

- TOGETHER -  
*we care*



PORTOBAY HOTELS & RESORTS





## AN EQUITABLE HARMONY OF SECURITY & EXPERIENCE ...

It is the PortoBay Group's top priority to protect and ensure the safety and well-being of its guests, customers, and colleagues. And our high standards of hygiene and cleanliness throughout our hotels have been widely recognised by our guests. In 2019, the GRI (Global Reputation Index, Review Pro) for PortoBay Hotels & Resorts was 92%, a result of 12,843 reviews, and amongst the various criteria evaluated, Cleanliness and Hygiene scored the highest at 95%.

In view of the current COVID-19 pandemic and given the need for a rigorous response to the requirements and procedures of the current situation, an internal multi-disciplinary committee was created responsible for the implementation, certification, training, and auditing of the action plan considered essential for the reopening of each hotel. This plan is fully aligned with the recommendations of the WHO, and guidelines from both National and Regional health authorities. Moreover, our hotels have been accredited with Turismo de Portugal Clean & Safe certification.

Consequently we have created our "Together We Care" protocol – this is a representative adaptation of leading regional, national, and international health directives, and coincides with our ever present mission at PortoBay: to provide a memorable experience for each and all our guests. Whilst there is certainty that a number of these proceedings will become the new norm, we also hope and believe that in time some of these extraordinary measures will only be temporary.

This protocol has been developed in detail for procedures of both our Back of House and Front of House operations – below is a summary of the latter measures being implemented and are subject to both internal and external audit.







## RECEPTION



## HOTEL ENTRANCE

all hotels will have a control and disinfection procedure in place for both guests and luggage on arrival

## CLEANING REGIME

greater cleaning frequency of surfaces and guest supplies, as well as air conditioning units

## SOCIAL DISTANCING

countertop Plexiglass separators, stanchions for separation of check-in and check-out queues, floor markers to promote social distance and spacing

## EXPRESS CHECK-OUT

billing by email and a preference for contactless payments

## EXPRESS CHECK-IN

both pre-check-in and online check-in are available via the website or mobile devices

## COVID-19 KIT

hand sanitiser, paper towels, masks and thermometers will all be available

## CUSTOMER SERVICE

information is digitally available and through our Messenger service

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## ROOMS



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## CLEANING REGIME

reinforcement of daily cleaning  
and disinfection measures,  
as well as deep cleaning  
and disinfection  
between guest stays

## COVID-19 KIT

free kit with mask  
and hand sanitiser

## CUSTOMER SERVICE

majority of in-room materials  
and hotel information have been  
converted to a digital form  
and further assistance  
is available via messenger

## SIMPLIFIED

both turndown and minibar services  
are only available upon request

## LINENS

bed linens and towels  
are washed at 60°C  
and using anti-virus products,  
and sofas, curtains, and cushions  
are regularly disinfected

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### CLEANING REGIME

greater cleaning frequency  
of surfaces and guest supplies,  
as well as air conditioning units

### CAPACITY MANAGEMENT

common spaces limited  
to 1 person per 4 m<sup>2</sup> in order  
to maintain social distancing

### COVID-19 KIT

hand sanitiser is available  
in all common areas, bathrooms,  
and lift entrances

### ELEVATORS

occupancy limited to 60% capacity,  
greater frequency of cleaning  
and disinfection

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## RESTAURANTS &amp; BARS



## REDUCED CAPACITY

minimum spacing of  
2 metres between tables

## LAYOUT

priority given to use  
of outdoor areas

## TABLE CAPACITIES

maximum of 4 persons per table,  
exceptions made for families

## OPERATION

extended operating hours and  
reservations required. Dining turns  
may be introduced if necessary

## COVID-19 KIT

hand sanitiser and paper towels  
available entrances and bathrooms

## DIGITAL MENUS

easily accessible via smartphone,  
single use menus also available

## GREATER TRANSPARENCY

tables setup after guest arrives,  
cleaning of table and chairs once  
guest has left

## ROOM SERVICE

service charge  
temporarily removed

## CLEANING &amp; FOOD SAFETY

compliant with HACCP protocols

## SET MENU &amp; À LA CARTE

preferred service styles  
through our hotels

## BUFFETS

if required, we will follow  
a disinfection protocol,  
staff will supervise the use of the  
buffet and ensure guest spacing,  
removal of shared serving utensils  
and greater emphasis  
on pre-portioned food as well  
as “grab and go” options

## BILLING

new procedure for in-house guests  
and contactless payment preferred

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PORTOBAY HOTELS & RESORTS





**REDUCED  
POOL OCCUPANCY**  
occupancy limited to 50%

**SUN LOUNGERS**  
2-metre spacing between loungers,  
and cleaning between guests use

**REORGANISATION OF GYMS**  
2-metre spacing between all  
equipment and machines

**SPA SERVICES**  
SPA, sauna, jacuzzi and Turkish bath  
services await government  
regulation

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**CLEANING & DISINFECTION**  
in accordance  
with international protocols







GUESTS

*in-house  
guests**> colleagues*

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### MASKS

masks are obliged throughout  
the common areas of the hotel

### “TOGETHER WE CARE”

material relating to our  
“Together We Care” protocol  
available before and during stay

### SOCIAL DISTANCING

compliance with social distancing  
recommendations

### HAND HYGIENE

wash your hands well and often

### ACTIVELY IMPROVING

please fill out our hygiene  
and safety questionnaires  
about your experience at our hotels

### PPE

personal protective equipment  
as suitable for each department  
or function

### “TOGETHER WE CARE”

training and simulations  
as well as continual updating  
of procedures

### SOCIAL DISTANCING

compliance with social distancing  
recommendations

### HAND HYGIENE

hands washed well and often

### HEALTH AWARE

daily temperature control  
and colleagues must notify  
if any symptoms appear

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A photograph of a tropical garden at dusk. A wooden boardwalk path, illuminated by warm lights along its edges, leads towards a small pavilion with a thatched roof. The pavilion is surrounded by lush greenery, including large tropical leaves and flowering bushes. The sky is a deep blue, and the overall atmosphere is serene and inviting.

# - THANK YOU -

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