

# Luna

HOTELS & RESORTS

## Internal Protocol Procedures Manual



## INTERNAL PROTOCOL Procedure Manual

### SPHERE AND OBJECTIVES

This document intends to disclose the prevention and control measures adopted by the Luna Hotels & Resorts Group, with guests and employees, in order to minimize and caution the risks of dissemination by contagion of the SARS-CoV-2 virus that originates Covid-19 – Coronavirus Disease.

The Luna Hotels & Resorts Group is committed in protecting the Health and Safety of its guests and employees, and assume its role in limiting the negative impact of this pandemic on the community.

The adoption of all safety measures to certificate our units with the "Clean & Safe" seal issued by Turismo de Portugal, ensures compliance with the required protection and safety measures, ensuring that all our Hotels are "Healthy & Safe".

Luna Hotels & Resort Group also guaranteed the "European Tourism Covid-19 Safety Seal" in together with the "Clean & Safe 2021 Seal", with the measures required duly articulated at national and international level.

This new European Health and Safety Protocol aims at the safe reopening of tourism to time of the summer season and promoting the reputation of the European Union while quality tourist destination

All employees of the Luna Hotels & Resorts Group are tested by COVID-19 in their admission exams.

This Plan and its procedures, was prepared based on the guidelines of the General Directorate of Health/Direção Geral de Saúde (DGS) , requirements defined by Turismo de Portugal and recommendations of the Authority for Working Conditions.





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### Signage and Information

- This Internal Protocol should be sent whenever a reservation is confirmed.
- The infection prevention and control rules mentioned here are implemented in all Luna Group hotels.

### Hygiene plan

- The washing and disinfection of the surfaces where employees and customers circulate, complies with the guidelines of DGS, ensuring the control and prevention of infections and antimicrobial resistance.
- Cleaning of commonly used surfaces and objects - including counters, light and elevator switches, door handles, cabinet handles - is done several times a day.
- The air renovation of the rooms and enclosed spaces is done regularly.
- The disinfection of the pool or other existing equipment in SPAs and Wellness areas, complies with the official guidelines.
- When available,, the disinfection of the jacuzzi is done regularly by dumping all the water, washing and disinfection. Filling is carried out using clean water, with the appropriate amount of chlorine.
- Access to all equipments and services of the Wellness Club and other instalations for common use, will be possible only if permitted by the official authorities .
- In the food and beverage areas, the hygiene of utensils, equipment and surfaces is reinforced.
- In the catering/cafeteria areas, we ensure effective cleaning and hygiene between each use of a table.
- The buckets and mops used in cleaning are properly disinfected at the end of each use. These equipments are different depending on each cleaning area.
- Floor washing is performed at least twice a day, using hot water and common detergent, followed by disinfection with bleach diluted in water.
- In sanitary facilities, washing is carried out at least three times a day, using products containing detergent and disinfectant.
- Cleaning is reinforced in children's spaces.



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### Space selected for insulation

- Each Luna Hotel has an isolation place designed to accommodate suspected cases or confirmed cases of COVID-19, with the following characteristics: natural ventilation or mechanical ventilation system, smooth and washable coatings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, stand-alone waste container, waste bags, used clothing collection bags, Kit with water and non-perishable food.

### Adequacy of accommodation units

- Specific care is defined for changing bed linen and cleaning in the rooms, focusing on two spaced intervention times and adequate protection. The removal of bed linen and towels is carried out without shaking, wrapping it in the direction of the outside inwards, without touching the body and transporting it directly to the washing machine.
- Bed linen/towels are machined separately at a minimum temperature of 60°C.
- The cleaning and disinfection of the pads is performed whenever the guest changes. Frequent cleaning of TV and air conditioning controls is performed.

### Sanitization equipment

- There are dispensers of alcohol-based solution near the entry/exit points, at the entrance of the restaurant, bar and common sanitary facilities.
- There is liquid soap for hand washing and paper towels in all sanitary facilities





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### FOR EMPLOYEES

#### Training

- All employees are given information / training on the Internal Protocol, in order to comply with the basic precautions for prevention and control. In addition to the procedures to be taken into account, depending on the tasks to be performed by each employee, specific information is given for the correct procedures to be adopted in terms of hand hygiene, respiratory etiquette, social conduct and daily self-monitoring to assess fever, checking for cough or difficulty breathing.

#### Equipment - Personal protection

- All employees according to their occupation must wear: mask, gloves, visor, gown or apron, cap, shoe covers.
- Employees' uniforms are washed separately, in the machine, at a minimum temperature of 60°C

#### Designation of the responsible

- All units have a collaborator responsible for initiating the appropriate procedures in case of suspected infection. This employee will accompany all suspected cases in the referral to the isolation space, necessary assistance and contact with the National Health Service.
- The person responsible for complying with the prevention / action and / or warning rules in case of suspected infection is the Hotel's Manager.

#### Scales / Shifts

- Service schedules and/or shifts are defined to reduce the simultaneous number of employees. The creation of teams may allow greater control of safety and hygiene rules.
- Rules are implemented for phasing the cleaning of accommodation units.



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### Conduct

- Maintain the distance between employees and guests, avoiding physical contact, including handshakes.
- Do not enter and leave the establishments with the corresponding uniform.
- Keep your hair up.
- Do not use excessive personal ornaments (bracelets, threads, rings, etc.).
- At the entrance of personnel, have a damp mat to clean the sole of your shoes and change that mat regularly.
- Organize breaks and staggered meal times to avoid encounters in the staff / dining areas.
- Promote daily self-monitoring to assess fever, cough or difficulty breathing.
- Cleaning professionals should be familiar with the products to be used (detergents and disinfectants) as well as the precautions to be taken when handling, diluting and applying them safely. They must also adopt protective measures during the cleaning procedures of the spaces, also guaranteeing their good ventilation during cleaning and disinfection.
- Bear in mind that complimentary water, minibar, kettle and coffee/tea maker must have a specific hygiene protocol between entries.

### Stock of cleaning and sanitizing materials

- Stock of cleaning materials for single use proportional to the size of each Hotel, including cleaning wipes for single use moistened with disinfectant, bleach and alcohol at 70°.
- Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution.
- Waste container with non-manual opening and plastic bag.
- Equipment or refills for hand washing with liquid soap and paper towels.





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### FOR CUSTOMERS

#### Equipment - Personal protection

- All units have individual protection equipment available for sale: individual protection kits with a mask, disinfectant gel and gloves, with the possibility of adding visors or others

#### Conduct

- Use a mask and other personal protective equipment, whenever necessary, collaborating in compliance with the rules in force.
- Respect the rules for staying in common spaces, namely differentiated meal times, access to the gym, SPA, swimming pool and other spaces, if accessible.
- Avoid direct handling of food as much as possible.
- Pay attention to possible symptoms, such as fever, cough or difficulty breathing.
- Strictly adopt all recommended practices, assuming responsible and preventive behavior.
- If you experience any of these symptoms, stay in the room and contact professionals in the Hotel's administrative area to call SNS24 808 24 24 24. You should not go to the Health Center, private office or the Hospital emergency room, and must await the instructions of the health professionals who will assist you and the respective clinical decision.
- Strictly adopt all recommended practices, assuming responsible and preventive behavior.
- Bear in mind that meal periods are preferably held under reservation, in order to allow proper occupation of the available spaces, avoiding waiting situations and possible gatherings



### PROCEDURES IN CASE OF SUSPECTED INFECTION

#### Action Plan

- The Hotel's Manager is responsible for monitoring any situation or suspected case of infection, and must activate the prevention measures and contingency plan, directing the suspected cases to the respective isolation space, providing him with the necessary assistance and contacting the National Health Service.

#### Decontamination of the Isolation Place

- The decontamination of the isolation area is carried out whenever there are positive cases of infection. Likewise, the reinforcement of cleaning and disinfection will be carried out whenever there are patients suspected of being infected, especially on the surfaces frequently handled and most used by them.
- The storage of waste produced by patients suspected of infection is carried out in a plastic bag that, after being closed, is segregated and sent to the licensed operator for the management of hospital waste with biological risk.
- The occurrence registration will be done accordingly





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### INTERNAL MANAGEMENT TEAM

#### Function

- The internal management team is responsible for supervising and managing internal rules and procedures, for complying with security measures, stock of individual equipment and regular cleaning of spaces. This body is composed of each Unit's Manager and the respective heads of each area.

#### Contacts

**Luna Miramar** | Sr. José Parreira - 967 953 256

**Luna Solaqua** | Sr<sup>a</sup>. Ana Costa – 962 749 253

**Luna Hotel da Oura** | Sr<sup>a</sup>. Ana Vieira – 966 085 746

**Luna Clube Oceano** | Sr<sup>a</sup>. Ana Vieira – 966 085 746

**Luna Olympus** | Sr<sup>a</sup>. Nélia Gago – 961 769 391

**Luna Esperança Centro** | Sr<sup>a</sup>. Tânia Evaristo – 966 779 847

**Luna Hotel Turismo de Abrantes** | Sr. Pedro Santos – 969 516 749

**Luna Chalets da Montanha** | Sr. Carlos Santos – 926 790 994

**Luna Hotel Serra da Estrela** | Sr. Carlos Santos – 926 790 994

**Luna Hotel de Tábua** | Sr. Vitor Pais – 961 769 393

**Luna Arcos Hotel** | Sr<sup>a</sup>. Ana Filipa Costa – 969 516 749

**SNS: 808 24 24 24 (National Health Service)**

**THANK YOU FOR YOUR ATTENTION.  
WE WISH YOU A GOOD STAY!**

