



HOTELS & RESORTS

# PLANNING

POSTCOVID - 19



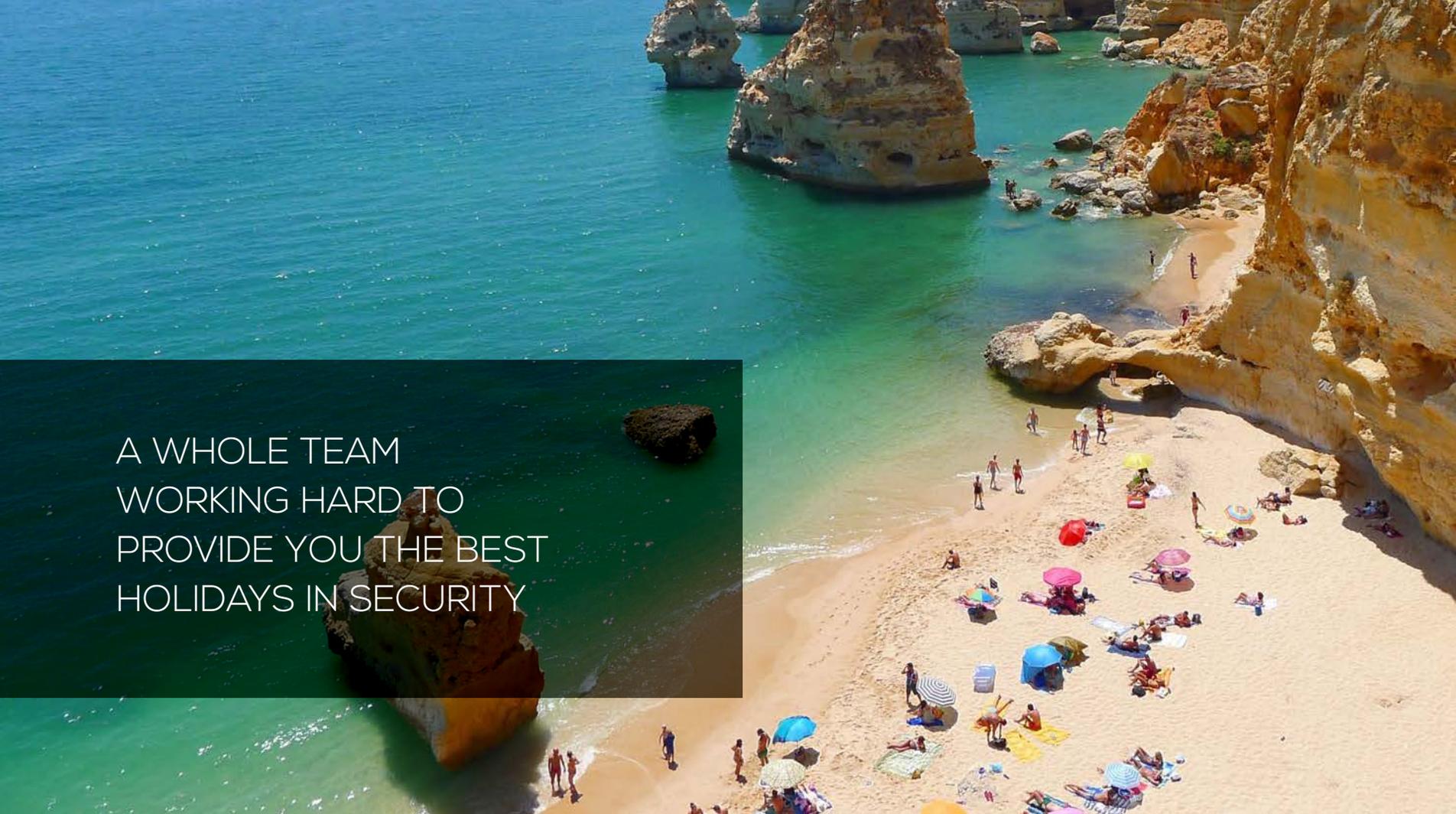
HOTELS & RESORTS



UMA EQUIPA,  
UM CORAÇÃO!

be safe  
be WAPI



An aerial photograph of a beautiful coastal scene. The water is a vibrant turquoise color, transitioning to a deeper blue further out. The coastline is characterized by large, weathered rock formations and a narrow, crescent-shaped sandy beach. Numerous people are scattered across the beach, many sitting on towels or blankets. Several colorful beach umbrellas are open, adding a festive touch to the scene. The overall atmosphere is one of a peaceful and scenic holiday destination.

A WHOLE TEAM  
WORKING HARD TO  
PROVIDE YOU THE BEST  
HOLIDAYS IN SECURITY



**be safe**  
be hAPI

**SAFE ENVIRONMENT WITH  
HYGIENE QUALITY ALL OVER THE  
SOCIAL AREAS**

**be safe**  
be WADI

## SAFE ENVIRONEMENT

Convert our hotels into covid free properties that are going to provide you traquility, security and relaxing holidays

**1.**

Safety and Hygiene Guarantee  
Certificates:  
"Clean & Safe" protocol  
released by Turismo de Portugal.

**2.**

Strict compliance with all  
the recommendations from  
DGS, Government and local  
regulations.

**3.**

Safe access with sanitary  
controls will be made to all:  
to suppliers, employees  
and customers.

**4.**

Medical attention with  
ambulance 24/7.  
Secure isolation rooms prepared  
in the unit.

**5.**

Control of all products that  
arrive at the hotel, helping  
the local and sustainable  
purchases.

**6.**

Our staff was trained and  
they are now specialized in all  
protection measures and in all  
good hygiene practices.

## HYGIENE QUALITY

Show our preparation for cleaning, hygiene and disinfection, maintaining all spaces covid free.

1.

Advisory teams on the matter to adapt our protocols to the new situation. Increasing the disinfection frequency of all spaces while maintaining an active cleaning process.

2.

New measures and protocols for cleaning with certified products from local and sustainable providers, natural base that guarantees maximum efficiency without damaging the environment.

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3.

Reinvention of the buffet service, with deep disinfections between services and maintaining the philosophy of portioning.

4.

Top certified suppliers in the market with the best equipment for both employees and customers.

5.

Sanitized room for each host, with specific protocol of cleaning textiles in laundries and room access only when the customer is not there.

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be WADI

## SOCIAL AREAS

Taking advantage of and promoting the use of outdoor spaces, in order to guarantee the best safety vacations ever.

1.

The natural areas of the AP Hotels & Resorts units, when applicable, will be converted 100% for the use of our clients and get closer to nature.

2.

Circulation tagged with marks on the floor to avoid queues and to maintain the social distance.

3.

Promote the use of individual, disposable and recyclable cutlery and clips in all services.

4.

We reduced the capacity of our restaurants, with the thematic operating by reservation. We increase the spaces of our buffets by taking advantage of the outdoor areas and we will create new gastronomic experiences in the outdoors.

5.

We increased the distance between sunbeds in all pools and the beach, applying a strict disinfection protocol during the day.

6.

Animation, with activities and games respecting the safety distance at all times. Promoting shows and live music outdoors and limiting the capacity of the theater.

**PLAN  
BY  
AREAS**

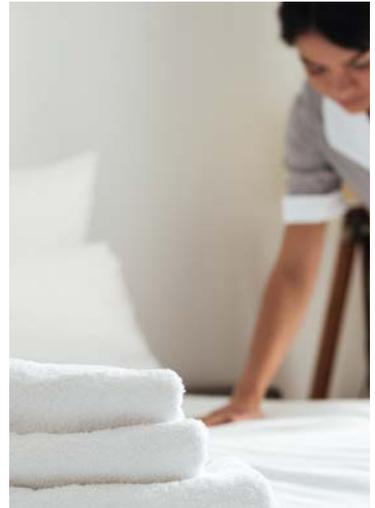
**F & B RESTAURANTS**

**ROOMS** · CLEANING & MAINTENANCE

**CUSTOMER SERVICE**

**ENTERTAINMENT**

be safe  
be HAPI



## F&B RESTAURANTS

We have a team always available to serve guests in buffets and restaurants, keeping the safety measures in place with masks and protective gloves everytime.

AFTER EACH SERVICE  
IN RESTAURANTS  
AND BUFFETS,  
(when applicable)

tables, and other items with high contact, such as cutlery, chairs, menus, etc. will be cleaned and disinfected completely.

In addition, food delivery suppliers will follow implemented health measures

**1.**

Deep hygiene protocols, several times a day and active cleaning philosophy.

**2.**

Reduction of the capacity of the different Outlets.

**3.**

. Extension of reservation times

**4.**

Buffet with constant support from the staff and offering individual portions.

**5.**

Chairs over 2 meters apart.

**6.**

More options for eating in outside.

## ROOMS

### CLEANING & MAINTENANCE

With an experienced team trained in the highest hygiene standards through the “Clean & Safe” protocol. Always equipped with the personal

protective equipment needed to do their job safely and guaranteeing to our guests the security and cleanliness of their most intimate space.

1.

Hygiene and cleaning, disinfection of the AC, surfaces and maintenance protocols.

2.

Qualified and trained personnel to use certified products that eliminate 99.9% of viruses and bacteria.

3.

24-hour reception assistance (Telephone)

4.

Smart Tv with interactive hotel information.

5.

Bed and bedroom linen, laundry protocol washed at < 60° >.

## CUSTOMER SERVICE

### RECEPTION

Our goal is that you can forget about your daily life and enjoy an experience of tranquility and security that allows you to enjoy 100% of your holidays.

WE WILL PROVIDE  
YOU AN ATTENTIVE  
AND CLOSE SERVICE  
SO THAT YOU FEEL  
LIKE HOME.

**1.**

Cleanliness and hygiene from the Hotel's entrance. Gel dispensers and hygienic kit with masks and gloves for customers.

**2.**

Periodic cleaning of luggage compartments, bags and carts.

**3.**

24 hour assistance by phone.

**4.**

Clear procedures to ensure the safety distance at the reception desk.

## **ENTERTAINMENT** FACILITIES

Our daytime and evening entertainment programs, when applicable, will be adjusted to take social distance into account.

Activities will take place in small groups to provide a more exclusive experience and keep safety measures in mind.

1.

. Hygiene process of all devices and between guests before the start of each activity through the gel dispensers spread throughout the resort.

2.

Outdoor shows and live music, more space for separation between tables in the terrace area.

3.

Outdoor children's entertainment, promoting more contact with nature.

4.

Disinfection stations (alcoholic gel) in the activity areas.

5.

Outdoor swimming pool ready for occupation keeping the social safety distance. Fitness center on reservation with limited occupancy.



NATURALLY  
DISTINCT

[www.ap-hotelsresorts.com](http://www.ap-hotelsresorts.com)

**A**  
ADRIANA  
BEACH CLUB  
HOTEL RESORT

**C**  
CABANAS PARK  
RESORT

**E**  
EVA  
SENSES  
HOTEL

**M**  
MARIA NOVA  
LOUNGE HOTEL

**O**  
ORIENTAL  
HOTEL

**V**  
VICTORIA  
SPORT & BEACH

**AP**  
HOTELS & RESORTS

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