

The PR1ME
Energize
Monte
Gordo

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Stay at The Prime Energize

Stay safe with good vibes



Hotel Clean and Safe 2020



Operational Plan in the COVID era

The Prime Energize Hotel Monte Gordo mission has always been to please you, providing an active and balanced lifestyle. Now, more than ever, our priority is to ensure the safety of our clients and co-workers and we are utterly committed to achieving this goal.

We have therefore implemented a set of measures to ensure the wellbeing, comfort and security of all who have chosen us, guaranteeing the same quality standards as before. And also delivering a unique and unforgettable experiences.

We are proud to announce that The Prime Energize Hotel Monte Gordo has been distinguished with the Clean & Safe Establishment Seal for the compliance of all the recommendations provided by the responsible entities.

Please consult below a set of measures implemented in the Prime Energize Hotel, that can be updated when necessary, taking in consideration the guidelines of the Portuguese Government, Health Portuguese Authority (DGS) and World Health Organization (WHO). We apologize in advance for any inconvenience that these may cause, nevertheless they are designed to protect us all.











> General

- > Creation and implementation of a specific COVID-19 Contingency Plan for The Prime Energize Hotel Monte Gordo
- > Information and training have been given to all of our staff members
- > Disinfectant mats have been acquired for the entrances of the hotel
- > Dispensers with an antiseptic solution has been made available throughout the hotel, including:
 - > Hotel entrance
 - > Restaurant accesses
 - > Elevators doors in all floors
 - > Corridors in all floors
 - > Gymnasium
 - > Spa entrance
 - > Rooftop entrance
- > Public toilets have been equipped with liquid soap, disposable paper towels and residue containers with non-manual opening
- > Isolation areas have been defined and equipped with the necessary conditions
- > Individual Protection Equipment has been made available for staff members – masks, protection visors, gloves, aprons and medical gowns
- > Receptions and counters have been equipped with acrylic panels
- > Individual Protection Equipment has been made available to guests
- > Staff temperature will be constantly measurement and logged
- > Appropriate cleaning and disinfection equipment and products as stated by the WHO are being used
- > Cleaning and disinfection of areas of frequent contact such as counters, light switches, doors, door knobs, elevators have been heavily reinforced
- > A constant cleaning and disinfection of the areas will be done with resource to nebulizer equipment
- > Constant air renewal in closed areas like reception, restaurant and gymnasium
- > Proper equipment and products suitable for cleaning and disinfection are available, even for areas used by a suspected or confirmed case of COVID-19
- > Hotel partners and suppliers have been selected on the basis of fulfillment of the rules, regulations and protocols defined by the WHO
- > The procedures for reception, checking, disinfection and storage of supplies has equally been adapted










Reception & Check-in

-  Pre-check in is available online. An email will be sent, so please provide all the mandatory data in advance, for your comfort
-  Dedicated App for The Prime Energize Hotel with information on all services available
-  Information on available services provided on the rooms TV system
-  New texting service available via WhatsApp number: (+351) 918267705
-  New payment methods available - contactless and MBWAY
-  Online check-out soon available







Fuel Restaurant

-  Meal service hours have been redefined and increased to ensure availability for all guests
-  All meals including breakfast will have to be pre-booked, to ensure the maximum room capacity is not surpassed, to avoid any queuing and subject to availability of the time slots made available
-  It is also possible to pre-book room service for some or all of the meals during your stay, subject to a fee
-  Restaurant capacity has been reduced to ensure 2 meters distance between tables
-  Tables will not have any decoration and will only be set in the presence of the client
-  Buffet service will not be available for any of the meals, including breakfast
-  Food and Beverage menus will be available via message, email or by accessing the QR code







Housekeeping

-  To the best of our effort, rooms will only be occupied 24 hours after the previous check out
-  Clients will be given the choice of having or not daily room cleaning service. Therefore, maid service will require pre-booking
-  The change of bed and bathroom linen will be done on a first instance and the general room cleaning will then occur at least 2 hours after
-  Vacuum cleaners will be reduced to a minimum, as wet cleaning will be privileged











Rooftop

-  The number of sunbeds available will be reduced and the distancing between them increased
-  Sofas, tables and chairs will also have increased distancing between them
-  A new maximum capacity for the rooftop will be in place
-  Food and Beverage menus will be made available via message, email or by accessing the QR code




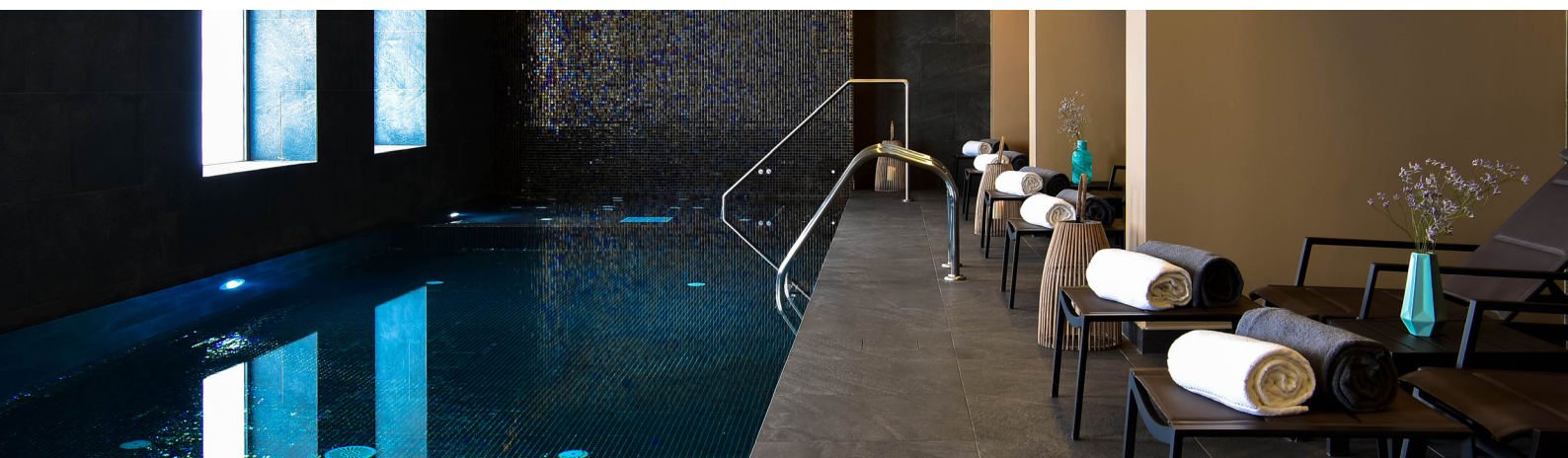
Gymnasium & Spa

-  A reduction on the maximum capacity of the gymnasium will apply
-  The Gymnasium timetable will be changed and slots of 1 hour will be available, including slots for cleaning and disinfestation
-  Gymnasium use will therefore be subject to pre-booking
-  A reduction to the maximum capacity of the spa's indoor pool and relaxation area will apply
-  The Energize Spa use will therefore be subject to pre-booking and hours when children are allowed have been maintained from 9 am to noon
-  Treatments and massages are subject to pre-booking
-  In accordance with the guidelines of WHO and DGS, the jacuzzi, sauna and kneipp baths are deactivated
-  The Energize Spa can be exclusively booked for a party up to 4 people, for a surcharge



Daily Sportive Activities

-  The maximum capacity of our daily free sportive activities will be reduced and, whenever possible, performed outdoors, with the resource of individual protection equipment like masks, keeping the security distancing of 2 meters



Also we kindly remind you...

As you know, informality is one of our main characteristics and you can always still count on our welcoming smile. However, at this time, we all should remember:

- **social conduct** | avoid physical contact with other guests or staff members, maintaining, when possible, the recommended distance of 2 meters and the use of a certified face mask is mandatory in all public areas of the hotel.
- **respiratory hygiene** | cough or sneeze to your flexed forearm or use a disposable tissue that should immediately be thrown away. Wash your hands every time you cough or sneeze and after blowing your nose.
- **hand hygiene** | wash your hands frequently with water and soap, for at least a 20 second period, or use hand disinfectant that has at least 70% of alcohol, covering all hand surface and rubbing them until dry. Avoid any eye, nose or mouth contact before washing your hands.

These measures are in accordance with the Portuguese Government, **Health Portuguese Authority** and **World Health Organization** recommendations and will be updated whenever necessary, as changes may apply.

Contacts

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