



PALÁCIO ESTORIL  
WELLNESS CENTRE

**Contingency Plan**  
*COVID-19*

June 2020

Healing  Holidays

## Index

<b>1. Context.....</b>	<b>1</b>
<b>2. Applicability.....</b>	<b>2</b>
<b>3. Banyan Tree Spa Estoril .....</b>	<b>3</b>
<b>3.1. Reception.....</b>	<b>3</b>
3.1.1. Preventive measures.....	3
<b>3.2. Treatments.....</b>	<b>6</b>
3.2.1. Preventive measures.....	6
<b>3.3. Dynamic Pool.....</b>	<b>7</b>
3.3.1. Preventive measures.....	7
<b>4. Estoril Wellness Center.....</b>	<b>8</b>
<b>4.1. Reception.....</b>	<b>8</b>
4.1.1. Preventive measures.....	8
<b>4.2. Health &amp; Leisure .....</b>	<b>10</b>
4.2.1. Preventive measures.....	10
<b>4.3. Aesthetics.....</b>	<b>11</b>
4.3.1. Preventive measures.....	11
<b>5. Estoril Wellness Center - Fitness.....</b>	<b>12</b>
<b>5.1. Gym .....</b>	<b>12</b>
5.1.1. Preventive measures.....	12
5.1.2. Gym capacity forecast .....	13
<b>5.2. Fitness Group classes.....</b>	<b>14</b>
5.2.1. Preventive measures.....	14
5.2.2. Studios capacity.....	155
<b>5.3. Private Pilates Sessions .....</b>	<b>16</b>
5.3.1. Preventive measures.....	16
<b>6. Membership conditions .....</b>	<b>17</b>

## 1. Context

The COVID-19 contingency plan is justified by the extraordinary situation caused by the COVID-19 pandemic, which resulted in a public health crisis, limited and strangled the entire society and caused profound changes in the international economic context. A unique situation that clashes with our values and purpose: the promotion of health and well-being, in a welcoming and close environment.

The Estoril Wellness Center suspended, following the evolution of this pandemic, all its activity on March 16, 2020 with the purpose of safeguarding the well-being of all its employees and customers. On March 22, 2020, this suspension was mandatory and extended to all similar spaces by government decree, following the declaration of a state of emergency in Portugal.

The favorable evolution of the epidemiological situation in Portugal, as a result of the highly restrictive measures imposed by the government, allowed for a gradual lifting of restrictions in order to resume economic activity. As the Estoril Wellness Center reopens the activity, it is therefore important to define a deep plan with preventive measures that safeguard the safety of all employees and customers, as well as measures that guarantee the highest profitability in resuming the activity.

## 2. Applicability

The present contingency plan is extended to all areas where the Estoril Wellness Center operates, with specific measures dedicated to each of these areas:

- Banyan Tree Spa Estoril (reception, treatments, dynamic pool);
- Estoril Wellness Center (reception, health, leisure, aesthetics);
- Estoril Wellness Center – Fitness (gym, group classes, pilates private sessions).

## 3. Banyan Tree Spa Estoril

### 3.1. Reception

#### 3.1.1. Preventive measures

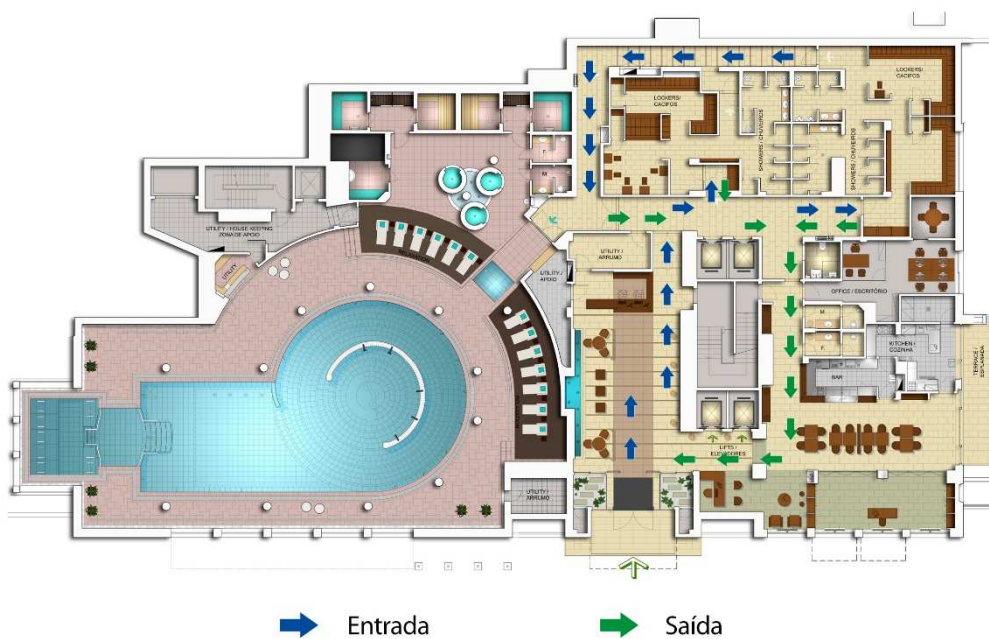
The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

- a) Measurement of body temperature by the supervisor to all employees twice a day. In case of time off, you must delegate to another employee;
- b) Use of reusable masks and / or visors by therapists during treatments;
- c) Placing two acrylics for the two reception posts;
- d) Reception with limited circulation areas;
- e) Reorganization of reception furniture in order to guarantee mandatory spacing, if necessary;
- f) Treatments menu via QR Code (read by the client with his phone or by the receptionist);
- g) Placement of two alcohol-based disinfectant dispensers (one for the customer and one for the receptionist);
- h) Removal of all available material such as brochures, menus, flyers, books and magazines;
- i) Placement of informative signs in all areas with respiratory and hygiene labels;
- j) Strengthening the cleaning of door handles and elevator buttons;
- k) Registration of clients for Gymnasium and Swimming Pool only applicable to Hotel Palácio guests, completed by the receptionist;
- l) Filling in the liability term is carried out by the client due to data protection. Receptionist disinfects the pen before and after use;
- m) There is no contact between therapists and the agenda for possible changes. Any changes must be requested from the receptionist;
- n) Receptionist contacts the therapist only when the client is ready for the session, so that she can refer him to the treatment room;

- o) Frequent cleaning of TPA, HOST POS and password kiosks with alcohol;
- p) Placing plastic in the TPA so that it is not damaged by cleaning. Daily replacement of plastic;
- q) All receptionists must have short nails;
- r) Interruption of the supply of aromatized water or Tea to Spa clients.

Circulation Map - Floor 0

During the period of validity of the contingency plan, a circulation plan for customers on the 0 floor will be in force, duly identified through specific signs, as shown in the image below:



**Assumption:**

1. Clients' entrance through the Banyan Tree Spa Estoril reception area;
2. Access to the Dynamic Pool through the rear aisle;
3. Departure through the Estoril Organic Caffé Palace area.

## 3.2. Treatments

### 3.2.1. Preventive measures

The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

- a) Measurement of body temperature by the supervisor to all employees twice a day. In case of time off, you must delegate to another employee;
- b) Use of reusable masks and / or visors by therapists during treatments;
- c) Placement of informative signs in all areas with respiratory and hygiene labels;
- d) Increase the interval between treatments to 30 minutes, in order to allow cleaning and disinfection of the room;
- e) Therapist picks up the client at the reception without waiting for the client to arrive;
- f) Disinfection of hands by the therapist on arrival at the room for each treatment;
- g) Tea served in disposable cardboard cups;
- h) Suspension of facial treatments and head & shoulders, as indicated by Banyan Tree;
- i) Mandatory change of clothes in the massage room by the client;
- j) Couple sessions preferably in separate rooms, in order to avoid the crowding of four people;
- k) Disinfection of the room after treatment by the therapists, using their own material;
- l) Shoe bags available at the entrance to the rooms;
- m) Placing a waste bin with a lid in all treatment rooms;
- n) Removing bed covers from the beds;
- o) Removal of the incense flower placed under the couch;
- p) Removal of the flower placed under the couch;
- q) Placing and counting the towels and sheets used in the recipient's own container;
- r) Towels provided by Banyan Tree Spa Estoril.



### 3.3. Dynamic Pool

#### 3.3.1. Preventive measures

The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

- a) Measurement of body temperature by the supervisor to all employees twice a day;
- b) Use of reusable masks and / or visors by the pool attendant;
- c) Placement of informative signs in all areas with respiratory and hygiene labels;
- d) Interruption of the supply of dressing gowns and towels;
- e) Disinfection of loungers with sprayer by the pool attendant whenever a customer ends their experience;
- f) Opening of the pool with a capacity limited to 50% occupancy;
- g) Impossibility of borrowing material (caps, glasses, shoes);
- h) Increase the spacing between the loungers;
- i) In cabin equipment, namely saunas, Turkish bath, sensation showers, individual use is recommended for maximum periods of 10 minutes (only in operation in the 2nd phase);
- j) Placement of alcohol-based disinfectant dispensers at the entrance to the pool and in the pool attendant area.

## 4. Estoril Wellness Center

### 4.1. Reception

#### 4.1.1. Preventive measures

The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

Measurement of body temperature by the supervisor to all employees twice a day. In case of time off, you must delegate to another employee;

- a) Use of reusable masks and / or visors by therapists during treatments;
- b) Placement of two acrylics for the two reception posts;
- c) Reception with limited circulation areas;
- d) Reorganization of reception furniture in order to guarantee mandatory spacing, if necessary;
- e) Placement of informative signs in all areas with respiratory and hygiene labels;
- f) Menu via QR Code (read by the customer with his phone or by the receptionist);
- g) Placement of two alcohol-based disinfectant dispensers (one for the customer and one for the receptionist);
- h) Removal of all available material such as brochures, menus, flyers, books and magazines;
- i) Filling out the liability term is carried out by the customer due to data protection. Receptionist disinfects the pen before and after use;
- j) There is no contact between the physiotherapists / therapists and the agenda for possible changes. Any changes must be requested from the receptionist;
- k) Receptionist contacts the physiotherapist / therapist only when the client is ready for the session, so that he / she can refer him / her to the treatment room;
- l) Frequent cleaning of TPA equipment and password kiosk with alcohol;

- m) All receptionists must have short nails;
- n) Placing plastic in the TPA so that it is not damaged by cleaning. Daily replacement of plastic.

## 4.2. Health & Leisure

### 4.2.1. Preventive measures

The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

- a) Measurement of body temperature by the supervisor to all employees twice a day. In case of time off, you must delegate to another employee;
- b) Use of reusable masks and / or visors by the clinical staff and therapists during treatments;
- c) Use of masks by clients who perform specialty consultations or dry therapies;
- d) Placement of informative signs in all areas with respiratory and hygiene labels;
- e) Increase the interval between therapeutic and leisure treatments to 15 minutes (except for massages with an interval time of 30 minutes), in order to allow cleaning and disinfection of the room;
- f) Therapist picks up the client at the reception without waiting for the client to arrive;
- g) Disinfection of hands by the clinical staff and therapists upon arrival at the office or room at each consultation / treatment;
- h) Disinfection of the room after treatment in charge of the clinical staff and / or therapists, with their own material;
- i) Shoe bag available at the entrance of the rooms;
- j) Placing two alcohol-based disinfectant dispensers in all rooms (one for the client and one for the clinical staff / therapist);
- k) Placing a waste bin with a lid in all treatment rooms;
- l) The use of toilets in the treatment rooms for showers is allowed;
- m) Placing and counting the towels and sheets used in a proper container under the responsibility of the therapist.

## 4.3. Aesthetics

### 4.3.1. Preventive measures

The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

- a) Measurement of body temperature by the supervisor to all employees twice a day. In case of time off, you must delegate to another employee;
- b) Use of reusable masks and / or visors by therapists during treatments;
- c) Placement of informative signs in all areas with respiratory and hygiene labels;
- d) Increase the interval between treatments to 30 minutes, in order to allow cleaning and disinfection of the room;
- e) Therapist picks up the client at the reception without waiting for the client to arrive;
- f) Disinfection of hands by the therapist on arrival at the room for each treatment;
- g) Tea served in disposable cardboard cups;
- h) Suspension of facial treatments and head & shoulders, as indicated by Banyan Tree;
- i) Mandatory change of clothes in the massage room by the client;
- j) Couple sessions preferably in separate rooms, in order to avoid the crowding of four people;
- k) Disinfection of the room after treatment by the therapists, using their own material;
- l) Shoe bags available at the entrance to the rooms;
- m) Placing a waste bin with a lid in all treatment rooms;
- n) Removing bed covers from the beds;
- o) Removal of the incense flower placed under the couch;
- p) Removal of the flower placed under the couch;
- q) Placing and counting the towels and sheets used in the recipient's own container;
- r) Towels provided by the Estoril Wellness Center.

## 5. Estoril Wellness Center - Fitness

### 5.1. Gym

#### 5.1.1. Preventive measures

The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

- a) Measurement of body temperature by the supervisor to all employees twice a day. In case of time off, you must delegate to another employee;
- b) Use of reusable masks and / or visors by Personal Trainers;
- c) Placement of informative signs in all areas with respiratory and hygiene labels;
- d) Cardio-weight training zone that guarantees a distance of 3 meters between clients;
- e) Occupancy limit and with the equipment switched off alternately;
- f) Proceed with the removal of equipment in order to guarantee social spacing;
- g) Placing two alcohol-based disinfectant dispensers in two different locations, as well as a paper roll for the customer to disinfect the equipment before and after use;
- h) Mandatory for the client to bring his own towel when using the Gym facilities;
- i) Preference to use, whenever possible, a studio or the outdoor space for individual training with an instructor;
- j) Maximum time of use of the gym by the customer of 60 minutes;
- k) Access to the gym by prior appointment (only possible within 24 hours);
- l) Wait at the reception for the gym entrance time;
- m) Suspension of water supply through the dispensers;

### 5.1.2. Gym Capacity

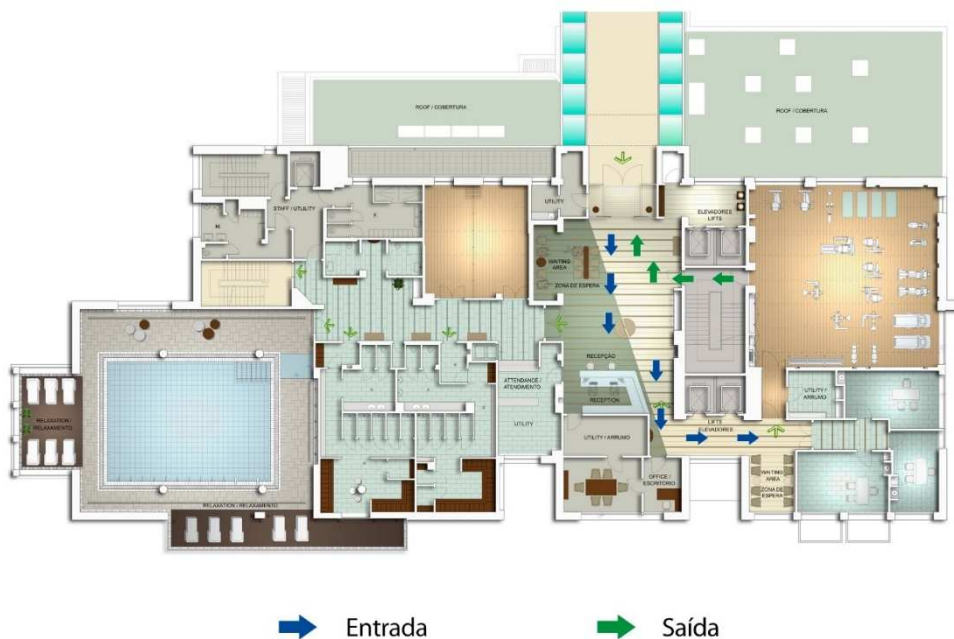
The distance defined by the General Health Department is 3 meters between clients.

The capacity of the gym based on this standard is the following:

	Area sq <sup>m</sup>	Volume m <sup>3</sup>	Estoril Wellness Center capacity
Gym	124	360	14

#### Gym circulation map - Floor 2

During the validity period of the contingency plan, a plan for the circulation of Wellness customers to the gym will be in force, duly identified through specific signs, as shown in the image below:



## 5.2. Group classes

### 5.2.1. Preventive measures

The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

- a) Reformulation of the group activities schedule and decrease from 84 classes to 41 (Note: from the perspective of 140 members);
- b) Measurement of body temperature by a receptionist to all teachers;
- c) Placement of informative signs in all areas with respiratory and hygiene labels;
- d) Opening of group classes with an occupancy limitation that guarantees a distance of 3 meters between clients;
- e) Immediate opening of the roof-top studio;
- f) Time interval of 15 minutes between classes in order not to cross clients and to allow the correct disinfection and renovation of the air of the studios;
- g) Placement of an alcohol-based disinfectant dispenser in all studios;
- h) The client must bring his own towel;
- i) Obligation for the client to bring exclusive footwear for the club;
- j) Constant disinfection of all material used in classes (weights, steps, mattresses, trx, etc.);
- k) Meeting point for clients at the reception of Floor 2. Instructor accompanies clients to the studio;
- l) Access to the Floor 3 and Roof Top studios via the stairs;
- m) Mandatory prior appointment (only possible within 24 hours);
- n) Signaling of the individual training area in all studios through signage glued to the floor;
- o) Entry to the studios is only allowed after the instructor enters;
- p) Intransigence regarding the start and end of class hours;
- q) Prohibition of being at the doors of the studios;
- r) Suspension of water supply through the dispensers;



### 5.2.2. Studios capacity

The distance defined by the General Health Department is 3 meters between clients.

The capacity of our studios based on this standard is the following:

	<b>Area sq<sup>m</sup></b>	<b>Volume m<sup>3</sup></b>	<b>Estoril Wellness Center capacity</b>
Studio 2	44,16	128	5
Studio 3	77,39	200	9
Studio 4	37,5	97	4
Roof-top	62,1	186,5	7

## 5.3. Pilates Private Sessions

### 5.3.1. Preventive measures

The following measures must be implemented and complied with during the period for which the contingency plan is in effect:

- a) Measurement of body temperature by a receptionist to all teachers;
- b) Use of reusable masks and / or visors by teachers;
- c) Placement of informative signs in all areas with respiratory and hygiene labels;
- d) Time interval between classes that allows the correct disinfection of space and equipment;
- e) Placement of an alcohol-based disinfectant dispenser in the spaces dedicated to this activity;
- f) Obligation for the client to bring exclusive footwear for the club;
- g) Disinfection of the equipment in charge of the instructor after the end of the class;
- h) Meeting point for students at the reception of Floor 2. Instructor accompanies customers;
- i) Access to the pilates area by stairs;
- j) Mandatory prior appointment;
- k) Entry into the area only allowed after the instructor enters;
- l) Suspension of water supply through the dispensers;
- m) Intransigence in observing the start and end times of class.

## 6. Membership conditions

The preventive measures plan to be applied will have implications for the services included in our Membership plans, namely:

- a) Access limitation to fitness group classes;
- b) Access limitation to the Dynamic Pool;
- c) Suspension of the supply of towels and bathrobes.

Despite these limitations, no change to Membership conditions is foreseen in the resumption of activity. The current price list will be the same as previously applied.