

FEELVIANA

SPORT HOTEL ★ ★ ★ ★



STOP COVID-19

THE FEELVIANA PLEDGE

At a time when we are all asked an individual effort to comply with rules and norms, the FeelViana Sport Hotel and staff, as a group, make a promise to friends, guests and clients. Located in Viana do Castelo, a coastal town in the north of Portugal, with under 40 000 inhabitants, the FeelViana Hotel is an extension of the best this town and region have to offer. In a relaxing setting, nestled next to the Cabedelo pinewood and beach, FeelViana is a truly unique place.



PREVENTION GUIDELINES

BOOKING SYSTEM

In order to facilitate your check in and communication throughout your stay, when booking a room, you will be asked:

1. To fill in our Online Check In form (up to 3 days before check in date);
2. To send it back swiftly;
3. To let us know how you wish to communicate with us during your stay (telephone, whatsapp, email or APP).

ACCESS TO THE HOTEL

Access to the reception, on the first floor, is made either by using the stairs or the lift.

When using the stairs, guests must keep a 2m distance from other guests and staff by following the signs.

When using the lift, please consider that capacity has been reduced and that it can only be used by members of one household at a time.

General rules:

1. **Masks** - When walking around common areas, wear a protection mask at all times;
2. **Hand sanitizing** – you will find hand sanitizer dispensers in access to all common areas and hotel services.
3. **Priority** - Key health care and social care workers, police and fire service will take priority in accessing all hotel areas and services.

ACCOMODATION

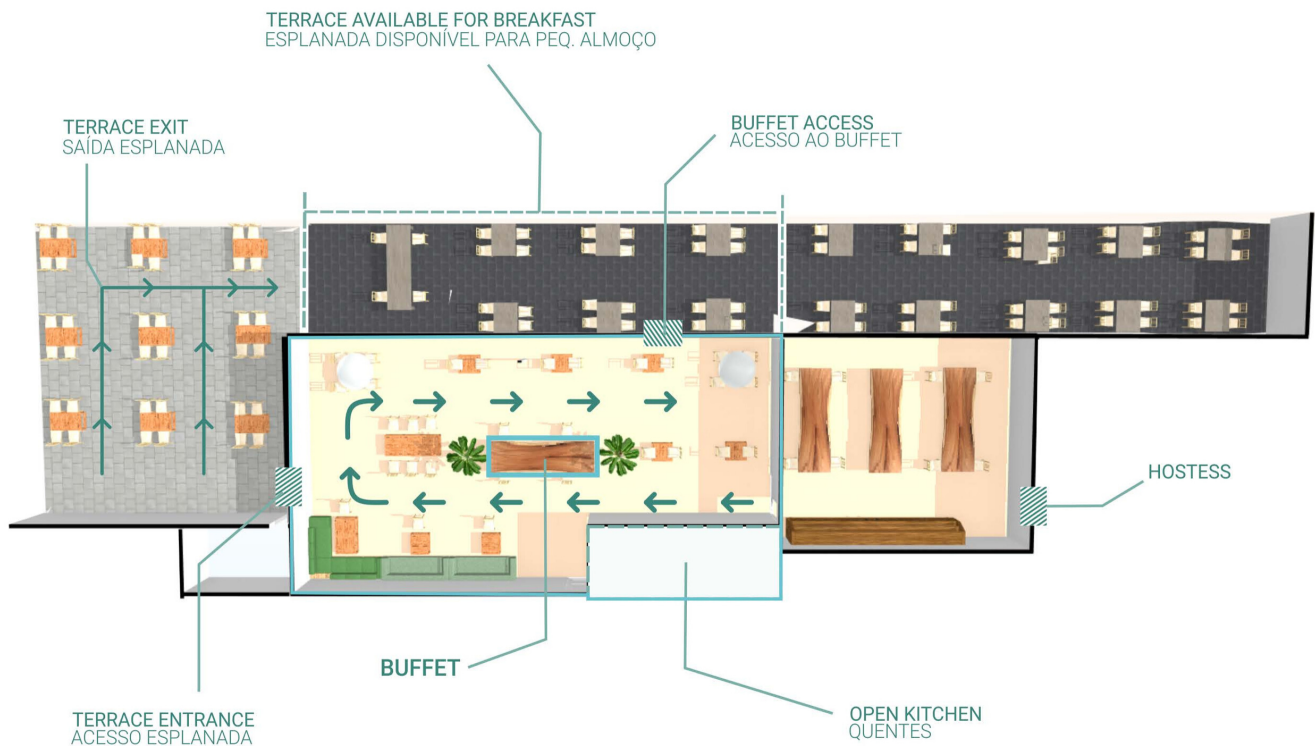
We have adopted a number of procedures regarding our rooms.

1. General information and our covid-19 action plan will be available on our APP as well as TVs;
2. Every room has a hand sanitizer dispenser available;
3. Our cleaning procedures have been updated to comply with the Portuguese Health Department protocol as well as the Turismo de Portugal Clean and Safe stamp.
4. Check in 11 a.m | Check out 16 p.m.

FOOD AND BEVERAGE

We have taken a number of measures into consideration in order to reduce the covid-19 infection risk:

1. Limited the restaurant and bar's capacity according to the 2m distance rule;
2. Reinforced the sanitizing of all surfaces;
3. Our staff will be complying with strict sanitizing measures and wearing PPE at all times;
4. Guests are advised to book a table in advance for the following mealtimes. Our staff will let you know of alternative times, in case your intended booking schedule is full:
Lunch: 12h30 – 14h00 | 14h00 – 15h30
Dinner: 19h30- 21h00 | 21h00- 23h00
5. Self service breakfast buffet possible (except drinks). Mandatory use of masks to access the buffet and use of individual serving tongs;
6. Breakfast scheduling is made according to thesen three schedules and guests will have a 15-minute tolerance:
7h30 to 8h30 | 8h30 to 9h30 | 9h30 to 10h30
7. Entrance in our breakfast room is made in turns, and table assignment accompanied by our hostess;
8. Guests must maintain a 2m distance in our breakfast room and follow the directions as show in the picture attached.



EXPERIENCES AND ACTIVITIES

As a Sport Hotel, outdoor activities are part of our DNA and we recommend that you prefer these over indoor activities. These are our recommendations:

1. Group lessons and activities will be limited in number;
2. Complying with the paper free recommendations, our lessons and activities schedules will be available on our app and written on blackboards available at the reception and SportsCenter;
3. We suggest that guests bring their own equipment;
4. Our rental equipment and rooms will be disinfected before and after the activities.

SPA & GYM

Our spa and Gym are available, with restrictions.

1. Access to indoor pool is according to arrival;
2. Recommended use of goggles in the swimming pool;
3. Sauna, steam bath and showers are temporarily unavailable;

4. Loungers separated according to 2m distance and disinfected after each use;
5. Spa will be closed from 13 to 14 to allow the room to ventilate and to disinfect surfaces;
6. Massages: our therapists will wear PPE, the massage rooms are ventilated and sanitized in between treatments;
7. Gym is limited to 4 people at a time and pre-booking is necessary. Each client is responsible for cleaning and disinfecting equipments prior and after use;
8. A plan with the recommended positioning of clients in the Gym will be displayed;
09. Yoga lessons are limited to 4 people at a time and complying with Portuguese health department standards. Mandatory booking 24 hour ahead of lesson.

MONITORING OF GUESTS WHO ARE POSSIBLY ILL

In the event of a suspected case of COVID-19 Hotel management has prepared a plan:

1. A room will be assigned to accommodate the guest and will be prepared according to the Clean and Safe stamp;
2. A member of staff will be responsible for attending the guest's needs;
3. The room will be disinfected and waste will be disposed using biohazard disposal bags.

CLEANING AND DISINFECTION

We have enhanced hygiene services, complying with our already existing strict hygiene standards, as described in the Hotel's Action Plan, and adapted to each department. These are some of the measures:

1. Cleaning three times a day;
2. Cleaning and disinfecting all floors in corridors and common areas (including lifts);
3. Cleaning and disinfecting frequently touched objects and surfaces like handles, elevator buttons, handrails, switches, doorknobs, tables, counters, taps, flush buttons, chairs and hand sanitizer dispensers).

SUPPLIERS OF GOODS AND SERVICES

We will preferably work with contractors and suppliers of goods and services that follow safe systems of work and also have systems in place for the prevention of the spread of COVID-19.

We have reinforced safety procedures in logistics and the use of PPE is mandatory for all suppliers.

FEELVIANA TEAM

Management organized training for all departments on the new procedures and the action plan is available in all departments.

Staff must wear a clean uniform daily and change in the hotel, not wearing any shoes or clothes from outside.

All departments have an individual safety kit to be used during work hours.

Restricted staff areas must be frequently cleaned, disinfected and ventilated.

Number of staff members per area reduced.

Incorporate teleworking teams and shifts, whenever possible.

The FeelViana Action Plan may be updated or changed as a consequence of new guidance procedures or regulations issued by the pertinent authorities.