



AQUA PARADISE  
R E S O R T

**COVID , OPERATIONAL PROCEDURES AQUA PARADISE RESORT**

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## OVERVIEW

In December 2019, a group of pneumonia cases appeared in the city of Wuhan (China) with a common exposure in a wholesale market for seafood, fish and live animals.

On 1/7/2020 the Chinese authorities identified a new virus of the family Coronaviridae (coronavirus), which was later named SARS-CoV-2, as the cause of the outbreak. This virus is responsible for different clinical respiratory manifestations in humans, encompassed under the term COVID-19, ranging from manifestations similar to the common cold to severe pneumonia.

After these events, the virus spread rapidly throughout the world, which led to it being declared a pandemic on 03/11/2020 by the World Health Organization. The health alarm situation declared in many countries by the coronavirus pandemic has, in some cases, determined to take special measures in many areas, from those related to street cleaning, to actions in private homes where they have been affected, including cleaning and disinfection of residences for elderly people or places where many people can gather (supermarkets, pharmacies, ...).

These measures are aimed at eliminating or reducing the possible viral load and for this purpose, the present document on cleaning and disinfection is written, which may be revised as the scientific-technical information and the health situation evolve.

## HEALTH & SANITATION GUIDELINES

### EMPLOYEE'S RESPONSIBILITIES

Aqua Paradise Resort employees are vital for an effective sanitation and health program. Hand washing, correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All employees are instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

### COVID-19 TRAINING.

All employees will receive training on COVID-19 safety and sanitation protocols. Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

## **GENERAL HYGIENE MEASURES FOR ALL STAFF**

1. Frequent hand washing: At least before eating, after sneezing, coughing, or blowing your nose, after using the bathroom, before handling food, after touching or cleaning surfaces that may be contaminated, and after using or sharing equipment such as machinery, computers, materials, etc.
2. Avoid touching your eyes, nose and mouth with your hands, as these facilitate their transmission
3. When coughing or sneezing, cover your mouth and nose with your elbow flexed
4. Use disposable tissues to eliminate secretions, and throw them away after using it
5. Try to keep a minimum preventive distance when possible
6. Temperature checks upon arrival on a daily basis to all staff
7. Report immediately to your superior in case of any symptom

## **HANDWASHING**

Although various products can be used, hand washing can be classified according to whether ordinary soap or detergents are used, or whether products containing antimicrobial agents are used. Handwashing with regular soap or detergent (stick, granules, leaves, or liquid) suspends microorganisms and then allows them to be rinsed.

Washing hands with antimicrobial-containing products destroys or inhibits the growth of microorganisms. This process is known as chemical removal of microorganisms. Gloves are not a substitute for hand washing. Hands should be washed, even if gloves are worn, after touching any material potentially carrying an infectious agent.

Handwashing is the simplest and most important procedure to prevent infections. Handwashing is defined as a brief, vigorous scrubbing with soap of the entire surface of the hands, followed by rinsing with a stream of water.

## **HYGIENIC FRICTION OF THE HANDS**

Hygienic friction of the hands with different disinfecting solutions is a more effective process than washing them. It involves a disinfectant to destroy a substantial part of the transient flora on the hands. The technique involves rubbing 3 to 5 ml of a fast-acting antiseptic on both hands until it dries. Care must be taken to expose the substance over the entire surface of the hands and to open the interdigital spaces, rubbing the tips of the fingers on the palms moistened with the disinfectant.

Hygienic hand friction, especially with alcohol preparations, is superior to ordinary soap and water for safe hands after known or suspected contamination with potentially pathogenic microorganisms.

The current recommendation of the infection committee is for the use 70% isopropyl alcohol with glycerin.



## **EXTRAORDINARY MEASURES**

All staff working close to guests will use standard clinic mask and latex gloves at any time, such as: House keeping, kitchen, bars & restaurants, reception & guest relations, animation team, life guards, security gardeners and maintenance (other employees discretionary).

All hires will be requested to have a medical check before incorporation.

Extra info will be displayed in all information boards around the hotel including broadcasted COVID – 19 general info and hygiene procedures in rooms TV's.

Antibacterial gel dispensers will be installed on the hotels main entrance, entrance of the three restaurants, games area (bowling, arcade room and billiards & darts) and gym.

Minimum sunbeds separation space of 2 meters (by each two sunbeds and one umbrella).

Seats capacity will be reduced in restaurants, lobby & terrace (we will try to extend the sitting area), karaoke & bowling, animation bar terrace and amphitheater according to a minimum preventive distance.

Animation games & performances will be developed according to minimum covid-19 safe & healthy standards.

Access will be restricted to a maximum number of guests in restaurants, shops (10 guests), indoor pool (40 -50 guests), arcade room (10-15 guests), fitness (5-7 guests) and bowling bar (only two lanes operative at a time, maximum 30-40 guests including bowling games, bar and karaoke).

Rooms should be unoccupied for a minimum of 24 hrs. between new reservations and an ozone machine will be left working for a minimum of 10-15 min. according to size

Guests will be able to use the shuttle service only when using mask and gloves. Shuttle bus will be disinfected after each service (all handles and surfaces prone to be touched).

## **HOUSE KEEPING**

The most important thing is to detect the hotel's hot areas and increase its cleanliness, in addition to maintaining the stipulated safety distance between clients and workers. Common sense, responsibility and solidarity are paramount in order to stop the virus.

Aligned with standard cleaning procedures extra disinfection will be developed in critic places & surfaces with high flow of guests, such as:



- Occupied rooms.
- Common areas toilettes\* (standard cleaning plus disinfection of all handles and dispensers, doors & door frames, faucets and boards in general)
- Main entrances and exit doors\* (hotel entrance, entrances to blocks, accesses to wings and different facilities such as: arcade room, indoor children playground, kids club, indoor pool, conference hall, bars & restaurants, shops & doctors cabinet, fitness, spa, etc.)
- General floor cleaning\* will be performed with sodium hypochlorite at 200 ppm (antibacterial solution, 0.1% sodium hypochlorite, 62-71% ethanol and 0.5% hydrogen peroxide)

\*applicable to all staff/internal areas.

### **CLEANING & SANITIZING PROTOCOL**

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in single use sealed bags
- c) Pillow protectors on the guest room beds are to be changed daily
- d) All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- e) Back of house restrooms will be sanitized at least once every four hours
- f) House phones, in unsupervised/controlled areas, to be removed

### **ROOM CLEANING SPECIFIC PROCEDURE**

#### **BEDS**

Guests beds require careful cleaning and disinfection. Before starting the cleaning, remove the clothes from the bed, wrapping them towards the center to avoid producing aerosols, and bag them in order to avoid any risk during transportation. It should always be verified that there are no guest's items wrapped in the clothing. Cleaning of headboard and of any other built in piece of the bed is done with a cloth impregnated with disinfecting solution.

In routine cleaning (low-level disinfection) sodium hypochlorite at 200 ppm (antibacterial solution, 0.1% sodium hypochlorite, 62-71% ethanol and 0.5% hydrogen peroxide) are recommended to use. In case the bed shows biological fluid dirt, it is recommended to use a high level disinfection; sodium hypochlorite at 500 ppm.

#### **W.C.**

The cleaning process begins with washing the walls, the sink, any surface, the shower knobs and the door with a sponge impregnated with a disinfecting solution. Sodium hypochlorite at 500 ppm is recommended.

Before starting to wash the toilet, it is recommended to empty the water from the tank at least once. Subsequently, the disinfecting solution (sodium hypochlorite at 500 ppm) should be spread on all the surfaces of the toilet, starting from the outside, the base, the back area, the pipes and the hinges.

The grooves in the bathroom slabs, valves and stopper are narrowed with a small brush. Then the inside of the cup and the area under the cup are shaken. At the end, release the tank again and dry the outside of the cup.

The floor is washed with a brush and disinfectant solution; quaternary ammonium, sodium hypochlorite at 200 ppm. The mirror is cleaned with a wet mop impregnated with a disinfecting solution, drains are verified to be clear, the bathroom toiletries and a label indicating that the W.C. is already disinfected are placed and a new bag is put in the trash bin

### **CURTAINS**

Before cleaning starts, adjust the window and stretch the curtains. Shake by wiping evenly from top to bottom with a feather duster, remove and wash if any dirt spot is detected.

### **WINDOWS**

The place where most dirt enters buildings and rooms is through the windows; If the glass and window frames are kept clean, the cleaning time inside the hotel decreases.

A rag is placed between the bucket and the floor to prevent a water ring from forming. Wash with a sponge impregnated with a disinfecting solution, its cleaning begins starting at the top, with horizontal movements, until reaching the bottom. Then the dirt is removed with a damp cloth achieving full transparency in the glass sheet.  
Dry the window frames.

It is not convenient to clean the windows when the sun reflects directly on them; they dry too quickly and the glass gets stained.

### **FURNITURE AND CHAIRS**

To clean furniture and chairs, wipe the surface and the bottom, use a dry cloth to clean any shoe rubbings.

Wash with disinfectant solution and scrub sticky stains caused by hands, food, etc., by using a damp cloth. Then wipe with a dry cloth to avoid deterioration of the material of the chairs and furniture.

At the end, put the furniture back in its place. When stains appear on upholstered furniture, it is recommended not to rub the surface, but to use the adequate steam vacuum machine.

Zip transparent bags will be used to cover the TV remote control and will be replaced with each new arrival. All switches, electronic controls, handles and knobs, climate control panels and surfaces likely to be touched will be disinfected.

## **CLEANING OPERATIONS IN COMMON AREAS**

Circulation areas in hotels are places where most of the time there is a flow of people; therefore, they need more attention from the people responsible for cleaning. Public restrooms, hallways, stairways, waiting rooms, offices, and other hotel facilities are included within these areas. While cleaning in areas where the floor is wet, it is recommended to put up an eye-catching portable notice "Walk with caution, wet floor", which alerts people to the risk of slipping.

### **PUBLIC TOILETS**

The objective is to keep the site hygienic, disinfected and pleasant. Cleaning is done on an hour basis. These sites require constant review throughout the day.

It is recommended to wash the walls, urinals and the toilet with a solution of sodium hypochlorite at 500 ppm., Or with a quaternary ammonium. Then dry them with a well-drained cloth and leave no visible marks.

Collect the bags from the garbage containers and dispose of them as ordinary waste. Wash and dry the garbage cans and put the indicated bag back on. Mop the floor with bleach solution, including the area where the toilet is located. Install toilet paper if necessary and check the soap dispenser.

Disinfect all handles, frames, dispensers, faucets and any surface likely to be touched

### **ELEVATORS**

An employee will be present to sanitize the button panels at regular intervals, at least once per hour.

Signage will be posted to explain the current procedures.

No more than four guests will be permitted per elevator.

### **STAIRS**

It is the responsibility of the cleaning staff to keep the stairs free of obstacles and in a perfect state of cleanliness to achieve everyone's safety. Handrails and electricity switches should be cleaned with a wet mop with a disinfectant solution. Mop the stairs with a bleach solution being careful not to water the area too much and leave warning "wet floor" signs.

### **LOBBY AND SEATING AREAS**

Mop the floor with bleach solution around chairs and tables, use the "cleaning clubcar" for the rest of the areas. Check rubbish around cushions and remove any chair, pillow or similar when stained.

Use a mop with a disinfectant solution to wash armrests and any decoration susceptible to be touched.

Use the same procedure as in "ROOM CLEANING SPECIFIC PROCEDURE"/"windows" for cleaning any window, glass or sliding door.



### CHARACTERISTICS OF COMMON CHEMICAL DISINFECTANTS

Alcohols 60 to 90%, disinfection of decoration, computers, other utensils and surfaces.  
 Chlorine and chlorinated compounds 100 to 5000 ppm, high level disinfection, disinfection of surfaces, laundry and waste water treatment.  
 Formaldehydes 10 and 37%, high level disinfection, sterilization.  
 Glutaraldehyde 2%, high level disinfection , sterilization.  
 Hydrogen peroxide 3 - 25%, disinfection of decoration, computers, other utensils and surfaces. Sterilization  
 Iodophors 30 - 50 ppm, disinfection of decoration, computers, other utensils and surfaces.

Use and concentration of sodium hypochlorite in different areas.

Concentration in parts per million (ppm)	Use	Wash time or exposure (minutes)
200	Rooms and administrative areas. Walls, bathrooms, decoration, work tables...	30
500	Common areas, floors, walls, bathrooms...	30

### MOST COMMON USE CHLORINE AND CHLORINATED COMPOUNDS

Sodium hypochlorite at 500 ppm



sodium hypochlorite at 200 ppm



### RECEPTION & GUEST RELATIONS

#### CLEANING & SANITIZING PROTOCOL

- a) Sanitize all guest touch points after each transaction including Credit Card Devices, pens and registration countertops
- b) Room keys to be sanitized before stocking
- c) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

## GENERAL

A security officer will greet each visitor to the resort. Visitors will be screened (temperature checks) and asked to use hand sanitizer and to wear a mask (which will be provided by the resort). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

Service will be provided as usual, with main exemptions during the check in & check out process.

- Employees to use separate counters and have individual stations to eliminate shared equipment. Maximum of two employees at counter
- In no case more than 2 guests (during check in or other) will be attended at the same time on the reception or guests relations desk.
- When multiple arrivals guests will be allowed to enter the hotel by three “rooms”(three different reservations and no more than 10 people), two will be serviced in the reception desk and the third will be registered whit tablet on a quite area in the lobby (during night time, low flow of guests in the common areas, arriving guests may wait inside following the Standard preventive distance).
- Guest should be given disinfectant wet wipes in order to clean their baggage prior to entering the room.
- A list of “sensible” guests according to age or health situation will be provided to guest relations team in order to communicate with them daily.

For the check out process, guests with extra charges will be encouraged to proceed the evening before their departure, and in case multiple check out the guest relation department will support with, and not only, collecting all watches (aquapark) and room & towel cards.

The counter must be cleaned and disinfected frequently, avoiding excessive elements that customers can manipulate. It is also important that a disinfecting gel or solution is available if there is no bathroom nearby.

After exchanging objects between client and worker (credit card, banknotes, pens ...) a hand disinfection will be carried out, even if working with gloves.

Reception may have emergency telephone numbers to request assistance or health information for any client who may be ill. In addition, the client should be recommended to stay in the room until the medical visit and will be provided with a surgical mask, which must be worn whenever someone enters the room.



## ENGINEERING

### CLEANING & SANITIZING PROTOCOL

a) Carts, phones, tools, trolleys and other equipment to be sanitized at the start and end of each shift.

### SPECIFIC TECHNICAL MAINTENANCE SERVICES (Aligned with standards).

**Dishwasher:** The operation of all dishwashers must be checked, so that the temperatures to be reached are correct (greater than 80° in the rinse) and the dosage of chemical products.

**Dispensers:** The operation of soap, disinfectant gel, and disposable paper dispensers should be checked daily ... proceeding to repair or replace equipment that has faults. It is recommended to have a record of these actions. The operation and cleanliness of common toilets and taps should also be monitored.

**Air conditioning:** It is recommended to keep the air conditioning in an ambient temperature of 23-26 degrees, ensuring sufficient air renewal. Extra checks and filters cleaning will be implemented.

Whenever a guest check out from the room, the filters in the room will be cleaned and disinfected.

Increase fresh air supply to restaurant's central air conditioning units. For the common areas the filters we are going to install are G4 material or HEPA filters according to installation possibilities.. These filters can separate particles such as: pollen, fog, and a wide range of bacteria.

Continuous operation even during night time in order to have better air flow.  
Strict procedure according to the scheduled maintenance for filter replacement.  
Rejection air vents will be as far away as possible from fresh air intake points.  
During daytime the ventilation speed will be increased.

**Pools** - Optimal level 1,5 CL  
- Normal levels - 1,0 CL  
- pH Levels (which does not affect the virus) 7,4 pH

**Repair in rooms:** To access rooms that require repairs, maintenance personnel must protect themselves with personal protective equipment (PPE), which consists on mask gloves and lab coat. In addition, we reiterate, the client must wear the mask while the worker remains in the room.

## BARS & RESTAURANTS

### CLEANING & SANITIZING PROTOCOL

- a) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- b) POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- c) Dining tables, bar tops, stools and chairs to be sanitized after each use
- d) Condiments to be served in single use containers (either disposable or washed after each use)
- e) Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- f) Menus to be single use and/or disposable
- g) Use single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- h) Sanitize trays (all types) and tray stands sanitized after each use
- i) Storage containers to be sanitized before and after each use
- j) Food preparation stations to be sanitized at least once per hour
- k) Kitchens to be deep cleaned and sanitized at least once per day
- l) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

### GENERAL

The solution that arises most insistently is the transformation of the traditional buffet into a buffet assisted.

Most of the proposals made by the professionals and experts involves increase in personnel costs, operating costs and merchandise costs. This increase in the costs associated with the buffet service, combined with the lower capacity of the rooms, in order to guarantee the minimum preventive distance, will drastically decrease the profitability of this service.

### ASSISTED BUFFET

The proposed measure with the greatest impact is transformation into an assisted buffet, using anti-fog screens throughout the buffet, which comply with regulations current in terms of measures and situation, food will be served by the buffet staff preventing the customer from taking the food, with the exception of individual plated presentations and covered single-dose units that will be accessible by the client.

#### **a) Single-serve or covered single-dose (cold hot)**

The pods are already present in many buffets, especially for desserts, salads and others cold foods. We recommend the use of covered monodoze and the incorporation of hot foods to this presentation.

It will be necessary to develop cheaper materials and stronger than porcelain, mud and cast iron that they hold the heat to more than 80° to be able to serve hot food in individual dishes or monodoze.

**b) Enhancement of personalized show cooking**

We recommend enhancing the show cooking, applying it not only to the fish plates and meat, but also to finished pasta, paellas, kebabs, woks, etc., customizing for each client the cooking point, the rooms and the accompaniments, offering a better service and enhancing the customer experience.

**c) Queue line dividers** will be arranged around all bars (such as self service areas in airports) with information boards about minimum distance to keep, 1.5m, also indicating entry and exit.

**d) Entry**

Unlike a bacterium that can reproduce, the virus needs to transmit through a vector (in this case person to person), entering from the outside for contagion. Therefore, the experts agree that they must be extreme the measures taken at the entrance, such as:

- Communication to customers of hygiene measures through posters and screens
- Cleaning control with hydroalcoholic gels for hands and mobiles from customers, dispensed automatically without contact or by an employee.
- Possible use of arches with water mist sprayed with disinfectant

**e) Restaurant**

Inside the room, it is recommended: the use of air ozonators, following strictly the manufacturer's instructions (especially when there are people), disinfection and cleaning of self-service machines, daily inspection of dining room air conditioning filters (preferably HEPA filters to ensure air quality) and aerate the room after each service.

Seats on the restaurants will be reduced to grant 2 meters space between each table (no more than four clients in 10 square meters, tables with capacity over 6 people should be replaced for smaller ones), during high occupancy levels, both thematic restaurants will start operate when necessary in order to cover the demand during any of the main services (breakfast, lunch or dinner).

Queue line dividers will be arranged around all buffet & drinks area.

-Approximated amount of seats with new distribution:

Main restaurant: 150 – 200 inside, 80 – 100 terrace

Italian restaurant: 50 – 60 inside, 10 – 20 terrace

Mediterranean restaurant: 50 – 60 pax inside, 50 – 60 terrace

\*Shifts may apply according to the demand.

On the other hand, all dishes, cutlery and glassware must be washed and disinfected in the dishwasher, minimum 80 degrees, including those that have not been used, but have been in contact with customers' hands, or single use cutlery may be disposed in individual sealed packages for the guests which prefers this option.

Overall it is recommended the use of disposable tablecloths and single-use utensils (such as single-dose containers in disposable containers) or sterilized and stored with a hermetic bag.

Finally, commonly used machines such as coffee machines must be disinfected several times a day. Every table and chair may be disinfected after each use with sodium hypochlorite 200 ppm solution.

Extra information campaign will be performed in order to encourage guests to use trash bins for garbage or disposable items and sitting service in the restaurants will be developed.

### **CONTROL AND ESTABLISHMENT OF REQUIREMENTS FOR FOOD PROVIDERS**

Aligned with general standards there will be greater interest in ensuring compliance with health regulations in facilities, and changes will be requested in the packaging and transport systems for the adaptation to the new work systems detailed below:

#### **Improvements in merchandise reception flows:**

A "dirty area" will be set up to receive goods and it will be the only area to access for the provider. Before accessing this area, hand washing will be necessary, as well as the soles of shoes (using automatic brushes or carpets).

This access will be controlled by a person from the staff.

Depending on the type of merchandise, the following procedures will be followed:

- a) frozen and deep-frozen:** it will be the only type of merchandise that suppliers can enter the freezer directly, after sanitizing hands, soles and mobiles.
- b) preserves:** they will be deposited in the dirty area and the store responsible will unpack it, separating the cardboard and will pass the cans or cans through an ozonator or disinfect with a sodium hypochlorite solution at 200 ppm.
- c) fresh** (meat, fish and vegetables): assigned employees will change packaging, They will sanitize, label and store, carrying out an ozonation process in the cameras.

#### **PRODUCTION AND HANDLING** (Aligned with standards)

Stricter compliance with HACCP is envisaged, recommending the digitization of control and measurement systems, especially in relation to:

- traceability
- food reception
- defrost (time and camera)
- cold room handling (unlabeled and without drainer)
- production systems (use of the deep freezer blast chiller)
- crockery sanitizing systems
- wearing a hat
- use of uniforms and shoes only inside the hotel

## SECURITY

Security department will develop a leading role during the season, along with standard procedures there will be extra measures implemented, such as:

- All staff will be equipped with PPE (minimum mask and gloves).
- They will be in charge of the staff temperature checks upon arrival on the security post nearby the barrier, on a daily basis, and will keep a record, staff members with temperature will not be allowed to enter the premises. The respective department head should be notified about the situation.
- All visitors (not hotel guests): providers, external companies staff, authorities and others will be also screened in the barrier (all may be given a “visitor” badge).
- All check-in guests will be screened upon arrival on the lobby entrance, in case of temperature they will be escorted to the designated area for isolation, health authorities must be informed. Manager on-duty should be immediately informed.
- During big arrivals, no more than 3 reservations at a time will be allowed to enter the lobby, the rest will wait outside (arrivals from 01:00 to 07:00 will be allowed to enter the lobby and will be reminded to keep the preventive distance).
- There will be a staff member during 24hrs in the lobby entrance which will advise everyone entering to disinfect their hands.

## GAMES AREA GENERAL GUIDELINES

- a) Every guest before entering the game zone to use hand sanitizers located near the entrance.
- b) Guest to maintain the minimum required distance while waiting in line whenever they use the token machine or book a bowling game.
- c) Sanitize all guest touchpoints & items after each use or transaction.
- d) To disinfect all billiard cues, darts and table tennis racquets after each use.

### Bowling

- a) Workstation to be sanitized once per hour.
- b) No more than 2 lanes to be operating at a time.
- c) After every single game all the balls, tables and chairs to be sanitized.
- d) Bowling operator to complete a log in check list to track each lane's sanitization schedule.

### Arcade room

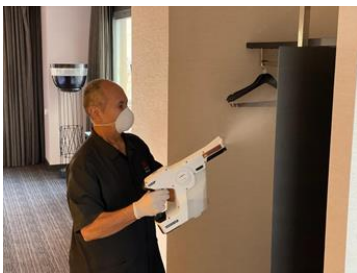
- a) Game machines (buttons, seats, glass surfaces, items for playing) and token machine to be sanitized once per 2 hours from 10 am - 18 pm and once per hour from 18 pm - 23 pm.
- b) Cleaning supervisors to complete a log in check list to track sanitization schedule.
- c) Tokens to be sanitized on a daily basis.
- d) Guests who are waiting to play a particular game machine to maintain the minimum required distance.

## TECHNOLOGY TO FIGHT THE SPREAD OF THE VIRUS

A new approach in which technology takes center stage, present in electrostatic sprays with hospital disinfectants for large surfaces to disinfect the entire hotel with the maximum guarantees. The hotel will also raise ultraviolet light technology to disinfect guest keys and employee shared devices.

When future guests visit our hotel, they will receive an additional boost in our cleaning protocol, specially designed to set even higher standards.

**In addition**, customers can choose to use their mobile phones to register at the hotel, access their rooms, make special requests and request room service, which will be specially packaged and delivered directly to the door of the room without physical contact.



## OUTSOURCED SERVICES

### LAUNDRY

Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70° - 90°C or more) with the usual detergents. Used items must be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.

### TAXI SERVICES

All drivers may use mask and gloves, all vehicle's' handles, knobs and surfaces susceptible to be touched may be disinfected after each service.





## **MAINTENANCE CONTRACTS & OTHERS**

All employees from external companies, providers, visitors, authorities and others will be screened (temperature check) and they'll be requested to disinfect their hands prior to enter the facilities and to use mask and gloves, they will be identified by a badge "visitor", all entries will be monitored from the security post at the entrance of the hotel.

## **BEST PRACTICES**

### **1. Wear Gloves Properly**

The improper use of gloves spreads dangerous bacteria. In addition, cleaning crews must wash their hands after removing gloves.

### **2. Focus on High-Touch Areas**

The hotel manager should direct staff to focus on the most-touched surfaces. These include beds, handrails, doorknobs, phones, and remote controls in guests' rooms. Since more people have touched these areas, there is a greater likelihood of dangerous bacteria.

### **3. Work from Clean to Dirty Areas**

One of the biggest mistakes in modern commercial cleaning is starting from the dirtiest places, usually the restroom, and moving to cleaner parts of the facility. There are so many chances to spread disease-causing soils from a bathroom or kitchen when mops and rags are part of the cleaning system.

### **4. Dispose of Contaminated Materials Safely**

Knowing how and where to dispose of soiled surfaces and solutions should be considered as important as the cleaning system. Whether you have soiled linens, dirty cleaning fluids, or others, make sure there is no chance for contamination during removal. No-touch cleaning makes disposal of dirty cleaning fluids easier than ever.

### **5. Minimize Chemical Content**

Abrasive chemicals can irritate guests' nasal passages and harm the skin of cleaning workers and hotel staff.

**6. Don't wear gloves when you use computers** and/or any gadgets that are shared all around. The gloves you might be using might have been through a lot and the least you want is to spread the bacteria to other hotel staff.