

WAITING
FOR YOU
ALWAYS
AND
FOREVER



Marina Club

LAGOS RESORT

Suite Hotel & Apartments

Information about COVID-19

Marina Club Lagos Resort's total priority is to protect and care for the well-being and safety of its employees, guests and partners.

In face of the current COVID-19 pandemic, and given the need of a rigorous answer to the requisites and behaviour that the situation demands, a protocol that makes the adjustment to the necessary procedures, issued by the OMS, Portuguese health Administration (DGS) and the government of Portugal, was created, enabling us to achieve

the **Clean & Safe certification** by the Portugal Tourism Board.

We believe that some of the extraordinary measures now implemented will be temporary.

Some of the measures in this protocol are detailed in the following areas:





Reception

Cleaning protocol:

Greater frequency of surface and object cleaning, as well as of all the equipments used during check-in;

Optimization of air circulation.

Protective distancing:

Separation of check-in and check-out routes;

Installation of acrylic protective barriers in hotel's reception desks;

Customer care:

Most paper replaced by digital information about the hotel.





Rooms



Cleaning protocol:

Reinforcement of daily cleaning and disinfection protocols, and even deeper disinfection of rooms between stays.

Adequate cleaning materials are used, namely single use materials, which guarantee an effective disinfection.

Cleaning of rooms is performed in stages, following norms, and with procedures adequate to the requirements of the current situation.



Textiles:

Bed linens/towels washed at 60°C, with anti-viral products.

Regular disinfection of sofás, curtains and pillows.

All things remaining in the room, as well all surfaces, are dully disinfected in each cleaning.





Common areas and lifts

Cleaning protocol:

Social areas are covered by a frequent and regular disinfection plan, with greater attention given to the more exposed surfaces to physical contact, such as counters, door knobs, lift buttons, etc. Optimization of air circulation.

Covid-19 Kit:

Availability of alcoholic solution at every entrance to the hotel.



Restaurant & Bar

Decrease of capacity:

By using only 50% of the total occupancy, guests are seated with more room.

Set-up:

Prioritary occupation of outdoor areas.

Number limitation:

Maximum of 4 people per table, excepto for families or people sharing the same apartment.

Time allocation:

Advance reservation required, with extension of meal time. If needed, different meal shifts will be implemented.

Covid-19 Kit:

Availability of alcoholic solution at every entrance to the hotel.

Digital menu:

Easily accessible by smartphone or single use menu.

Cleaning and Safety:

Rigorous fulfilment of all HACCP norms and of an exceptional cleaning and disinfection plan for all food related areas, in accordance with DGS issued directives.

Set Menu and à la carte:

Preference for this type of service.

Buffets:

Temporary suspension of all buffet services, with à la carte and room service available.



Pools

Specific prevention plan for all leisure areas, namely, pools and gyms, after their reopening, following the directives of Portuguese authorities.

The following rules must be considered at exterior pools:

Use of slippers is mandatory to use the shower and adjoining areas.

Sun loungers:

Placement 2 metres apart and sanitization between users.
It is forbidden to displace the sun loungers.

Reduction of pool occupancy:

Reduction of the number of sun loungers to fulfil the determinations of distance stipulated by the DGS.

Cleaning and disinfection:

Following the national protocol.





SPA & GYM

Reorganization of gym:

Limitation to 3 simultaneous users to allow training with a distance of 3 metres to others.

At the moment, the use of shower rooms is reserved for non-guest users. Guest must use their own private facilities.

SPA restrictions: all SPA services, sauna and pool with jacuzzi are closed for an undetermined period and await news recommendations of the DGS.





Guests

Use of mask:

Whenever circulating in common areas.

Physical distancing:

Fulfilment of all physical distancing rules in effect.

Hand sanitization:

Performed frequently.



Employees

Individual protection equipment:

Use according to each activity's protocol.

MC Protocol:

We guarantee continuous training to our employees and an awareness and information campaign about prevention and protection against the transmission of the virus, including clear indications about how to proceed in case of suspicion.

Health monitoring: Daily control of body temperature and duty of reporting symptoms.

Availability of disinfectant gel, masks, gloves and screens.

Hand sanitization:

Performed frequently.



These measures will be updated in accordance with the developments of the situation, always aligned with the recommendations of the government and safety agencies.



Marina
Spa

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HOTELS



This document is dynamic and be changed.
These measures will be updated on www.marinaclub.pt