

Health and Safety Measures:

At [Altis Hotels](#), the comfort, health and safety of our guests, employees and partners are always our main concern. We consistently maintain the highest levels of our quality, environmental and safety systems, with strict procedures and measures to protect life, be it regarding emergency response, safety, health or hygiene, in all areas of our Hotels. These systems are regularly audited by independent bodies with a focus on continuous improvement.

Due to the current situation, additional measures have been implemented as part of the [Clean & Safe seal of Turismo de Portugal](#), the Portuguese tourism authority.

Guests:

- Before arrival, guests will be asked for information about their personal preferences regarding the service and interaction with our employees.
- A kit including a mask, hand sanitiser and disposable gloves will be available at check-in.
- Alcohol-based antiseptic solution dispensers will be placed near the entry points of hotels, restaurants, bars and bathrooms.
- The mandatory use of a mask in the common areas of all hotels will be implemented.
- We encourage you to book your reservations in our restaurants in advance to avoid waiting lines and to ensure your safety.

Spaces:

- We have significantly increased sanitisation in all areas of the hotel, especially at the points of greatest contact, such as counters, door handles, elevator buttons, telephones, bedside buttons and others.
- We have reviewed our sanitisation plans to ensure that efficient products are used to eliminate the virus.
- We have revised the procedure for changing the bed sheets and sanitising the rooms, favouring safety and ensuring the effectiveness of sanitisation.
- We have reassessed laundry programs by increasing sanitising cycles.
- We have readjusted the layout of restaurant and bar premises to ensure physical distancing, recommended by competent authorities.
- We ensure regular air renewal in restaurant areas, rooms and enclosed spaces by using renewed air handling units and opening windows.

Employees:

- We check the temperature of all employees, suppliers and other visitors, and implement standard protocols for the use of sanitising and cleaning equipment.
- We check the temperature of all our employees, partners and visitors. We encourage self-monitoring and provide individual counselling along with our medical services.
- We provide our employees with all personal protective equipment suited to their duties.

- We are currently informing and training all our employees with regard to the new procedures adopted in the Hotels in accordance with the contingency plan and the safety and hygiene measures recommended by the competent authorities.
- We enforce preventive safety measures for all suppliers and service providers.

The Group continues to monitor the evolving situation and follows the guidelines of the World Health Organisation and of the many national health authorities with the aim of reacting quickly and effectively in adapting our procedures to ensure safety and comfort for all.