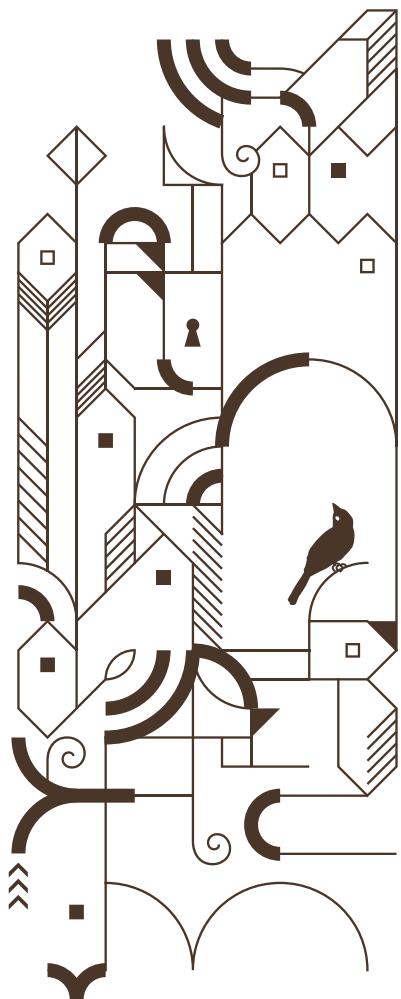


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LISBOA



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## INTRODUCTION

In the current pandemic, Bairro Alto Hotel in close collaboration with the Portuguese tourism board (Turismo de Portugal) and health authorities has adopted preventive measures to safeguard the health, hygiene and safety conditions of its employees and guests.

Our principal concern is to ensure everyone's safety and to provide the finest and most memorable experiences so that we can guarantee you will always wish to return.

Welcome to Bairro Alto Hotel.





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## COMMUNICATIONS/INFORMATION

All communications and information relating to the current pandemic are constantly updated. This is supervised by a working group specifically created for the purpose which provides employees and guests with all the support necessary.

A document can be consulted at the Bairro Alto Hotel Reception and BAHR with complete information on the Internal Protocol and Contingency Plan.

## OUR TEAMS

Our employees' temperature and other symptoms are monitored daily.

They receive certified training on prevention and safety procedures from an outside company specialised in food hygiene and safety to ensure guests and clients are provided with a first-class service that conveys confidence and safety.

Our teams are carefully managed with particular focus on social distancing and conduct and all of the guidelines provided by the health authorities.



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## OUR GUESTS AND CLIENTS

Our aim is to provide all of our guests and clients with the finest service in safe and hygienic conditions.

Among the huge range of procedures implemented, the following are highlighted:

- Installation of a disinfectant mat at the entrance;
- Disinfecting of luggage at the guest's request;
- Online pre-check-in and check-out;
- Provision of a Safety Kit for guests;
- UV disinfection of room keys;
- Ozone disinfection of rooms.

At Reception or other frequently visited areas, namely the rooms and restaurant areas, you will find useful information about the services provided and how to make reservations. This is to ensure that the high standards our guests demand can be maintained.

## SOCIAL DISTANCING

As clearly set out in our Internal Protocol, the use of protective masks is obligatory in Bairro Alto Hotel in compliance with health authority guidelines.

Clients are encouraged to comply with the instructions conveyed by our employees with regard to the number of people using a lift at the same time, restaurant protocol and congregating in the hotel's public areas.



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### PROTECTIVE EQUIPMENT

All of Bairro Alto Hotel's employees have access to suitable personal protection equipment for the specific needs and demands of their duties.

If needed, basic protection equipment can be provided to guests at Reception.

All of the areas where employees and/or guests should quarantine if required are duly prepared and equipped.

### CLEANING AND DISINFECTION

The measures to be taken in this area are set out in specific instructions and appropriate information in the hygiene plans adapted for each service and the common areas.

These measures aim to safeguard the safety and hygiene of all Bairro Alto Hotel guests and visitors and include details on personal hygiene, care with clothes and bed linen, choice of the best products and equipment, and the adequate and obligatory treatment of waste.

### ISOLATION AREA

Following on from the preventive measures adopted by Bairro Alto Hotel for the pandemic set out in the Contingency Plan, 2 areas have been set aside for hotel employees and guests should they need to enter quarantine.

These areas are equipped with all of the essentials required to ensure the well-being of those in self-isolation.





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## A WORD OF THANKS

Despite the restrictions imposed by the worldwide pandemic, Bairro Alto Hotel ensures its employees, guests and clients that it will do everything in its power to maintain or improve the quality and excellence of its service without affecting its efforts at prevention and while guaranteeing all hygiene and safety conditions.

We would like to thank you all for your continued support and trust.

The Board of Directors

The General Manager





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