

BE SAFE
BE POSITIVE
BE INSPIRED

HYGIENE AND SAFETY COMMITMENT - PESTANA HOTEL GROUP

PESTANA HOTEL GROUP COMMITMENT

Dear Guest,

Following the worldwide spread of COVID-19, Pestana Hotel Group has reviewed its policies, services and procedures in order to maintain its commitment to the health and safety of its guests and teams. Pestana Hotel Group will ensure that the rules issued by each country's sanitary authorities will be continuously in place in all its hotels, namely:

- All **staff members** are provided with **specific personal protective equipment** (PPE) allowing them to safely perform their tasks.
- **Hotels' occupancies, seating capacities, cleaning and disinfecting frequency have been adapted** according to current guidelines. **Dedicated signage has been put in place to ensure appropriate social distancing** in high frequency public areas: lobbies, hallways, elevators, swimming pools, terraces, restrooms among other.
- **Dispensers with hand sanitizer** have been placed by the entrances and all high-touch points of the hotels.
- **Guests must wear a face mask in all indoor common areas. Face covers are not mandatory in outdoor areas or in bars and restaurants**, provided that social distancing is observed.
- In each hotel there is a **Health & Safety Ambassador** who assists guests and staff, while ensuring compliance with the cleaning and disinfection protocols.
- **All Pestana Group hotels in Portugal are accredited by the National Tourism Board with their official Clean & Safe seal.**





BEFORE ARRIVING AT PESTANA GROUP HOTELS

Before each stay, guests will receive an email from Pestana Hotel Group with the main health and safety measures put in place in the context of the COVID-19 pandemic.

For further information, guests are advised to visit our communication channels: pestanagroup.com, pestana.com and the Pestana App.



ONLINE CHECK-IN (IF APPLICABLE)

- We recommend **guests register their data in advance on pestana.com or through the Pestana App as part of the online check-in process**, thus avoiding prolonged unnecessary contact at the lobby and front desk areas.

DURING YOUR STAY AT THE PESTANA HOTEL GROUP



RECEPTION

- We recommend using **credit/debit cards or other electronic paying methods** for all in-house consumptions, as this will also simplify the “**Express Check-out**” process.
- **We have modified the check-in and check-out times, to 4PM and 11AM respectively**, allowing for the new heightened cleaning and disinfection procedures.
- **All room keys will be disinfected, as well as guest’s luggage** carried to the rooms by our hotel’s staff.



GUEST ROOMS

- **Stationary and other items in the guest rooms have been reduced to a minimum**, avoiding multiple handling.
- Guests will be informed of **rooms’ housekeeping protocols on arrival**. Service

frequency may be reduced upon request.

- A **personal protection kit**, with a face mask, disposable gloves and hand sanitizer, will be available in the guest room upon arrival.
- Pestana App's features have been extended. For instance, **guests may now order Room Service or ask for assistance through their smart phone and it also enables access to a wide range of press titles**, in partnership with Press Reader.



BARS AND RESTAURANTS

- Service procedures have been reviewed as **to limit self-service buffets** and offer alternative formats depending on the hotel, such as **grab & go, take-out, à la carte and serviced food stations**.
- **Table booking is now mandatory**, allowing to comply with current capacity restrictions. **Reservations may be made through the Pestana App**.
- **Restaurant and bar menus are available on the Pestana App and on dedicated screens**. Single-use paper menus are available as needed.



BEACHES, SWIMMING POOLS AND OTHER ACTIVITIES

- **Outdoor pools remain open with restrictions**, following health and safety measures issued by local authorities.
- **At our beach resorts, guests may book a sunbed on the hotel's beach concession area**. In order to secure its availability, **guests are required to book and pay in advance** (subject to capacity).
- **Playgrounds, kid's clubs, gyms, spas and indoor pools may not be working**.
- We are reviewing all activities as to comply with the **maximum capacity of each area**. **Whenever possible**, activities will be held outdoors and avoiding shared equipment.
- **All equipment will be disinfected following each use**.