

## New Hygiene and Safety measures

### Welcome to Hotel Morabeza

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Dear Guests,

Given the coronavirus (COVID-19) pandemic, hotel Morabeza has been actively preparing for the post-covid period. The new policies adopted by the hotel comply with strict safety and hygiene standards. All protocols and procedures for cleaning and disinfection control are in accordance with the standards described by the World Health Organization (WHO) and local authorities for tourism enterprises.

All the hygiene and safety measures we implement have as main objective your protection and that of our employees.

In this document you can consult the main safety and hygiene measures and, if you wish any further information, do not hesitate to contact us.

### General Measures

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- Hand sanitiser dispensers available at main entrances of all common areas for Guests usage.
- We invite our guests to follow the recommendations that are visible in several places in the Hotel.
- Guests are reminded of social distancing to be kept through markings on floor at strategic locations.
- We recommend our guests to respect general hygiene etiquette, use face masks (available at our Reception) where social distancing cannot be adequately maintained and disinfect hands regularly.
- We increased the frequency of cleaning at all points of contact in all areas of the Hotel.
- We have a doctor available on-call.



### Our team

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- Our teams respect, among themselves, the rules of social distance and personal hygiene procedures.
- All employees measure body temperature daily, upon arrival at the Hotel.
- We conducted training on the new operational procedures for all teams before re-opening of the hotel.
- Our team respects the hand hygiene etiquette, washing them correctly and frequently.



### Transfer

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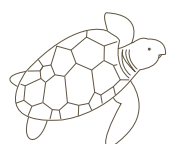
- Our transport services follow reinforced precautionary measures.
- The vehicle is cleaned and disinfected prior to each trip.
- Rules of social distance have to be respected and face masks worn.



### Reception

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- We make sure all keys are appropriately disinfected before handling them.
- You will be asked to keep a safe distance, both from the counter and from other guests.
- The reception desk is frequently disinfected.



## New Hygiene and Safety measures

### Check-in

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- Our porter will disinfect your luggage, and will take your bags to your bedroom door, respecting hygiene measures.
- Your body temperature will be measured.
- You will be asked to sign a term of responsibility in which you undertake to report possible symptoms.
- Whenever possible, we do not allocate consecutive rooms.



### Check-out

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- Your invoice can be sent by email if you wish. This way we also protect the environment.
- We encourage payment by card instead of cash.



### Room

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- Prior to arrival, your room has been deep cleaned and disinfected, following the standards recommended by the General Directorate of Health and the World Health Organization.
- Your room is cleaned daily, unless requested otherwise.
- We avoid handling your personal objects.
- All bedroom linen is washed at 60°C or more.
- We suggest you to give preference to natural ventilation instead of air conditioning.



### Restaurant and Bars

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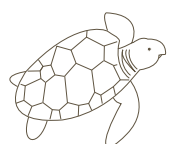
- Upon arrival, all customers will have to disinfect their hands.
- All employees wear a mask and disinfects hands frequently to ensure everyone's safety.
- We have adapted the layout to allow compliance with social distancing guidelines; seating arrangements have been redesigned to keep adequate space (1,5m) between tables.
- The bar counters are frequently disinfected.
- Tables and chairs sanitised after each usage.
- All our menus are available by reading a QR Code or presented on a chalkboard, so you do not have to handle them.
- Breakfast is served à la carte and our selection of breads, pastries, fruit juices, cereals will be presented on a trolley and served by our staff.
- For the buffet of our Cape Verdean night, you will not have to serve yourself, we will always have someone from our team to do it for you.
- The table set-up is only done after your arrival.
- All crockery and cutlery are washed at high temperatures.
- We follow all surface cleaning standards recommended by the General Directorate of Health and the World Health Organization.



### Kitchen

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- All our team members work with protective masks and gloves.
- Employees follow strict hygiene standards specific to working in the kitchen.
- We have increased the frequency with which we clean the kitchen and record it.
- We disinfect all foods that are not cooked before they are prepared.



## New Hygiene and Safety measures

### Pools & Beach

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- We have limited the occupation of the pools
- Our sunbeds are thoroughly cleaned and disinfected daily.
- Our sunbeds are generously spaced out to maintain social distancing.



### Sports & Leisures

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- We limited the occupation of the gym and the games room.
- We increased the frequency of cleaning.
- The gym and the games room are naturally ventilated.
- Guests are invited to wipe down equipment before and after use.
- For your safety, we increased the distance between the equipment's in the gym.
- Inside the gym, the use of a towel is mandatory.
- Certain activities such as volleyball, archery and dance classes have been suspended.



### Massage

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- The employees work with a protective mask
- Safety protocols are strictly followed to ensure maximum hygiene conditions inside the massage room.



We are certain that, with these adjustments, you will feel safe to be able to make the most of our hotel.

Your safety is our main concern!

