



GUESTS PROTOCOL

COVID-19



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Content

1. Scope

This document was prepared to communicate, in a simple and clear way, the protocol of services and operational organization of My Angra Charming House, focusing on the safety and well-being of our employees and guests. Due to the need to adapt to the new scenario created with the COVID-19 pandemic, we have used all DGS/ DRS¹ directives and specific regulations that have emerged.

My Angra Charming House has always had as main objectives the safety and comfort of those who visit us and, as such, we prepare our employees and facilities to receive you in the best way.

2. Information

Client Protocol

This document is intended to inform our guests about the actions implemented to comply with the guest house's operational adaptation needs to the current situation of COVID-19, following the directives of the DGS / DRS and the specific regulations that may, however, arise.

In addition to the care that already exists in our establishment, we share the reinforcing methods of cleaning and hygiene, the management of social distancing in common spaces and the implementation of the use of personal protective equipment by our employees.

We ensure that there is a solid base of preparation for our guest house to create an environment of comfort and safety for everyone who is with us.

Contingency plan

Bearing in mind the threat that COVID-19 represents, My Angra Charming House has implemented a contingency plan, which aims to establish rules, action, and control measures, as well as the procedures to be used when identifying suspected and/or confirmed cases.

This plan aims to ensure the normal functioning of its operational structure in an epidemiological emergency, ensuring comfort, safety and well-being for guests, and is an information, guidance and work tool for our employees.

This contingency plan was developed based on the guidelines of the General Health Directorate (DGS / DRS).

Clean & Safe Azores Seal

The Government of the Azores launched the *Clean & Safe Açores* seal for companies in the tourism sector, and our guest house, to see its effort in complying with the recommendations of DGS and DRS to avoid contamination



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of spaces with the new coronavirus, following the necessary application criteria.

To ensure that all requirements are known, the Regional Directorate for Tourism has provided a training program and a *Good Practices Guide* to raise awareness among tourist companies about the minimum procedures for cleaning, hygiene and COVID infection prevention and control measures. In this way, it is intended, with rigor, to ensure a safe destination with coordinated action by all companies in the sector.

3. Security

Prevention Measures

It is essential to adopt preventive measures against COVID-19 in all locations to guarantee the health, safety, and well-being of all. As such, we ask for everyone's understanding and collaboration in complying with the measures presented in this document.

It is mandatory to wear a mask at the reception and in the common areas of the guest house. This rule applies to all people inside My Angra Charming House, both guests and employees. We also have this material and other personal protection for purchase.

Customers are advised to allow the monitoring of symptoms of COVID-19 by measuring the temperature ($\geq 37.5^{\circ}\text{C}$) for their protection and that of others, in case of developing symptoms, with an infrared thermometer. In the event of high temperature or respiratory symptoms (worsening of the usual cough and dyspnoea / breathing difficulty), the customer should go to the room, and must follow the guidelines of the guest house staff, according to with the procedures established in the contingency plan.

Only in the case of COVID-19 temperatures or symptoms, a customer registration is made, given the need for tracking. These measures will be strictly confined for the purpose indicated here, ensuring the highest levels of privacy and data protection for our guests.

It is recommended to keep the social distance of 2 meters, including outdoor areas such as the garden.

Guests should also wash their hands properly as frequently as possible, with soap and water (lasting at least 20 seconds), or to use an alcohol-based antiseptic solution, with 70% alcohol, at the entrance/exit of the guest house and other common areas.

Prevention and Guidance Team

We have a team ready to provide guests with information about the measures and procedures to apply at the guest house for the prevention of COVID-19 infection, and to ensure that the measures are in accordance with the guidelines of the DGS / DRS. This team is duly prepared to guide the client, in case of a suspected or confirmed case of COVID-19.

Isolation

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Customers who develop a new or worsening cough in the usual pattern; fever (body temperature $\geq 38.0^{\circ}\text{C}$) with no other attributable cause; dyspnoea/breathing difficulty with no other attributable cause; headache again or worsening of the usual pattern; rhinorrhoea (excessive runny nose) with no other attributable cause; anosmia (loss of smell) of sudden onset; and/or dysgeusia (taste changes) or sudden-onset ageusia are considered suspected cases of COVID-19. In this case, the customer must contact one of our employees, to be directed to the room, and must contact the Azores Health Line ([Linha Saúde Açores - 808 24 60 24](tel:808246024)) for assistance and specialized information.

Cleaning and sanitizing

One of the means of transmission of the infection considered more frequent by the WHO is the contact with objects and common surfaces that are contaminated, being later transported by the hands to the mouth, nose, or eyes.

Reception area, kitchen, dining room, living room and library, with items such as counters, desks, telephones, keyboards, payment terminals, light switches, door handles, telephones, side tables, among others, will be sanitized several times a day and more regularly when justified.

Floors in general and in all and common / shared areas have a hygiene plan several times a day and whenever necessary.

About common/shared bathrooms, they have a cleaning and sanitizing action twice a day or more frequently whenever justified.

To avoid contact between customers and employees and to reduce the exposure of employees to the risk of contracting the COVID-19 virus, guests can choose not to have daily cleaning in the room, if they communicate it to our staff. In that case, if guests need a daily change of towels or additional bedding, they must ask the staff.

If guests stay for more than 3 nights, bed linen and towels will be changed.

Room or bed cleaning is always done when guests are not in the room.

Ventilation

We ensure adequate natural ventilation in all common spaces, such as the dining room, living room and library.

The room has a minimum period of 2 hours of ventilation after guests leave, to ensure good air quality for those who will clean and sanitize the room.

Personal protective equipment

We ensure that our employees have the appropriate personal protective equipment according to the task they perform.

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In addition to the alcohol-based antiseptic solution dispensers that we will have distributed throughout our guest house, for use by all people inside the building, we also have the availability for the customer, the purchase of individual protection kits with gloves, mask, and disinfectant gel.

4. Check-in and Check-out

Due to the current situation created by the Covid-19 pandemic, some procedures have changed to avoid as much contact as possible between our employees and those who visit My Angra, for the safety of everyone.

You will be asked for all registration information to check in prior to guests arrival, to prevent our team from handling your documents and not exposing you too long at our reception.

Payment, if you did not make it when making your reservation, will be made with total security at our reception, and preference should be given to electronic payments.

The visit to the house at check-in will be done with due distance.

We do not have a luggage transfer service to the rooms, and we advise that it be handled by the guests themselves. However, when luggage is difficult to carry, we will be happy to assist you in taking the suitcase to your room, disinfecting hands before and after touching your luggage.

Upon check-out, you will be privileged with a quick service, where you will only need to hand over the access card and pay your bill if you have consumed something from our bar.

5. Library, Living Room, Dining Room, and Kitchen

All these spaces are designed for the safety of everyone who wants to enjoy their facilities. To this end, preventive measures have been taken to make our guests feel safer and more effective cleaning and sanitation. The decoration of the entire guest house is reduced and the necessary switches for a good lighting of the space are signposted, to avoid contact on unnecessary surfaces.

Library

We removed most of the magazines and books from our library to avoid handling them and to facilitate the cleaning of the space. We also remove decorative pieces, such as pillows, for greater safety of everyone.

The computer will continue to be freely accessible and will be cleaned several times a day, as will armchairs.

Living room

Our living room will remain at your disposal to relax and watch TV. Decorative pieces and the controls of the electrical appliances were covered with cling film for easier and more effective disinfection.

Meal room

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We reduced the capacity of our dining room and favoured the separation of tables. This division also suffered a reduction in its decoration to avoid more surfaces of possible contact.

Kitchen

Since My Angra Charming House is an accommodation that favors the feeling of being at home, it is possible for our guests to prepare their meals in our kitchen. To ensure safety and hygiene conditions for our guests, we reinforce the cleaning of the kitchen daily and place separate dishes for each room properly disinfected.

After using the crockery and kitchen utensils, we ask that the crockery be placed in the washing machine.

Also, in this division were removed utensils and decoration.

6. Breakfast

Breakfast had to undergo minor changes for everyone's safety.

For the “self-service buffet” breakfast to be possible in complete safety, guests will have to disinfect their hands and put on gloves before serving. This process must be repeated if the guests want to serve again.

Breakfast time should also be booked with our staff to better take advantage of the breakfast service and to ensure compliance with the maximum capacity allowed in the dining room.

The table will be assembled with disposable tableware and cutlery in individual disposable packs for more effective table cleaning at the end of your meal.

7. Bar

We will continue to have our honesty bar at your disposal with various products, such as water, soft drinks, espresso, and ice cream. We ask our guests to properly disinfect their hands before serving and write down what they have consumed on the honesty bar sheet.

Payment can be made at the time of product purchase or at check-out, giving preference to electronic payment.

8. Cleanliness of Rooms and Laundry

Room Cleanliness

The cleanliness of the rooms is one of the most important elements for us.

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The cleaning team will use all the correct personal protective equipment, support material and selected products, according to the guest house hygiene plan.

Cleaning will be carried out according to the *Clean & Safe Azores* training standards and *Good Practices Guide*, following all safety standards.

Laundry

We will continue with our laundry service.

If you want to wash your garments, you should go to one of our employees and request the service.

To avoid maximum contact with your goods, the guest will have to put their own clothes inside the machine. The rest of the process will be done by our team, in complete safety.

Whenever the clothes are handled by our employees, they must use the necessary protective equipment, including the mask and hand disinfection before removing the clothes from the machine.

9. Rooms

The decoration of these rooms is now simpler and minimalist. Decorative pillows and blankets were removed for greater safety for those who stay overnight in our rooms.

For the private rooms that share a bathroom, this one will be cleaned at least twice a day or whenever necessary.

Shared Sanitary Facilities

In these facilities there will be a drawer for each bed or room where the guests will find toilet paper for individual use.

Hair dryers will be made available to guests. As a matter of hygiene control, they will have to be requested from the staff and delivered to them after use.

Next to each toilet there will be a disinfectant spray so that guests can sanitize it, before and after its use.

10. Team

Our team is prepared to help you with everything you need during your stay, to provide you with the best experience. Feel safe with us.

Welcome to My Angra Charming House!