consent to motorization of COVID-19 symptoms through body temperature measurement ($\geq 38^{\circ}\text{C}/100.4^{\circ}\text{F}$) upon arrival at our hotels for their own protection and the protection of others. In case of elevated body temperature, equal to or greater than $38^{\circ}\text{C}/100.4^{\circ}\text{F}$, or respiratory symptoms (increased coughing and dyspnea (shortness of breath) /respiratory distress), the client is taken to an isolation area by a member of our hotel staff following the procedures defined in our contingency plan. Due to the necessity of screening and only in case of elevated temperature or COVID-19 symptoms, we will proceed to the registration of the client to the isolation area.



These measures are strictly limited to the purpose explained in this document, assuring highest standards of privacy and data protection.

We recommend practicing social distancing and maintaining a 2-meter/6.5 feet distance. In service and entrance areas, we provide signage in order to facilitate implementation of this norm.



In the specific case of elevators, access is limited and we ask for everybody's comprehension and collaboration. As an alternative, there is the possibility to use the stairs, where capacity and distancing requirements also have to be followed.

Adequate hand cleaning with water and soap (for at least 20 seconds), or the use of an alcohol based antiseptic solution (SABA) containing 70% alcohol ensures the elimination of COVID-19 on the surface of the skin and thus prevent the virus from spreading.



2.2. Prevention and response team

We have a qualified team to give information and communicate to our clients all measures and solutions implemented at the hotel unit to prevent COVID-19

infection. Furthermore, we have staff prepared to certify that the measures in place are both in compliance with the guidance given by the Directorate-General for Health and the Azorean Health Directorate and the internal procedures we have set in place.

This team has adequate preparation to guide our client in case of a suspected or confirmed case of COVID-19.



2.3. Isolation room

Clients developing acute symptoms of respiratory illness and cough (persistence or worsening of normal coughing) or fever (temperature of $\geq 38^{\circ}\text{C}/100.4^{\circ}\text{F}$) or dyspnea (shortness of breath) /respiratory distress are considered suspect cases of COVID-19. In this case, the client is escorted by one of our staff members to the isolation area of the hotel unit and the Health Line has to be contacted – Azores (808 24 60 24); Lisbon (808 24 24 24) – for assistance and specialized information.



2.4. Cleaning and sanitation

One of the ways of transmitting infections considered the most frequent by the WHO is by touching commonly used objects and surfaces that are contaminated. The virus is



then transferred from the hand to mouth, nose and eyes. For this reason we implemented a rigorous sanitation and disinfection program of the surfaces of our hotels with products, support and training provided by Ecolab (one of the global leaders in development and commercialization of hygiene products, disinfection and infection prevention).

Parts of the program are monitoring actions especially in the field of the elaboration and implementation of hygiene plans and audits by the Q&SA team, assuring the required minimum cleaning frequency based on the guidelines, newsletters, manuals of best practices and other documents issued by the Directorate-General for Health and the Azorean Health Directorate and on our internal risk assessment regarding the circumstances and specific requirements of our hotel units.

As a way of guaranteeing the consistent quality of the services provided and in the same way the safety of all our clients and staff we assure the following main sanitation actions in our hotel units:

High-touch surfaces: In the case of door handles, light /lamp switches, handrails and similar cleaning and sanitizing procedures are carried out at least 6 times a day.



Floors (in geral): Cleaning and sanitizing procedures are carried out at least twice a day.

Washrooms (including floors): Cleaning and sanitizing procedures are carried out at least 3 times a day (except high-touch surfaces like sink faucets, toilet flush buttons, door handles, light switches and similar, with cleaning and sanitizing procedures carried out at least 6 times a day).

Wellness & Leisure: Gyms, indoor and outdoor pools, Jacuzzis, Turkish baths, and saunas: Cleaning and sanitizing procedures are carried out after each client. The same applies to the changing rooms and washrooms located in these areas, lockers, showers, lounge chairs, chairs and similar.

Lounges/Meeting rooms/Game rooms /Kids Club: Cleaning and sanitizing procedures are carried out at least twice a day and more frequently whenever justified due to the use of the areas involved.

Elevators: Cleaning and sanitizing procedures are carried out at least once every two hours and four times a day in case of floors and more frequently whenever needed due to frequent use.

Restaurants/Bars/Outdoor terraces: All surfaces like



tables, chairs, TPA payment devices and similar are disinfected after each use.

Guest rooms: Room cleaning and sanitation is carried out daily focusing on the room's high-touch deep clean areas that are disinfected with specific products and cleaning equipment, to prevent contamination between dry and humid areas.

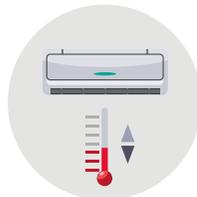
Guest rooms will not be accessed for a minimum period of 3 hours after cleaning and sanitation.

More or less frequent and intense cleaning and sanitation may be carried out whenever needed according to client numbers and the level of risk involved.

2.5. Ventilation

We ensure adequate natural ventilation in all spaces and in case of mechanical ventilation, systems will be taking air from outside.

Our maintenance teams regularly clean and disinfect all ventilation and air conditioning systems, strictly following the prevention program.



There is a minimum of 3 hours during which the room is aired before it is accessed by the next client.

2.6. Individual protective gear

We ensure that our staff has at their disposal adequate individual protective gear such as gloves, masks, face shields and protective suits/ aprons for cleaning and restaurant service.

Besides alcohol-based antiseptic solution (ABAS) dispensers that we are going to place in several areas of our hotels for use by our staff and clients, we have individual protective equipment kits with gloves, masks and disinfectant gel available to purchase by our guests.



3. ENTRANCE

3.1 Parking/ Lobby/ Guest luggage handling

Welcome

The Bensaude Hotels Collections cares greatly for its clients and welcoming and assisting our guests in a personalized way is part of our service culture. The current situation requires prevention and safety to be our priority and for that reason some service points need to have reduced customer contact to ensure everybody's safety.

This does not devalue the genuine Azorean way of hospitality that is characteristic to our culture, with comfort and personalized attention being our priority.

Parking

As it is necessary to press the access button at the entrance to our parking, we suggest using a glove to prevent direct contact or immediate hand washing after touching the device and before touching any other object.

Valet parking

At our hotel units that offer this kind of service, it is the client's decision to park their own car or to opt for our personalized valet service.



In the case of the service being carried out by one of our staff members, they will be adequately equipped with mask and gloves and a plastic cover will be placed over your seat. All points of contact will be disinfected after parking or before handing over the car.

Lobby

At the entrance of the hotel/ lobby, the client is required to wear a mask.

We ask our clients to measure their body temperature and in the case of temperature exceeding 38°C/100.4°F, they are escorted to the isolation area.

Luggage

We suggest luggage being handled directly by our guests as a way to prevent contact, especially in the case of small items.

Our team is ready to assist you if that is your choice. Our hotel attendants will be using gloves to carry out this service and before handing over the luggage a disinfectant will be applied to clean any point of contact.



3.2. Reception

Reservations

We recommend our website as the best way to book reservations in our hotel units. This way, we guarantee the best offer available and all details are entered into our system, facilitating the next steps of the process.



Online check-in

By making use of our reservation system, all the necessary information has already been introduced. Thereby, it is possible to reduce contact time at the reception using our online check-in system.



Check-in and registration at the hotel

To respect social distancing, we have installed dividers to create single lines at service points and placeholders to ensure distancing between clients. The reception desks are equipped with plexiglass partitions to increase your protection while interacting more closely with the hotel team.



Document and identification readers will be within easy reach of our clients, preventing unnecessary handing over of personal documentation to the reception staff.

The keycard is the only item that is handed over to you directly. If check-in has been carried out online beforehand, the keycard is already prepared for you.

We provide hand sanitizing products at the reception and at several points throughout the hotel for you to use at any given time.

Check-out

To minimize interaction time at the reception, we ask you to confirm by email that you agree with the invoice details, thus helping to reduce the number of procedures at check-out. It is only necessary to finalize payment and return your key.



Information and services

For all guests who have not had the opportunity to access our website upon arrival at the hotel, a QR code will be provided, enabling all our clients to access the hotel's information via an app on their mobile devices.



This app allows access to information about available services including restaurant and bar menus, making it easier to consult available options.

4. CONFERENCE ROOMS - EVENTS

Communication

We have a chat application to facilitate communication with the hotel before but especially during your stay, making it easier to respond to all your requests. To order room service, for example, it is not necessary to use your room's phone.



The requests of this kind of service are highly customized; therefore setup is carried out keeping in mind the client's requests and respecting all requirements that apply to the realization of this kind of events.



3.3. Other services/ Rent-a-car

Other services

At the reception, our team has all the necessary information about the hotel's services, activities in the region and places of interest, also available in digital format on our website.



We recommend compliance with safety measures regarding limiting capacity to 2/3, distancing between participants and adequate sanitation measures before and during your meeting or event. In case of an event request that includes restaurant service, the procedures and norms to be applied are described in this document.

Rent-a-car

They provide high quality customer service and have implemented the Care & Protect program with rigorous hygiene measures for your safety and they also hold the "Clean & Safe Azores" seal.



5. LOUNGES/ GAMING ROOMS/ KID'S CLUB

Lounges

In these areas, furniture is placed in a way that ensures social distancing. Items normally on display for our clients such as welcome drinks, magazines and other non-essential materials were removed as a way to reduce contact points. Just like in other hotel spaces, this one is also equipped with disinfectant for client use.



Gaming rooms

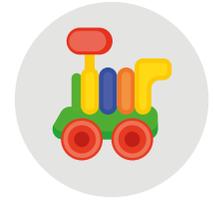
At hotels equipped with this kind of facility, all gaming accessories like pool cues, game boards, decks of cards and similar items have been removed to prevent them from being used by other clients without the necessary sanitation procedure.



These items are available on request at the nearest service point or by using chat communication. They are handed over appropriately sanitized for client use and you will be requested to hand them back after use.

Playrooms for children / Kids Club

In these areas we provide Kids activity kits or toys on request. Those items are especially prepared and sanitized.



It is not allowed to share toys and footwear has to be left outside the room.

6. WELLNESS & LEISURE

6.1. Swimming pools

Regarding the swimming pools, these areas are accordingly equipped with signs informing about the prevention measures that should be followed by every guest, such as:

- Respect the stated maximum capacity of the area;
- Practice physical distancing of at least 2m (6 feet);
- Disinfect hands when entering and leaving the area;
- It is not allowed to reserve chairs or lounge chairs;
- Access control to these areas is in place;
- We recommend the use of swim goggles in the pool.

Swimming pool water undergoes treatment and there is a regular registration system of the water quality in place.

6.2. Shower rooms / changing rooms

The shower rooms / changing rooms are also signalized with the following recommendations:

- Do not exceed maximum capacity;
- Keep social distancing;
- Disinfect hands when entering and leaving the area.



Whenever possible, the sanitation of lockers, hangers, showers/ shower cubicles and washrooms is carried out after each use.

6.3. Beauty services / Spa

We established measures to ensure the limitation of people allowed to use the facility at any one time to guarantee distancing between people within the facilities, such as:

We attend to clients by appointment only, in order to guarantee a controllable and fixed number of people inside the facilities. In the customer service area, we apply as a guideline at least one empty lounge/chair between clients.

Measures in place to minimize contact points:

- Clients are not allowed to wait inside the facility or to make use of any food and beverage services.
- The client should avoid wearing non necessary items such as accessories and jewelry.
- Any items on display should be kept to a minimum and access by clients should be avoided.
- All non-disposable material (brushes, scissors, combs, nail files and nail buffing blocks, etc.) are cleaned and disinfected after every use. Manicure cutting tools and



7. FOOD AND BEVERAGE

scissors used for hair cutting, in addition to being cleaned and disinfected, have to be sterilized.

- All staff uniforms, towels and other washable objects have to be placed in a closed bag after client use to be machine-washed using a disinfectant and at temperatures above 60°C/140°F.
- All measures mentioned previously in this document also apply, especially those referring to personal protection.

6.4. Gym

It is necessary to control access and traffic volume as well as social distancing. For that reason, opening hours and maximum occupancy are on display on site.

We provide wipes insuring that guests can disinfect equipment after using it;

Our guests are required to disinfect hands whenever entering or leaving the facilities and to follow the access control procedures.

Whenever possible, all equipment is disinfected after each guest.



7.1. Restaurant

Restaurant capacity

To guarantee minimum distance between customers, we have implemented adequate measures and separated entrance and exit areas using visual cues to keep social distancing.



We reconfigured the dining area, permitting a minimum distance of 2 meters/6.5 feet between people with the total capacity being reduced to 2/3 and with indication of the total capacity at the entrance of every venue.

Tables have been set up in such a way to prevent clients from sitting face to face except if they belong to the same family and we ask to avoid having more than two people sitting at one table.

Depending on occupancy, specific schedules may be set up or we may even request reservations in order to ensure that all clients are being served with safety. This information is updated whenever required using the different means of communication for each venue.

Quality, hygiene and safety

The Bensaude Hotels Collection has a strict monitoring program in place concerning quality, hygiene and food safety and this stringency also applies to the cleaning and sanitation plan of our facilities from delivery of supplies to preparation and cooking areas and client service. All our staff is equipped with individual protective gear to carry out their job and make clients feel safe and comfortable.

Table setting

Restaurant tables are set and decorated in a minimalist way and whenever possible the use of tablecloths is avoided.

Service

We provide physical copies of the menu (sanitized after each client) and a digital version that can be downloaded by our clients using a QR code reader.

Due to the proximity between staff and clients involved in providing this kind of service, and a higher risk of transmission of the disease, the implementation of procedures to ensure maximum safety and tranquility for the client is very important.

The occupancy rate is going to determine some changes to the service provided, namely reducing buffet-style

options whenever possible and opting for table service in the first place. Whenever buffet service is offered, the options displayed are individualized or directly served to the client.

Breakfast

Whenever possible, this service is provided à la carte, including beverages.

We provide physical copies of the menu (sanitized after each client) and a digital version that can be downloaded by our clients using a QR code reader.

At hotels that use a buffet-style setup, the established service procedures ensure safety and a variety of options provided to clients.

The available choices are now displayed in individual portions, thus preventing the sharing of serving utensils.

There is a separate entrance and exit point for the service providing area to eliminate contact with other clients and access control is in place to avoid overcrowding.

An attentive service by our staff to our clients will still be carried out during buffet service, however the spacing

will be modified and with adequate protection in place to ensure a safer service, without the client being required to touch shared utensils.

Lunch and dinner

Reservation is mandatory as a way to control available seating in the venue and to ensure a personalized service level.

As the first option, all our hotels provide direct à la carte service and at this first stage, we offer more selective options to choose from, taking into consideration safety procedures that imply increased control and attentiveness.

Only in cases of larger numbers of customers or with the client's consent, buffet service is provided; however, as mentioned above, all service setup options will be appropriate to comply with safety regulations.

We provide physical copies of the menu (sanitized after each client) and a digital version that can be downloaded by our clients using a QR code reader.



7.2. Bar / Snack Bar / Terrace

Bar / Snack Bar / Outside terraces

As a basic principle, all security, hygiene and distancing regulations also apply to these spaces, similar to the procedures in the restaurants.

We organized the space of these venues using restrictions and a furniture placement that permits keeping a minimum 2 meters/6.5 ft distance between persons, with capacity being reduced to 2/3, and the maximum capacity being displayed at the entrance.

We have implemented a layout of tables and furniture that prevents our clients from sitting face to face and seats located at the counter have been removed.

Depending on occupation level, we monitor maximum capacity, ensuring all clients are served safely.

We provide physical copies of the menu (sanitized after each client) and a digital version that can be downloaded by our clients using a QR code reader.



8. ROOMS - HOUSEKEEPING - LAUNDRY SERVICE

7.3. Room Service / Mini Bar

Room Service

Orders can be placed by using the chat application or using the contact stated in the service directory. The requested room service items are placed outside of the room on a service cart and once in place, the member of staff knocks at the door for the client to receive the order and validate the correct delivery.

This way, we avoid service personnel from entering the room. All service is carried out by staff equipped with protective gear and all equipment necessary for room delivery is prepared following all the required hygiene measures.

Mini Bar

At the present moment, in order to minimize items and contact points, minibars are stocked with just three bottles of water. If the client wishes so, and on request, the minibar can be stocked before arrival (preferably) or during the stay with the possibility of selecting only specific items.

We provide physical copies of the menu (sanitized after each client) and a digital version that can be downloaded by our clients using a QrCode reader.

Room cleanliness is one of the most important aspects for the Bensaude Hotels Collection.

Any team entering the room to carry out cleaning service is equipped with correct personal protective gear, housekeeping supplies and specially selected products. They assess the room and get prepared to carry out the necessary working steps in a methodic and well-planned way; dividing the room into three separate areas with exclusively used housekeeping items for each one (terrace or balcony, room and bathroom).

Room cleaning is carried out daily focusing on critical high-touch points in the room such as:

Knobs and door handles, windows and drawers, tables, chairs, lamps, light switches, thermostats, air conditioning, telephones, minibar, TV remotes, hangers, hair dryers, safe among others.

The bathroom areas are given special attention by disinfecting faucets, toilets, dispensers, sanitaryware and floors with appropriate cleaning equipment in order to prevent contamination between different areas of the room.

Specific cleaning products are used for every area: bathroom, disinfectant for common surfaces, glass cleaner,



cleaning product for stainless steel, cleaning product for floors and an air freshener.

The cleaning of floors of any type of material is carried out with maximum rigor and attention.

During the present period, it is important to reduce handling of more sensitive items like bed linens because, in addition to the safety aspect, there is also the environmental aspect that is of concern. For this reason, we encourage the procedure of changing towels and bed linens at client's request. For all new arrivals at the hotel, we guarantee replacement of all towels and linens followed by a minimum 3 hours of airing.

It was necessary to remove all the room's non-essential items as well as magazines, handouts and other small-size items. Directories and information can be digitally consulted.

Turn-down service is not being carried out at present time in order to reduce unnecessary staff access to the rooms.

Laundry

We offer laundry service to our clients and kindly ask you to follow the safety guidelines available for laundry

handling. We suggest however that you limit your requests to an absolutely necessary minimum, keeping in mind that this is a chance to avoid contact with personal items.

9. STAFF

On a final note, we would like to talk about our staff. Our Bensaude Hotels Collection teams are prepared to contribute to your safety and wellbeing.

Training programs are essential to improve and further educate our teams and for that reason, we have held many training and sensitization sessions regarding overall safety, always in compliance with the internal protocol regarding the COVID-19 outbreak. Our staff is trained to carry out their function complying with the procedures described in this document, always prioritizing our clients' health and safety.

In the name of the whole Bensaude Hotels Collection team, we wish you a pleasant stay!



Ponta Delgada, May 26th, 2020
Updated on November 16th, 2020

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