

MEMBERS & GUESTS PROTOCOLS

The World Health Organization (WHO) declared the COVID-19, (coronavirus) an international public health emergency.

In order to prevent the risk of transmission of the coronavirus between our employees and our members and customers, an internal protocol was developed that defines the necessary prevention, control and monitoring procedures. This ensures that the requirements set by Portugal's Tourism Office are met, in accordance with the guidelines of the Department of Health (DGS), which allows us to consider Four Seasons Country Club a healthy and safe establishment (Clean & Safe).

This protocol is for members and guests, it extracts relevant information from our internal protocol and its objective is to inform all of our members and guests of the behaviour to be adopted as well as the conditions of access to the different services provided during your stay at the club.

SOCIAL CONDUCT

- **HAND HYGIENE**

Suitable hand washing with soap and water several times a day or whenever warranted, for at least 20 seconds, or use of alcohol-based cleaning solution.

- **RESPIRATORY ETIQUETTE**

Do not cough or sneeze into your hands or in the air. You should do it into the fold of your elbow with the forearm, or use disposable tissues.

- **SOCIAL DISTANCING**

Distance from other people (employees or guests) should be at least 1 metre outdoors, and 2 metres indoors. When this is not possible, you should avoid face-to-face contact.

Making contact when greeting someone (handshakes, kisses, hugs, etc.) is not permitted, nor is socialising in groups if not from the same household.

- **SELF-MONITORING OF SYMPTOMS**

The most common symptoms are a high temperature (38° or greater), persistent cough (or worsening of an existing cough) and breathing difficulties. Everyone should monitor their own symptoms and if you experience any of the above you should immediately contact SNS number 808 24 24 24 and stay in your villa awaiting further instructions. You should also inform reception immediately so we can follow the procedures in the company's contingency plan.

- **INDIVIDUAL PROTECTION**

It is mandatory to wear a mask whenever you are indoors or in contact with employees, members or other guests.

PROCEDURES

Security at the gate

Only those persons staying at the club and other members will be allowed entrance. Please have your card ready to show at the gate. If you are a non member arriving then the gate personnel will be aware of your arrival and will direct you to reception. You may be asked to take a temperature check with a digital thermometer that is used at a distance. We would appreciate your co-operation with this if requested. In the event of any high temperatures being recorded you will be asked to wait, just inside the gate, until a member of the management team here can speak to you. All of our measures are designed to protect your safety and the safety of our guests and staff and we would appreciate please your fullest co-operation at all times, in this most difficult of periods.

Check-in

Please provide as much information as possible in advance so that we can have everything ready for you when you arrive. When checking in only one member of your party should be at reception at any one time. That person should have with him/her the passports for all people who are going to occupy the villa/apartment.

We have available welcome packs, on arrival, of a mask and gloves for each of your party, should you require them. After this these items are available for purchase in the mini-market. Please use them when entering and leaving areas. Masks should always be used in the clubhouse and in any other internal public spaces.

If you need the help of a porter with luggage then he will disinfect your baggage, particularly handles, before taking it to the villa.

Where possible please charge items to your villa. Otherwise credit and debit cards can be used and terminals are cleaned after each use. For amounts up to €50.00 contactless cards would be preferred. Please avoid paying in cash. Please use the sanitising gel to disinfect your hands on entering and leaving the area.

Transport

Transport to and from the beach is available with limited capacity. The usage of a mask is mandatory when travelling. Pick up at the club's reception: 10.25, 16.15, and 18.05. Drop-off/pick up at the beach: 10.30, 16.20, and 18.10.

Allocation of villas

This year, for everyone's safety, we have to avoid, as far as possible, villa moves during the stay i.e. where one week might be spent in one villa and then a move is made to another villa for the second week. Exceptionally for this year therefore you may not be allocated the villa that you own or, if you are renting, the villa that you might have expected. You will be given the same villa type and as near as possible to your normal location but we will allocate villas as necessary to minimise the moves that need to be made.

In the Villas

A daily maid service will be provided with a linen change during the week as normal. However, guests are not permitted to be in the villas/apartments when the cleaning takes place. We have in place cleaning protocols to meet with all current government and health guidelines and within the "Clean and Safe" certification required by Portugal Turismo.

All paper information has been removed from the villas, including the information booklet. If you need any help please contact reception. In the bedroom the decorative elements have been removed from the beds. Please consider yourselves and others when using any items in the villas/apartments.

Other areas

In public areas we have an enhanced level of cleaning regularly throughout the day, especially critical surfaces like door handles, light switches, service counters and surfaces etc.

Maintenance and gardens

Visits by the maintenance team, through call outs to an occupied villa, must be carried out without the guest (occupants) being present.

Restaurant

Open from 08.00 – 21.45

The restaurant will, until further notice, be operating at 50% of normal capacity both inside and outside on the terrace. We are fortunate that we have a good amount of space. Reservations will be required, please contact reception. There are restrictions in place regarding social distancing and we would ask all of our guests to respect these requirements. Guests should refrain from moving any tables or chairs. Preparation of the table for your use only takes place in your presence and menus are paper, for single use only. Use a mask in the clubhouse and when entering the restaurant area but this can be removed when sitting. Please remember that there should be no physical contact between guests and staff. All cleaning protocols are in place and tables and chairs will be cleaned and disinfected after each use. Please use the sanitising gel to disinfect your hands on entering and leaving the area.

Bar

Open from 09.30 - 24.00.

The bar will, until further notice, be operating at 50% of normal capacity both inside and outside on the terrace. We will be serving a full range of drinks as normal and will also have a slightly reduced bar snack menu available. No snacks are currently offered with drinks (crisps or nuts). There are restrictions in place regarding social distancing and we would ask all of our guests to respect these requirements. Guests should refrain from moving any tables or chairs. Use a mask in the clubhouse and when entering the bar area but this can be removed when sitting. Please remember that there should be no physical contact between guests and staff. All cleaning protocols are in place and tables and chairs will be cleaned and disinfected after each use. Please use the sanitising gel to disinfect your hands on entering and leaving the area.

We have live music outside on the pool terrace on Monday (19.30-22.30) Wednesdays (19.30-22.30) and on Fridays (19.30-22.30).

Sports office

Open from 09.00 - 17.30

Please ensure at the counter that you maintain social distancing. The maximum number of people in the office space at any one time should be just one guest and one member of staff. Please wear your mask. Bookings should preferably be made by telephone. Equipment is not currently available for hire. Please use the sanitising gel to disinfect your hands on entering and leaving the area.

Crèche

Open from 9.00 – 13.00, Monday to Friday. The crèche only operates with a prior booking which should be made the day previous to using the facility. Bookings should be made with the sports office.

The maximum capacity at any one time is 5 children and we are unable to look after babies at this time. There will be one staff member for that area. Children are welcomed at the door. Parents are not allowed to enter the facility. The entertainment programme includes: Individual activities, so as to keep children at a distance, allowing social distancing according to the rules in force and outdoor activities maintaining social distancing.

We ensure whenever possible that children do not share objects or that they are sanitised in between uses. All equipment and surfaces will be disinfected regularly and after each use. We will promote frequent washing of hands of both children and members of staff. No food is allowed to be brought to the crèche/kid's club areas.

Temperature may be checked on entering the facility. Employees are instructed to be alert to any signs of symptoms that children may present and inform parents and management immediately. Children should not be brought to the crèche if they show any symptoms of Covid-19 or have been in contact with anyone showing symptoms in the last 14 days. Children over 6 years of age should bring a mask with them to the facility for use when necessary.

Outdoor and indoor pools

Open from 08.30 - 20.30.

The pools can be used but restrictions are in place. The maximum number of guests permitted in the pools at any one time is restricted to 20 for the outdoor pool and 5 for the indoor pool. Members and guests should maintain a 2 metre distance between them. Sun beds are arranged with distancing in groups of 2 and this should be respected. If the party is larger, then we can increase the group size to a maximum of 5 but the party, in that case, needs to be from the same villa or the same immediate family. Flip flops or sandals should be used at all times around the pool areas.

A drinks service will be provided around the pool and drinks and ice creams will be available as normal from the restaurant. Towels will be provided at the pool and guests are required, when using the sun beds, to use the towel to lie on, on top of the mattress. At the end of your time at the pool the towels should be placed in the containers provided. The sun beds, sun shades and mattresses will be cleaned and disinfected by our staff after each use.

Tennis courts

Open from 09.00 – 20.00

Use of the courts is with a prior reservation only. The maximum number of players is 4 per court and no one else should be on the court. Use of the courts is with your own equipment only. Please use the sanitising gel to disinfect your hands on entering and leaving the area.

Squash courts

Open from 12.00 – 20.00

Use of the courts is with a prior reservation only. Only guests or members from the same family or staying in the same unit are allowed to play. Use of the courts is with your own equipment only. Please use the sanitising gel to disinfect your hands on entering and leaving the area.

Gym

Open from 08.45 – 19.45. Last booking at 18.45

The gym operates with a previous reservation only and the total number of users at any one time is restricted to 6. Time slots are of an hour's duration and the gym is then closed for 15 minutes for cleaning and sanitisation. The hours of use therefore are:

08.45 – 09.45

10.00 – 11.00

11.15 – 12.15

12.30 – 13.30

13.45 – 14.45

15.00 – 16.00

16.15 – 17.15

17.30 – 18.30

18.45 – 19.45

Please use the sanitising gel to disinfect your hands on entering and leaving the area. Clean down equipment before and after use with the products provided. Always use a mask when moving around but this can be removed when performing the exercise. Maintain a distance of 3 metres from others using the gym.

Snooker room

Open from 10.00 – 23.00

A maximum of 2 players per table are allowed with a maximum of 4 persons for the 2 tables at any one time in the room. Please use the sanitising gel to disinfect your hands on entering and leaving the area. Clean down equipment before and after use with the products provided. The room and equipment will be cleaned and sanitised after each use.

TV room

Open from 10.00 – 23.00

Reduced capacity with a maximum of 2 people per table; the area will be cleaned regularly and furniture will be sanitised after use. Please use the sanitizing gel to disinfect your hands on entering and leaving the area.

Mini-market

Open from 08.30 – 17.00

Maximum capacity is 3 people at any one time. The wearing of masks is mandatory within the mini-market. Please use the sanitizing gel to disinfect your hands on entering and leaving the area. Alternatively you can place your orders by telephone which can then be delivered to your villa or collected at an agreed time. At the cash desk and at counters please maintain social distancing to avoid contact with our staff members or other guests. When waiting to pay or be served maintain a distance of 2 metres between you and others.

Sales office

Open from 09.00 – 18.00

Please ensure, at the counter, that you maintain social distancing. The maximum number in the office space at any one time should be two guests and one member of staff. Please wear your mask. To ensure that the space is free it would be advisable to call ahead of time and make an appointment. Please use the sanitising gel to disinfect your hands on entering and leaving the area.

Boutique

Open from 10.00 – 13.00 and 14.00 – 18.00 (Monday to Friday)

Maximum capacity is one person at any one time plus the assistant working in the shop. Please use a mask at all times and maintain social distancing. Items of clothing, if tried on, are disinfected and left aside for 48 hours before being returned to stock. The area is cleaned regularly. Please ensure that your hands are washed before touching any items in the shop and please use the sanitising gel to disinfect your hands on entering and leaving the area.

Hairdresser and beauty therapy/massages

Salon guidelines:

- One client and one therapist in the salon at any one time. By appointment only
- Please bring the bare minimum with you into the salon. No phones and no bags.
- Protective shoe covers are provided at the door
- Sanitise hands at the entrance door
- Wash hands before treatment
- Masks are to be worn by client and therapist. Gloves to be worn when possible.
- All surfaces are disinfected in front of the client before and after treatment, Equipment will be sanitized and disposables will be used where possible.
- Disposable towels will be used where possible
- 30 minutes are allocated between each client for cleaning and for clients to avoid coming in to contact with others
- It is preferred that clients wait 5 days before having treatments if they have recently travelled
- Treatments will not be provided for any client that has taken a flight recently without first filling in a short questionnaire first
- Salon personnel have the right to refuse treatment in any case where they feel their health may be at risk

Facilities that remain closed – until further notice

- Jacuzzi whirlpool bath
- Steam baths – located in changing rooms
- Children's playground
- 5-a-side football pitch
- Lawn bowls – except with own equipment
- Children's games room