



EPIC SANA COVID-19 POLICY

On behalf of the Management of EPIC SANA Algarve, we would like to inform you that the reopening related to the current COVID-19 pandemic situation, will strictly follow the government guidelines and recommendations, always with SANA commitment that we will do our utmost for our guests, partners and employees to feel safe in our Hotel.

We reiterate the fact that we will always welcome our customers, with the highest standards of service in each department of our Hotel, ensuring a safe experience and “Beyond your expectations”.

Nevertheless, these measures will be flexible and could be readjusted accordingly to the Portuguese Authorities recommendations.

SOME MEASURES THAT WE ARE IMPLEMENTING

GENERAL MEASURES:

- A SARS-COV-2 (COVID-19) Infection Contingency Plan was created
- The implemented circulation and access to the Hotel promote good practices- Distance of 2 meters
- Individual protection measures will be available to guests and employees
- Hygiene and Disinfection routines of venues and equipment, especially for lifts and common areas
- Alcohol-Gel Dispensers in the entire Hotel, Outlets and Room Floors
- Temperature Check to guests, employees and partners at the Hotel entrance

FRONT-OFFICE AND ACCOMODATION

- Baggage carts will be disinfected before and after services, we will separate baggage upon arrival and departure
- Rooms will be cleaned and disinfected and re-occupied with 24 hours of quarantine, for this effect we will have a Safe&Clean SANA stamp to ensure that no one has access until the guests entrance
- The cleaning room frequency during the stay will be at the discretion of the customer who must inform our reception team upon the check-in if they would like to have a Turn-down service.
- We implemented a properly and structured Clothes circuit (Clean and Dirty) without intersections to guarantee safety to all clothes in our laundry

FOOD AND BEVERAGE

In order to establish safe distancing, our restaurants and bars have been organized and set up with our guests and team members' wellbeing in mind. We will guarantee a 2-meter distancing between tables and each table will have no more than 4 people dining at once with exception to family's with more than 2 children. Family's larger than 6 people with 4 or more adults should be sat at two tables.

Our restaurants will operate by reservation for all meal periods in order to guarantee smaller influxes of guests in our spaces. Guests will be asked to choose their desired breakfast reservation time during check in. This allotted time may change and it's always subject to availability.

- **Breakfast:** Breakfast will be served combining a la carte service and assisted buffet. Continental breakfast items will be ordered a la carte and other items will be displayed on a buffet, although served by a team member and packaged accordingly. Breakfast can also be served in the room, if preferred.
- **Lunch:** Lunch service will be served a la carte in one of our 3 outdoor terraces or near the main swimming pool area – Open Deck Restaurant. With this, our guests will have not only a comfortable distance but also the opportunity to enjoy their meals in open air areas.
- **Brunch and Half-Board Dinner:** Brunch and Half-Board Dinner will be served combining a la carte service and assisted buffet, with a stations concept, served by staff members. Themed menus will be available daily.
- **Bar:** All bar service will be a la carte (no service or seating on the bar counter available). Bluum Bar, the main bar, still the ideal spot for a pre-dinner drink or an after dinner night cap. On some summer nights, live music can also be enjoyed around the pool area, with Open Deck open for bar service.
- **Menus:** All menus shall be made available digitally, easily accessible using a smart phone. A paper format will also be available and discarded after each use. In swimming pool areas, paper menus will be laminated and disinfected after each use.

MINIBAR

- All minibar items shall be added to guests' rooms on request by telephone or digital order. Every item will be disinfected beforehand.

SAYANNA WELLNESS SPA, INDOOR POOL & GYM

At Sayanna Wellness at EPIC SANA Algarve, we have prepared all our services in accordance with hygiene and safety guidelines to ensure that you enjoy a peaceful and safe experience, above your expectations.

- Opening and closing hours shall be adjusted, with all SPA and GYM facilities operating only with reservation, in order to keep social distancing and reduce the number of guests in these spaces at one time. Reservations will have a maximum time limit associated so that all guests can use equipment accordingly.
- The SPA customer will be requested to arrive in the SPA area, already properly dressed in order to enjoy all the facilities. The access to all facilities must be with a magnetic key collected at the SPA reception.
- The access and movement in the indoor pools will be limited. We will also readjust the maximum capacity in the pools areas in order to comply the recommended social distance. The admission in these areas will only be allowed with appropriate equipment: swimsuit and slippers.
- Access to the following facilities: SAUNA AND STEAM BATH is unavailable until we have more information related to the resistance of SARS-CoV-2 virus in this environments and temperatures.

GYM

- The opening of the gym is subject to the regulation by the Portuguese government
- Guests have to book the access to activities and gym one day in advance, at the SPA Reception.
- Maximum capacity in the Exercise Room: 8 people, simultaneously
- GYM will no longer be accessible 24h daily and all access will be granted by the SPA reception by reservation only. Each reservation will be valid for 45min in a row, with 15 minute breaks in between guests, so that disinfection of equipment and overall area can be made by team members.
- Opening hours will be from 10am to 8pm
- All cardio equipment will be distanced 2 meters apart.
- All fitness programs and EPIC Vital classes will operate with reservation only and an appropriate area shall be created for classes. Outdoor areas within our resort can be used keeping 2 meter social distancing in mind.
- Whenever possible, EPIC VITAL classes will take place outside, in the gardens. Meeting point will be at the Congress Center.

- Guests must arrive at the gym at the exact booked time and already prepared with sports equipment, including shoes.
- Guests must bring their own mask to access the space. The mask won't be necessary during sports.
- **Indoor Pool Area:**
Swimming Pool: Maximum capacity in the water, simultaneously - 12 people
Temporarily limited time for use – maximum 90 minutes in a row, per person
- **SPA treatments**
Opening hours from 10 am to 8 pm;

All SPA services will only be available if booked in advance. Guests must show up for the treatment only 5 minutes in advance, using their own mask and wearing the bathrobe and slippers available in the bedroom.,
- Treatments will require protective equipment such as:
 - SPA Therapists:
 - Face Screen – for facial treatments
 - Masks
 - Gloves – for facial treatments, exfoliations and other
 - Protective uniform
 - Guests:
 - Facial Mask – for any aesthetic treatments.
- We recommend that all guests take a shower before their treatments.
- Therapists shall wash their hands before and after treatments, using clinic tested antiseptic soap and have been trained in the correct procedure to wash their hands. In treatments involving feet, an antimicrobial solution shall be applied.

OUTDOOR SWIMMING POOLS

Outdoor swimming pool areas shall have a maximum limit of guests at each time and opening and closing times will be changed to better suit this capacity. We will also:

- Readjust the maximum capacity of guests at one given time in swimming pool areas so that the recommended social distance of 2 meters is preserved in between sunbeds.
- Up to 4 sunbeds can be placed together by guests, if and only the 4 sunbeds belong to the same family or if those 4 people are sharing the same room or apartment.
- Maximum capacity per swimming pool and swimming pool area (deck):
 - Adults Pool Area:**
Swimming Pool: Maximum capacity in the water, simultaneously - 10 people.
Sunbeds Area: Maximum capacity on the Deck - 28 people
 - Open Deck Main Pool Area:**
Swimming Pool: Maximum capacity in the water, simultaneously - 25 people
Sunbeds Area: Maximum capacity on the Deck - 50 people
 - Open Deck Children Pool Area:**
Swimming Pool: Maximum capacity in the water, simultaneously - 4 children
Sunbeds Area: Maximum capacity on the Deck - 18 adults
 - Residence Pool Area:**
Swimming Pool: Maximum capacity in the water, simultaneously - 15 people
Sunbeds Area: Maximum capacity on the Deck - 22 people
 - Residence Children Pool Area:**
Swimming Pool: Maximum capacity in the water, simultaneously - 4 children
Sunbeds Area: Maximum capacity on the Deck - 8 adults
- Team members shall supervise the swimming pool area to ensure correct usage and acceptance of social distancing regulations.
- The swimming pool areas shall be organized so that guests have just ONE ENTRANCE and ONE EXIT, limiting the capacity of the area and assuring that a closed circuit is established. Each guest will be checked in into this area, one by one, and accompanied to their sunbeds.
- When exiting the swimming pool area, each guest will deposit their towels individually and their sunbed shall be disinfected and prepared for the next guest according to the recommendations from health organizations.
- All sunbeds will be placed in pairs and each pair distanced at least 2 meters apart from each other. Swimming pool distancing will be monitored by a supervisor as will the admittance to the swimming pool. All swimming pool attendants will be equipped with face mask and gloves. As other team members, swimming pool attendants will be trained regarding disinfection and sanitization of hands and sunbed surfaces.
- Reserving sunbeds in the morning or any other time of day is not permitted. A sunbed left without use after 30min will be disinfected and given to another guest by pool attendants.
- Water quality control and regular supervision shall be assured by the hotel every 4 hours.

KIDS CLUB AND PLAYGROUND

The Kids Club service will also have new rules, ensuring:

- Opening hours review in order to ensure a lower flow of children at same space and a highest control
- Maximum capacity readjust to comply with the recommended social distance rules, except for children from the same family
- Kids Club will close for 2 hours during the day for additional cleaning and disinfection
- Our team members will only accept children with registration form completed and signed by the parents. In this form they need to confirm that children don't have any of the COVID-19 symptoms and that they can be in contact with another children.
- The Kids Club staff will supervise and notify the parents of any symptoms of illness, for that it's mandatory to have a telephone contact available.
- Temperature measure will be mandatory at the Kids Club entrance
- The occupancy limit of this area will be previously informed and we will work only under reservation.

OUR KIDS CLUB WILL ALSO PRIVILEGE:

- Activities that can ensure a better social distance between staff and children and children with other children
- Activities that can be carried out with the social distance
- Work stations with a distance of 2 meters between them (e.g.- painting station)
- At Kids Club we will also adopt individual protection measures. Face masks for children and entertainers will be mandatory
- Workshops for children (e.g.- Pizza and chocolate) will have own rules for social distance, like good breathing behaviour and correct hand washing
- For the Playground we will also review the opening hours in order to restrict the number of children at the same time. Children will only be allowed at the Playground when supervised by their parents, for an efficient control of the recommended distance.
- The Playground will close for 4 periods during the day for cleaning and disinfection of the entire equipment