

## VILA VITA'S HYGIENE & SAFETY CHARTER IN COVID-19 TIMES

The philosophy of VILA VITA Parc is to maintain and guarantee the utmost health, safety and well-being of all our guests, employees and partners at all times. The new measures adopted at the resort to minimize the risk of contagion and the spread of COVID-19, go beyond the procedures recommended and preconized by the national health authorities, to guarantee total confidence and safeguard everyone's health and safety. The resort is also proud to be certified "Clean & Safe" by Turismo de Portugal.

Please find below just a part of the most relevant measures implemented before and during your stay. The protocols below apply also to VILA VITA Parc's external restaurants, VILA VITA Collection and Herdade dos Grous. Please consult our homepage for any updates on the charter.

This is our commitment and guarantee to you.

### UNIQUE QUALITIES THAT MAKE THE REAL DIFFERENCE

Privacy, seclusion and social distancing comes naturally at VILA VITA Parc, even in normal times.

As a member of The Leading Hotels of the World, the resort has always implemented the highest cleanliness, safety and quality standards, with highly trained and qualified staff with a sense of genuine hospitality.

- Spacious grounds on a clifftop with 22 ha/54 acres featuring 2/3 of gardens and open spaces, with low density construction, allowing for natural social distancing from other guests.
- Enclosed and gated resort with security access offering a controlled and safe environment exclusively for resident guests.
- Horizontally designed resort featuring a variety of accommodation in independent buildings, with fully serviced villas offering privacy, exclusivity and seclusion in a luxury environment.
- Direct access to a secluded, almost private beach (the only other access is by sea) and seven swimming pools.
- Multiple restaurant and bar outlets which allow for greater choice. All meals, in all restaurants, are served a la carte, including the breakfast.
- Farm-to-table philosophy in most of the 11 restaurants, with produce originating from our own organic farm and vineyard, Herdade dos Grous. Stringiest HACCP standards in all our kitchens and outlets.

## PREVENTATIVE MEASURES FOR STAFF MEMBERS

The resort has a preventive and curative medicine doctor that evaluates the health and well-being of all the employees as well as a doctor on call 24/7 for guests. Additional measures have been implemented with regards to the regular control of temperature, increased deployment of disinfectant and the use of face masks for all the staff, which are replaced every 4 hours, or as needed.

All public areas, including back-of-the-house, have been reinforced with increased cleanliness and hygiene protocols and our staff is fully trained to prevent and manage any situation.

In addition, we are taking all possible measures to ensure that we minimise any risks, such as, restricting face to face meetings to the strictly necessary and reducing the number of staff on duty to the minimum possible and working from home when circumstances allow.

## GUEST ARRIVAL

### Reception & Transfers

At the Reception desk, apart from the enhancement of additional hand-sanitizers in all public areas, floor markings guarantee the safety distance and circulation between guests and staff.

Guests will also be requested to acknowledge the resort's hygiene and safety protocols and sign a personal good health declaration form.

All the luggage will be disinfected upon arrival at the hotel, as well as all buggies and vehicles, every 30 minutes or after their usage.

Online check-out is also available in order to reduce physical interaction as much as possible in the reception area.

All of our vehicles have the maximum capacity on-board revised according to their category, to allow for safe distance between the seats and the driver, with guests sitting with their backs to each other, leaving the front passenger seat free and are equipped with an air-conditioning disinfection system.

Valet parking is available for hotel guests only.

## DURING YOUR STAY

### Your Guestroom Experience

Our highly trained housekeeping team follow and respect the highest cleaning, hygiene and disinfection protocols, using the most efficient products on the market, by sanitizing all components of the guestroom with added increased frequency.

Furthermore, before and after your arrival, the room is disinfected and sanitized with electrostatic nebulization with an anti-viral and anti-germicidal solution. The use of gloves and face masks, and their efficient use, are a part of employee attire and conduct. The air-conditioning panels are also disinfected thoroughly. We guarantee that your accommodation will be totally disinfected and safe on your arrival and during your stay.

During your stay, you will be provided with a complimentary hygiene kit, composed of a disposable face mask and an alcohol-based disinfectant. Additional hygiene kits may be purchased at the V-Life Kiosk.

Your room will be serviced in your absence. Should you remain in the room while it is serviced, you will be required to wear a face mask.

### Public Areas

We ensure that all public areas and facilities, including indoor and outdoor furniture, are disinfected with electrostatic nebulisations with an anti-viral and anti-germicidal solution.

Furniture will be spaced out to allow for social distancing. The use of a face mask is required in all indoor public areas.

Elevators will be limited to a maximum number of occupants, with floor markings for social distancing and hand-sanitizing dispensers.

## THE FOOD & BEVERAGE EXPERIENCE

### Restaurants & Bars

All of our restaurants, bars and food and beverage outlets (will be open according to the weekly plan) and will be reduced to 50% of their usual capacity, to ensure social distancing. All restaurant reservations must be made in advance and will follow a strict seating arrival time confirmed in advance to respect the allowed capacities.

The use of face masks is required for guests and staff members inside the restaurants and bars at all times, except during the meal.

Our staff members will accompany you to your table. Our menus are all disinfected regularly and after each use, as are all tables and chairs. Online/digital menus may also be accessed by a QR-Code.

### Food Safety

Our kitchens and the handling of food enforce the stringiest standards of food safety and comply with national and HACCP regulations regarding prevention, action and training, and each one is health and food safety certified by TUV. All of our staff members are reminded to wash and disinfect their hands every 30 minutes.

Each kitchen, including all the produce, materials and outside supplies that arrive to the resort, their handling and circulation throughout the various areas, as well as the transportation methods and storage facilities, are disinfected with electrostatic nebulisers with a disinfectant solution.

## YOUR LEISURE EXPERIENCE

### Pools & Beaches

The set-up of the leisure areas, including pools and beaches, is made to guarantee safe social distancing. All protective covers on our sun loungers are used once per guest and towels immediately changed after guest use. Outdoor furniture and parasols will be disinfected by electrostatic nebulisation. Guests will only be required to use a face mask if entering a closed facility such as the restrooms, restaurant or bar.

## SPA / HEALTH CLUB / SPORTS / CRÈCHE & KIDS' PARK / SHOPS / YACHT

The Crèche and Kids' Park, the leisure and sports entertainment areas including the Sports Pavilion, EnerGym Health Club, VILA VITA Spa by Sisley Paris, Hair Salon, Yacht and V-Life Shops will have a maximum capacity for guests, and will be managed by appointment only or booked in advance (not required for shops). Social distancing will be ensured at all times, as well as in all activities that take place inside or outside of the facilities, including pools. All facilities and equipment will be disinfected after each guest use.

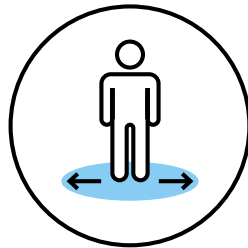
Certain spa treatments and other usual activities may not be available. Please consult with us in advance.

### THE VILA VITA COMMITMENT TO YOU

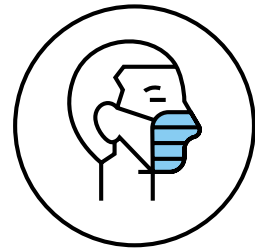
Our programme has been carefully designed to reinforce and guarantee everyone's health, safety and hygiene, with the implementation of dozens of sanitizing procedures and behaviours, which are already a part of the daily routine and intrinsic philosophy at our resort and embraced by our staff members, so that we can provide you with an equally exceptional stay.



WASH HANDS



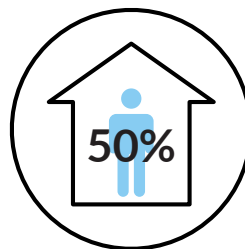
SOCIAL DISTANCING



WEAR MASK



INCREASED AND  
FREQUENT CLEANING



REDUCED CAPACITY

For latest updates on these protocols please consult the homepage [www.vilavitaparc.com](http://www.vilavitaparc.com) • Updated 25 May 2020