

# Sublime

C O M P O R T A

## Sublime Comporta Country Retreat & Spa COVID-19: Contingency Plan

At Sublime Comporta Country Retreat & Spa we are committed to providing the best support and service to our valued guests.

In view of the period we are going through, and with the aim of minimizing potential risks associated with the new COVID – 19, Sublime Comporta Country Retreat & Spa has implemented a Contingency Plan that will allow the Hotel to continue operating and provide you with the high level service we are accustomed to.

### Individual protection plan:

- We do not encourage physical contact when greeting guests and fellow colleagues;
- We recommend disinfection with an alcohol based solution on a regular basis;
- Distance of 1 meter for all people and 4 meters for patients or suspects;
- Avoid the gathering of people;
- If you have a fever, cough or difficulty breathing, you should contact the hotel reception for the necessary support from the national health authority;
- If you are sick, please wear a mask to avoid contaminating others and please contact the hotel reception for the assistance of the national health authority;
- In the event that you need to contact with someone who is sick, please use a face mask;

### Cleaning and sanitizing public areas and accommodation:

- Dispensers with antiseptic solution are available in all areas of the property;
- WC's are prepared with disposable paper towels in dispensers;
- The cleaning and disinfection of contact surfaces in public areas is carried out with a solution of sodium hypochlorite in a concentration of at least 5% free chlorine, and alcohol at 70°, for metallic surfaces;
- The Accommodation Units are completely disinfected with recommended antiseptic products;
- The aeration of the unit is guaranteed by a daily plan for areas, guaranteeing the renewal of the air at least three times a day.
- A location for the isolation of suspected or confirmed cases is defined:
  - o In the case of our guests, this will be his\her own room;
  - o In the case of an employee a pre-designated room will be applied.

### Restaurant:

- In food and beverage services, we guarantee that all items of shared buffet service (service cutlery, juice dispensers, bread knife, etc.) are replaced by individual cutlery;
- Sitting in restaurants will have distance suggested by the national health authority (DGS), which will reduce 35% of our seating capacity. We reinforce the need for pre-booking.

### Spa:

- As this is a high-risk facility at this time of the pandemic, Spa services (body treatments, sauna, Turkish bath and indoor pool) will be closed until an undetermined date, alternatively yoga, Pilates and other classes will be available with pre-booking.

The control and surveillance of your and our health is a priority for us. We count on your support and understanding so that together we can minimize the discomfort caused by this situation that affects everyone.

We wish you a wonderful stay at Sublime Comporta Country Retreat & Spa. Thank you.

The Sublime Comporta Management