

# DISCOVERY HOTEL MANAGEMENT

DHMM  
**SAFE** COVID-19

*Don't worry,  
be happy!*

**Hygiene and safe-  
ty measures**



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## 1. ATTITUDE AND FRAMEWORK

Welcome back to DHM hotels. We have returned with a set of additional hygiene and safety measures to assure your safety and guarantee the protection of our employees.

Our **ATTITUDE** towards the personalized service we like to offer has not changed, despite this situation that forces us to social distance ourselves.

We remain who we have always been and will continue providing unique experiences in our hotels.

It was with this in mind that we developed the exclusive **DHM SAFE - Don't worry, be happy** certificate, with a set of additional measures to our standards.

In this document you can consult the main measures, rest assured if you want more information, it is available on the websites of our hotels. We want to start by highlighting our 10 current commandments:

### 1. Despite not being carnival

Everyone will wear masks in all public areas. We're not throwing a party, this is to guarantee yours and our protection.

### 2. We will not over booking our hotels

We have established a maximum occupancy limit per hotel. There may be those who think this is a waste, we call it: accommodation with space.

### 3. We will test our teams

All hotel teams will be tested to COVID-19, whenever there is a corresponding symptom. We want to make sure that everyone is doing well.

### 4. We shall clean everything from top to bottom

We are rigorous with our hygiene measures. That is why we hold the CLEAN & SAFE certificate from the Portuguese Tourism Board.

### 5. 24 hours of leisure

All gyms and swimming pools will be open 24 hours. We want you to live and enjoy the hotel to the fullest.



## **6. We are extending all our communal spaces\***

Nature has never been more valued, and we intend to allow you to spend more time in it, all our hotels are equipped with an outdoor restaurant, should you wish to dine outside.

## **7. You shall have the same delicious breakfast\***

We rethought our breakfast. And now you can take it anytime of the day and anywhere in the hotel.

What a luxury!

## **8. You shall have your meal delivered to your room\***

We have put an end to our 'Room Service fee' (subject to prior reservation and at certain timings).

## **9. Children shall continue to play\***

Our Kids Clubs are very much still open, we have just moved all the playing outdoor.

## **10. We shall work as a team to keep everyone safe**

Everyone receives information about the hotel's rules pre arrival. To ensure the safety of all our guests and staff, you will be asked to sign a term of responsibility.

\* only applicable to some hotels.

We are certain that, with these adjustments, you will feel safe to be able to make the most of our hotels.  
And remember: if you need additional clarification on this and other topics, we are always available.

**THIS IS OUR ATTITUDE! WELCOME!**



## 2. HOTELS GENERAL MEASURES

Your safety is our main concern.

All the mitigation measures taken by the Hotel are in accordance with the standards described by the World Health Organization (WHO) and the Directorate-General of Health (DGS) for tourism enterprises and restaurants.

### 2.1. HOTEL CONTINGENCY PLAN

#### 2.1.1. Management of suspected/positive cases within the Hotel

- In the presence of a suspected case, specific isolation zones are defined,
- The suspected case will be referred to the isolation zone by a member of the Hotel team,
- All suspected cases must wear a protective mask,
- The Hotel will make immediate contact with the health authorities so that COVID-19 existence can be screened,
- The suspected case will be isolated until we receive indications from the health authorities,
- All security measures will be taken in the management of suspected and/or confirmed cases, with an internal protocol for these situations,
- We will proceed to the immediate disinfection of all areas where suspected cases may have passed.

#### 2.1.2. Data protection

It is very important to us that the privacy of all our customers is ensured. That is why we have adopted the most recent directives from the National Data Protection Commission (CNPD), which in summary are:

- Record of health data of our customers: under no circumstances will we keep a record of their health data.

#### 2.1.3. General hygiene etiquette

All elements of our team respect the general hygiene etiquette and we invite our guests to follow the recommendations that are visible in several places in the Hotel:

- Respiratory etiquette,
- Be careful when washing hands,
- Attention to distance to others.

Disposable masks and gloves are available at the reception for all customers who request them



## 2.1.4. Customer information

We have available at the Hotel – at the reception and in all areas of customer service – a set of QR Codes where the follow can be consulted:

- Contingency plan,
- Procedures and main mitigation measures adopted.

This information is also available on the Hotel's website.

## 2.1.5. Customer safety and comfort

- Disinfectant dispensers for customers' use are available in all common areas of the Hotel,
- In order to avoid physical proximity, Hotel staff will not accompany you in the elevator.

## 2.1.6. Cleaning

- All the detergents and disinfectants we use are certified by the suppliers, following the indications for use provided by them,
- We increased the frequency of cleaning in all areas of the Hotel and we do so strictly following the recommendations of the Directorate-General of Health regarding surface cleaning,
- Our cleaning teams have been trained to take the additional preventive measures that we consider necessary.

## 2.2. OUR TEAM

### 2.2.1. General measures

- We conducted training on the new operational procedures for all teams, which included the simulation / training of real emergency situations before the Hotel reopened,
- Our team respects the hand hygiene etiquette, washing them correctly and frequently,
- All our employees wear a protective mask and have, as part of their uniforms, a bottle of alcohol gel,
- The elements of our teams' respect, among themselves, the rules of social distance,
- All DHM employees respect the explicit rules on entering service, washing uniforms and personal hygiene,
- All outsourced employees are trained in our internal operating procedures.



## 2.3. MANAGEMENT, CONTAINMENT AND CONTROL TEAM – COVID-19

One of the main standards recommended by the World Health Organization, which DHM follows, is the establishment of a management team for this issue.

Our Management Team will hold periodic meetings to discuss the evolution of the pandemic and the actions to be taken within the Hotel.

We also guarantee the permanent presence, at the Hotel, of at least one member of this team.

The main functions of the Management / Containment Team are:

- Contact with official and governmental entities for COVID-19 themes,
- Implementation of the Action Plan and Training of the teams,
- Supervision of the Action Plan and management of the team on COVID-19 themes,
- Record the actions on the logbook,
- Closer relation with customers on issues related to COVID-19.

## 3. RECEPTION

### 3.1. RULES FOR PREVENTION AT THE RECEPTION

- All our employees use a protective mask,
- There is a sanitary mat for disinfecting shoe soles at the entrance of the Hotel,
- Safety distances are guaranteed,
- We have disinfectant solutions for your convenience and safety,
- We disinfect your room key before handing it over,
- We have available all the phone numbers that may be useful,
- We have a doctor available on-call,
- Whenever possible, we do not allocate consecutive rooms,
- There are awareness signs both at the reception and at the elevators.

### 3.2. CHECK-IN

- Upon check-in, customers will be asked to sign a term of responsibility in which they undertake to report possible symptoms,
- You can choose your preferred room cleaning time,
- You will be asked to keep a safe distance, both from the counter and from other guests,
- The reception desk is cleaned frequently,
- During check-in we inform you of all additional measures implemented at the Hotel: WhatsApp service, 24 hour breakfast, restaurant reservations and Room Service,



- Disinfectant gel are available.

### 3.3. CHECK-OUT

- We encourage payment by card instead of cash. We have new contactless payments (MBWay and Paypal),
- Our ATMs are disinfected after each use,
- We adopted sending invoices by email (this way we also protect the environment),
- The security measures are maintained, as during check-in.

### 3.4. ACCOMPANIMENT TO THE ROOM

One of the services that characterizes us is the accompaniment to the room. We will not fail to do so; we want your experience in our hotels to remain unchanged.

However, we have taken some precautionary measures:

- We use the necessary protective equipment,
- We will not get on the elevator with you,
- We suggest you to give preference to natural ventilation instead of Air Conditioning.

### 3.5. RESERVATIONS

- We changed our fares structure to give it more flexibility in times of uncertainty.
- Our reservations team is prepared to answer any additional questions regarding the measures adopted by the Hotel,
- For your safety, we will ask you to tell us the approximate time of arrival,
- You will always receive a confirmation email and pre-check-in where you can see the measures in practice at the Hotel, as well as other useful information,
- We encourage you to always book in advance at our restaurants,
- We work exclusively with transfer companies that give us specific security guarantees in accordance with our internal operation plan.

### 3.6. PORTERS

In hotels where DHM has this service, we guarantee that:

- Our employees are wearing protective masks,
- The luggage carrier will disinfect your luggage after transport,
- The porter will continue to have all the precautions when taking your bags to the bedroom door.



### 3.7. GROUPS

- The capacity of our rooms has been revised in order to guarantee safety distance,
- Exclusive zones have been defined for groups,
- We use disposable stationary in meeting rooms,
- Stations with disinfectant solution are available in all meeting rooms,
- The meeting rooms are cleaned and disinfected daily, even when the occupants of the next day are the same,
- The rooms are ventilated, whenever possible, with natural ventilation,
- We privilege that the entrance and exit of the meeting rooms is made using different doors,
- At meals, we encourage pre-chosen menus,
- We encourage meals to be taken in shifts, avoiding crowding,
- We encourage meals to take place in separate areas from other guests,
- Group check-in and check-out is phased, avoiding crowding at the reception.

## 4. HOUSEKEEPING

- All employees wear a protective mask,
- All employees disinfect their hands before and after entering a room,
- The rooms are naturally ventilated, with each cleaning,
- There is no crossing of textile material between rooms,
- We seal the dirty laundry of each room in its own bag,
- All bedroom linen is washed at 60oC or more,
- We have special attention to the disinfection of the points of greatest contact, such as TV controls and telephones.
- We disinfect handles, switches, and other points of greater contact more often,
- We avoid handling your personal objects,
- Before your arrival, the room remained free for 24 hours,
- The cleaning of the rooms, after check-out, is divided into 3 different moments:
  1. Cleaning and disinfection
  2. Three hours of natural ventilation
  3. Putting on new clothes
- We removed the entire stationary from the rooms,
- We removed the content of the mini-bar – however, if you wish, you can request that it be refilled,
- All the cafeteria supplies available in the room are replaced with each reservation (cups, spoons, glasses),
- We only use bottled water,
- All rooms are always inspected by the housekeeper before your check-in, thus ensuring your security,



- The frequency of disinfection of all common areas is daily,
- We follow all surface cleaning standards recommended by the Directorate-General of Health and the World Health Organization.

## 5. FOOD AND BEVERAGE

### 5.1. GENERAL

- All employees wear a mask,
- Our restaurants operate by reservation and with slots,
- The capacity of our restaurants and bars has been reduced to avoid crowds,
- Upon arrival, all customers will have to disinfect their hands,
- We guarantee 2 meters between customers who are at different tables,
- We scanned our menus, which are available by reading the QR Code, so you do not have to handle them,
- The table set-up is only done after your arrival,
- We removed the decorative items from the tables,
- Our employees constantly wash their hands,
- We disinfect all crockery and cutlery after washing at high temperatures,
- We follow all surface cleaning standards recommended by the Directorate-General of Health and the World Health Organization.

### 5.2. SERVICE

#### 5.2.1. Breakfast

##### DESIGN COLLECTION:

- All meals require advance reservation,
- Breakfast can be served à la carte, as an assisted buffet or a buffet of unidoses, privileging the safety of all.
- All foods that are additional to the menu and that are exposed, will be properly protected and in single doses,
- The breakfast schedule is divided into slots so there is no crowding of customers or queues,
- Juices and coffees will be served exclusively by our staff,
- We provide breakfast in your room,
- Our breakfast is available 24 hours a day.

##### HOTELS & RESORTS | VILLAS & APARTMENTS (if applicable):

- All meals, including breakfast, require advance reservation,
- We kept the buffet service, always served by a staff member or with unidoses to avoid handling



- The breakfast schedule is divided into slots so there is no crowding of customers or queues,
- Juices and coffees will be served exclusively by our staff,
- We provide breakfast in your room.

### 5.2.2. Lunch/Dinner à la carte

- For lunch/dinner service, advance reservation is mandatory,
- We scanned our menus, which are available by reading the QR Code (so you do not have to touch them),
- Sauces and seasonings are only available on request,
- We changed our menus so that they have even healthier options,
- We have local / regional menus that support the producers and the local economy,
- We offer take-away service.

### 5.2.3. Buffet service (when existing)

- In our buffets you will not have to serve yourself, we will always have someone from our team to do it for you,
- We put awareness signs, so that the distance is guaranteed,
- Drinks will be served exclusively by our employees,
- Products for customers will be available in individual doses and in places with quick access, thus avoiding unnecessary crowds.

### 5.2.4. Room Service

- We abolish the service fee (see conditions),
- The employee who brings you the food will be wearing a protective mask and will not enter the room,
- All material is properly disinfected,
- Room Service cars do not enter rooms.

### 5.2.5. Bar

- Our bartenders use a mask,
- Social distance is a fundamental rule that we follow,
- The capacity of the bars was reduced, and the tables and chairs were reorganized,
- The counter, tables and chairs are cleaned frequently,
- We increased the frequency with which we clean the bar.



## 5.3. KITCHEN

- We made our menus even healthier,
- We support producers and the local economy,
- All our team members work with protective masks,
- Employees follow strict hygiene standards specific to working in the kitchen,
- We have increased the frequency with which we clean the kitchen and record it,
- There is no crossing between preparation stations, thus avoiding the possibility of cross contamination,
- We disinfect all foods that are not cooked before they are prepared,
- All products that come to us from suppliers are disinfected,
- We only work with trusted suppliers who apply the safety and hygiene standards that we consider necessary.

## 6. ACTIVITIES & SERVICES

### 6.1. SWIMMING POOLS

- We limited the occupation of our pools to 50% of their capacity,
- We posted, in a visible place, the maximum capacity of each pool,
- We increased the distance between loungers,
- All sunbeds are cleaned daily.

### 6.2. GYM

- We limited the occupation of the gymnasiums to 50% of their capacity,
- For your safety, we increased the distance between the equipment's,
- We provide alcohol-based wipes for disinfecting machines,
- We increased the frequency of cleaning,
- Inside the gym, the use of a towel is mandatory,
- Whenever possible, the gym is naturally ventilated.

### 6.3. EXPERIENCES

- We selected experiences that ensure social distance,
- We only work with partners who guarantee the safety and hygiene rules that we consider appropriate,
- We have made the experience menu available online.



## 6.4. KIDS-CLUB

- We favor outdoor activities,
- Our animators are wearing protective masks,
- Pre-booking is required to use the service,
- We have reduced the limit of children who can be at the Kids Club at the same time,
- All children should wash their hands at the beginning and end of activities,
- Shoes are not allowed in the Kids Club,
- The permanence limit is 120 minutes, so that all children can enjoy the space,
- If there are indoor Kids Club zones, they are disinfected between each group of children,
- We favor disposable materials,
- It is not allowed to bring own toys inside the Kids Club.

## 6.5. GOLF

### 6.5.1. Reservations

- Previous reservation by phone or email is mandatory – Green Fees,
- Players with no previous booking are not accepted.

### 6.5.2. Game and training

- Players must reach the exit tee no later than 5 minutes before the time,
- The maximum number of players per tee time is four,
- The trolleys and buggies are disinfected after each use,
- The ball washers have been removed and the seats must not be used,
- The bunkers' rakes were removed to avoid possible contamination,
- The greens flag must not be removed or touched,
- We ask you to always use gloves to remove the ball from the hole,
- When returning from the field, you must transport your clubs to the vehicle. In addition, the club cleaning service is suspended,
- A cloth moistened with disinfectant will be available besides the golf shoe cleaning brush.



### 6.5.3. CLUBHOUSE

- Upon arrival at the Clubhouse, all players and employees must have the protective mask on,
- Disinfectant gel is available to all customers,
- After each player leaves, we clean all surfaces, ATM's and objects where contact is possible,
- The space to store golf equipment is closed,
- The toilets are disinfected every hour, with the respective cleaning record being made,
- At check-in there is a sign of social distance.

### 6.5.4. DRIVING RANGE & PITCHING ZONE

- The Driving Range will have a capacity limited to 10 players with greater distance between practitioners,
- The golf course will not offer tees,
- The pitching zone will have a capacity limited to 5 practitioners,
- The pin position will be fixed, and the flags removed,
- The use of gloves is mandatory.

### 6.6. SPA

- It is necessary to make a prior reservation to have access to any area of the Spa,
- The pool's capacity is limited,
- The sauna and equivalentents are limited to 2 people simultaneously,
- The Turkish Bath is currently closed,
- We increased the distance between sunbeds,
- The changing rooms are cleaned and disinfected regularly and each cleaning is recorded,
- The menus were revised and we removed facial and double massages,
- Our therapists work with a protective mask,
- All procedures within the treatment rooms have been revised to ensure maximum hygiene conditions,
- The Spa menu can be consulted via WhatsApp.



## 7. MAINTENANCE

- We comply with our preventive maintenance plan daily,
- We have increased the regularity with which we clean all Air Conditioning filters,
- We apply an alcohol solution to all surfaces (air conditioning outlets),
- We always suggest the use of natural ventilation instead of A/C,
- We increased the frequency of insufflation and air extraction in the common areas of the Hotel,
- We avoid air recirculation inside the Hotel,
- If there is a need to perform maintenance inside the rooms, this will only be done when customers are not present,
- Employees wear protective masks and gloves whenever they are in public areas or inside a room,
- After any repair, the entire area is properly disinfected.

Part of our attitude is the ability to be dynamic. So don't be surprised if, at any time, we change these 10 Commandments. One thing we can assure you: we will always be thinking about your comfort and safety.

