

# LONGEVITY HEALTH & WELLNESS HOTEL

## COVID-19 POLICY

### LONGEVITY 360° COVID-19 SAFETY & PREVENTION PROTOCOL

The core DNA of Longevity brand is Wellness. Our concept and our programmes aim towards prevention, rebalancing dysfunctions, regenerating health, boosting the immune system and promoting physical, mental and holistic wellbeing. Being a player with health and wellness clinical content in its services and programmes, officially registered with the Health Authorities, Longevity already adheres to very strict guidelines for our clients' health and safety.

The current pandemic outbreak has triggered an enhanced focus towards preventing, mitigating and managing risks around Covid-19 which lead to the creation of Longevity 360° Covid-19 Safety & Prevention Protocol. Its application varies slightly by Longevity location due to specific physical infrastructure setup, but they are all stricter than the official Portugal Tourism Board and National Health Authority Clean & Safe protocol. Here is a summary applicable to Longevity Health & Wellness Hotel:

### SCREENING PROCEDURES

- All hotel staff will be screened every day for symptoms (cough, fever, breathing difficulty);
- All members of the hotel team are well trained for our COVID protocols and procedures;
- All hotel guests will be screened for symptoms at check-in and randomly during their stay;
- Any suspicious case will be immediately referred to the National Health System for official Covid-19 testing;
- Guests who test positive, will be immediately placed in specific quarantine rooms, especially located within the hotel to separate from other guests, and will be reported to the National Health Authority who will then decide on how to proceed on each case;
- We have a crisis management team for any situation that may happen during this period.

### HYGIENE & DISINFECTION PROCEDURES

- Development of several procedures in all the areas and departments to increase the levels of hygiene and disinfection;
- Increase the cleaning frequency of public and common areas and intensify the use of disinfectants, especially in high touch areas;
- Implementation of a frequent hand washing procedure, daily disinfection of uniforms and other daily hygiene and disinfection procedures among staff;
- Placement of alcohol-based hand sanitizing stations in several spots in the common areas of the hotel.

### PREVENTION PROCEDURES

- All our hotel staff will be working with certified masks. Those in front lines, including Spa, Wellness, Medical and Housekeeping staff, in contact with our guests will additionally wear a facial acrylic protection equipment;
- Individual Certified Reusable Masks will be available for guests to purchase at the hotel;
- To ensure a safe distance among clients, group activities/classes will have a lower capacity per class;
- The Pure Cafe will have a lower capacity to ensure the minimum distance set by the health authorities;
- There will be a controlled usage of gym, pools and wet areas of Spa, to ensure the minimum physical distance defined by the national health authority;
- The vast majority of the Health & Wellness Clinic services will be available, only very few selected Spa services will not be available.