

- TOGETHER -
we care



PORTOBAY HOTELS & RESORTS



AN EQUITABLE HARMONY OF SECURITY & EXPERIENCE ...

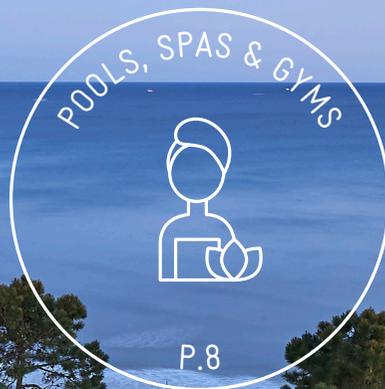
It is the PortoBay Group's top priority to protect and ensure the safety and well-being of its guests, customers, and colleagues. And our high standards of hygiene and cleanliness throughout our hotels have been widely recognised by our guests. In 2021, the GRI [Global Reputation Index, Review Pro] for PortoBay Hotels & Resorts was 92%, result of 9 216 reviews, and amongst the various criteria evaluated, Cleanliness and Hygiene scored the highest at 96%.

In view of the COVID-19 pandemic and given the need for a rigorous response to the requirements and procedures of this situation, an internal multidisciplinary committee was created responsible for the implementation, certification, training, and auditing of the action plan considered essential for the reopening of each hotel. This plan is fully aligned with the recommendations of the WHO, and guidelines from both National and Regional health authorities. Moreover, our hotels have been accredited with Turismo de Portugal Clean & Safe certification. PortoBay hotels are certified by SGS in the management of biological risks.

Consequently we have created our "Together We Care" protocol – this is a representative adaptation of leading regional, national, and international health directives, and coincides with our ever present mission at PortoBay: to provide a memorable experience for each and all our guests.

This protocol has been developed in detail for procedures of both our Back of House and Front of House operations – below is a summary.







HOTEL ENTRANCE

all hotels have
a disinfection procedure

CLEANING REGIME

greater cleaning frequency
of surfaces and guest supplies,
as well as air conditioning units

SOCIAL DISTANCING

stanchions for separation of
check-in and check-out queues,
floor markers to promote
social distance and spacing

EXPRESS CHECK-OUT

billing by email
and a preference
for contactless payments

EXPRESS CHECK-IN

both pre-check-in
and online check-in are available
via the website
or mobile devices

COVID-19 KIT

hand sanitiser,
paper towels and masks
available on request

CUSTOMER SERVICE

information is digitally
available and through
our Messenger service

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to occasional changes ...
for updates, please check
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CLEANING REGIME

reinforcement of daily cleaning and disinfection measures, as well as deep cleaning and disinfection between guest stays

LINENS

bed linens and towels are washed at 60°C and using anti-virus products, and sofas, curtains, and cushions are regularly disinfected

CUSTOMER SERVICE

majority of in-room materials and hotel information have been converted to a digital form and further assistance is available via messenger

SIMPLIFIED

both turndown and minibar services are only available upon request

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CLEANING REGIME

greater cleaning frequency of surfaces and guest supplies, as well as air conditioning units

COVID-19 KIT

hand sanitiser is available in all common areas, bathrooms, and lift entrances

ELEVATORS

occupancy limited to 60% capacity, greater frequency of cleaning and disinfection

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COVID-19 KIT

hand sanitiser and paper towels
available entrances
and bath rooms

DIGITAL MENUS

easily accessible via smartphone

SET MENU & À LA CARTE

preferred service styles
through our hotels

BILLING

new procedure
for in-house guests and
contactless payment preferred

BUFFETS

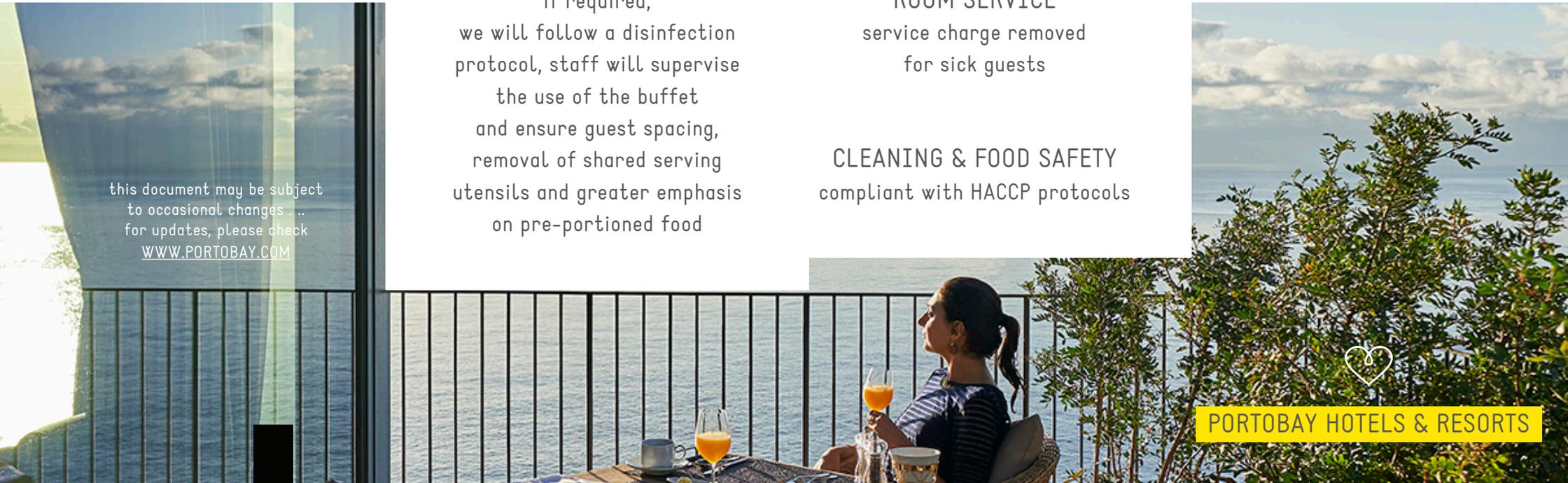
if required,
we will follow a disinfection
protocol, staff will supervise
the use of the buffet
and ensure guest spacing,
removal of shared serving
utensils and greater emphasis
on pre-portioned food

ROOM SERVICE

service charge removed
for sick guests

CLEANING & FOOD SAFETY
compliant with HACCP protocols

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SUN LOUNGERS

cleaning between guests use

SPA SERVICES

SPA, sauna,
and Turkish bath
pre-booking required

CLEANING & DISINFECTION

in accordance
with international protocols

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*in-house
guests*

colleagues

“TOGETHER WE CARE”
material relating to our
“Together We Care” protocol
available before and during stay

HAND HYGIENE
wash your hands well and often

PPE
personal protective equipment
as suitable for each
department or function

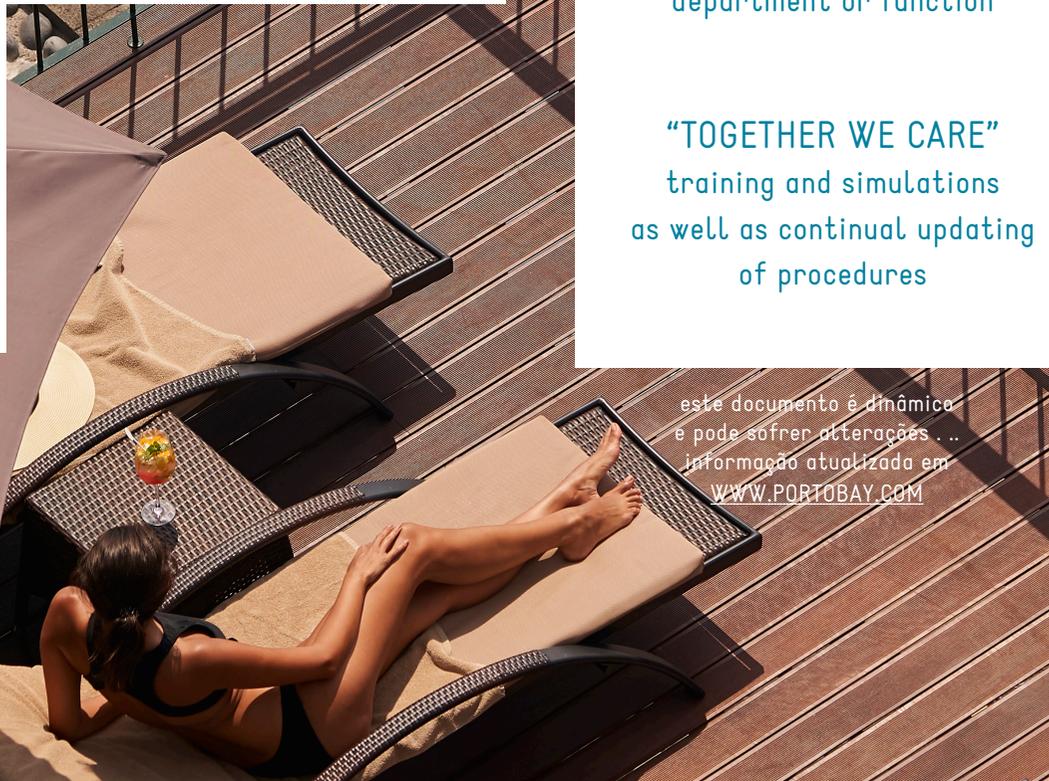
SOCIAL DISTANCING
compliance
with social distancing
recommendations

SOCIAL DISTANCING
compliance with social
distancing recommendations

“TOGETHER WE CARE”
training and simulations
as well as continual updating
of procedures

HAND HYGIENE
hands washed well and often

HEALTH AWARE
daily temperature control



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- THANK YOU -

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