



PENHA LONGA
Resort

HYGIENE AND SAFETY MEASURES ADOPTED BY PENHA LONGA RESORT AGAINST COVID-19

Penha Longa Resort is attentive to the evolution of COVID-19 and is monitoring closely the statements of the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) on cases of COVID-19 (coronavirus) and following the guidelines of these agencies and the national healthcare service in Portugal, the Serviço Nacional de Saúde (SNS), to constantly update the hygiene and safety procedures adopted in all areas of the hotel.

Penha Longa Resort's priority now is to maintain the highest hygiene standards and preventive measures to guarantee the quality and safety of all, to ensure the normal functioning of the resort.

The measures implemented will be strictly followed by the ladies and gentlemen of Penha Longa Resort, who will receive frequent training. Measures will also be requested from our esteemed guests, ensuring that their stay runs as safely as possible, mitigating any risk of infection.

Penha Longa Resort received the "Clean and Safe" stamp of approval, issued by the Turismo de Portugal to distinguish tourist activities at national level which are compliant with hygiene and cleaning requirements for the prevention and control of COVID-19 and other possible infections, according to the recommendations of the DGS - Directorate-General for Health. Click on the stamp below for more information.



Our commitment to cleanliness:

We take hygiene and cleanliness standards very seriously and are taking additional steps to ensure the safety of guests and employees. The ladies and gentlemen of the Penha Longa Resort are committed to ensuring that the latest hygiene and cleanliness guidelines are followed daily. Our health and safety measures are designed to handle a wide spectrum of viruses, including the coronavirus, and range from hand hygiene and cleaning product specifications to cleaning procedures for rooms and common areas. The specific actions that Penha Longa Resort is taking include:

Health, safety, and knowledge of the ladies and gentlemen (employees):

The ladies and gentlemen of Penha Longa Resort, as well as their health, safety, and knowledge, are essential for an effective cleaning program. Here are some ways in which we support them:

- **Hand hygiene:** Washing our hands properly and often is vital to help fight the spread of viruses. In our daily meetings, teams are reminded that cleaning starts with this simple gesture. This is important for the health of employees and our guests.
- **Continuous training:** In addition to training in cleaning and hygiene protocols, employees are also undergoing training to improve awareness of COVID-19.
- **Real-time information:** Our teams are on alert 24 hours a day, seven days a week, to provide the necessary support and work with local and regional authorities.

Cleaning protocols and products: In the coming months, when guests are back at Penha Longa Resort, they will notice the various complements to our cleaning regime, planned to set an even higher standard of cleaning. Specific areas of focus include:

- **Surface areas:** COVID-19 has raised awareness about the importance of high-touch surface cleanliness. In public spaces, the company has added to its already rigorous cleaning protocols, requiring that surfaces are thoroughly treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. In guest rooms, the company has likewise added to its rigorous protocols, requiring that all surfaces are thoroughly cleaned with hospital-grade disinfectants. Penha Longa will also be placing disinfecting wipes in each room for guests' personal use.
- **Contact with guests:** The CDC and WHO warns about direct, person-to-person contact as the primary way COVID-19 is spread. To help alleviate the risk of transmission this way, Penha Longa Resort will be using signage in the lobby area to remind guests to maintain social distancing protocols and removing or re-arranging furniture to allow more space for distancing, in addition to offering a kit during the check-in containing a mask and a pair of gloves for each guest. The resort is also implementing measures recommended by the government and the DGS - Directorate-General for Health to provide an extra level of precaution for our guests and employees and is working with supply chain partners to make masks and gloves available to employees. The distance between tables and the reduction of maximum capacity will also be adopted in restaurants. Penha Longa is installing more hand sanitizing stations at the hotel entrance, near the front desk, elevators, and fitness and meeting spaces. Besides, guests can choose to use their phones to check-in, access their rooms, make special requests, and order room service that will be specially packaged and delivered right to the door without contact.
- **Food Safety:** Penha Longa's food safety program includes enhanced sanitation guidelines and training videos for all operational employees that include hygiene and disinfecting practices. At Penha Longa, all food handlers and supervisors are trained on safe food preparation and service practices. Also, the resort is modifying its operational practices for in-room dining and designing new approaches to buffets.

In addition, Marriott International created the Global Cleaning Council to tackle the realities of the COVID-19 pandemic at the hotel level and further advance the company's efforts in this area. The Marriott Global Cleanliness Council is focused on developing the next level of global hospitality cleanliness standards, norms, and behaviors that are designed to minimize risk and enhance safety for consumers and Marriott associates alike. Visit the [Marriott News Center](#) for more information.