Internal Protocol

Reception
- mandatory use of a mask and disinfection of hands at the entrance
- only up to two people can stay at the same time
- counter equipped with a physical security barrier
- safety distance signage

Accommodation
- Careful cleaning and hygiene of the entire space with specific products for the purpose at the beginning of the stay
- clothes treated with washing at least 60
- for the change of sheets and towels, and on the days destined for that, the client must place them, inside a closed bag, at the entrance of the accommodation.
- clean linen will be delivered every 4 days.
- cleaning products available in the accommodation, which allow the customer to maintain the cleanliness of the accommodation

Pool
- gel alcohol dispenser available for disinfecting hands at the entrance
- social distance of at least 2m between people who do not live together
- disinfection of sun sunbeds twice a day
- the use of balls, inflatable buoys, water mattresses etc. is prohibited
Laundry
- mandatory use of a mask and disinfection of hands at the entrance
- only up to two people can stay at the same time
- organize clothes in advance, so that you only need to put them in the machine
- fold clean clothes at home, to reduce the time spent in the laundry and the number of surfaces it touches

Prodot Supliers
- mandatory use of mask throughout the accommodation
- loading and unloading, only allowed when accompanied by a Villas Barrocal employee

Isolation Zone
This area will be equipped with:
- telephone;
- bed and chair (for rest and comfort of the employee suspected of being infected by COVID-19, pending the validation of the case and eventual transport by INEM);
- water and some non-perishable foods;
- waste container (with non-manual opening and plastic bag);
- alcohol-based antiseptic solution;
- paper wipes;
- surgical mask (s);
- disposable gloves;
- thermometer.

General Recommendations
During your stay and for your safety, and of everyone else, always keep in mind the general rules of the DGS regarding hand washing, breathing etiquette, social distance, social conduct and self-monitoring of symptoms.

Have a nice stay ...
Declaration of Commitment

Training for all employees

All our employees received specific information / training on:

- Internal protocol for the Covid 19.

- How to comply with basic infection prevention and control precautions in relation to the Covid 19, including the procedures:

  **Hand hygiene:** wash hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.

  **Respiratory etiquette:** cough or sneeze into the flexed forearm or use a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.

  **Social conduct:** change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.

- How to comply with daily self-monitoring to assess fever (measure body temperature and record the value and time of measurement), check for cough or difficulty breathing.

- How to comply with the guidelines of the DGS for cleaning surfaces and treating clothes in establishments.

Information to all customers

The following information is available to all customers:

- How to comply with basic infection prevention and control precautions regarding the Covid 19.

- What is the internal protocol for the Covid 19.
The operation ensures

- That there is always a collaborator at the service responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service).

- The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of infection, especially on surfaces frequently handled and most used by the patient, as indicated by DGS.

- The storage of waste produced by patients suspected of infection in a plastic bag that, after being closed (eg with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

The establishment ensures

- Washing and disinfection, in accordance with the internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections.

- Cleaning, several times a day, surfaces and objects in common use (including counters, light switches and elevators, door handles, cabinet handles).

- Wet cleaning will be preferred over dry cleaning and vacuuming.

- Air renewal in rooms and enclosed spaces is carried out regularly.

- The disaffiliation of the pool or other equipment in SPA / wellness areas (whenever they exist) is carried out as defined in an internal protocol.

- In public areas, the effort to clean utensils, equipment and surfaces and avoided as much as possible the direct handling of food by customers and employees.

The establishment has

- Personal protective equipment in sufficient number for all workers.
- Personal protective equipment available to customers (maximum capacity of the establishment).

- Stock of cleaning materials for single use proportional to its dimensions, including cleaning towels for single use moistened with disinfectant, bleach and alcohol at 70º.

- Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points and whenever applicable by floor, at the entrance to the restaurant, bar and common sanitary facilities.

- Waste container with non-manual opening and plastic bag.

- Place to isolate people that can be detected with suspected or confirmed cases of COVID-19, which should preferably have natural ventilation, or mechanical ventilation system, and have smooth and washable surfaces, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, waste container, waste bags, used clothing collection bag, water and some non-perishable foods.

- In the sanitary facilities equipment for hand washing with liquid soap and paper towels.

The cleaning and sanitation protocol guarantees

- The definition of specific care for changing bedding and cleaning in the rooms, privileging two spaced intervals and with adequate protection according to the Internal Protocol.

- The removal of bed linen and towels is done without shaking, without touching the body and transporting it directly to the washing machine.

- Machine wash separately and in high temperatures employees' uniforms and bedding / towels (about 60º).

Villas Barrocal is committed to fully comply with these requirements.