

# INTERNAL COVID-19 CONTAINMENT PROTOCOL



## GENERAL RULES:

- Wear a personal protective mask inside public/community spaces;
- Use the disinfectant to clean your hands when entering and exiting the reception;
- Respect the social distance between people of at least 2 meters (except cohabitants);
- Avoid touching unnecessary surfaces and objects;
- If you have one of the following symptoms, namely, fever, cough and/or difficulty breathing, it is forbidden to frequent public spaces and it is mandatory to inform the reception by phone so we can activate the isolation plan. You should also contact the National Health Service (+351 808 24 24 24) for screening and guidance.

## SPECIFIC RULES:

### RECEPTION

- The visit to the reception is strict at check-in / out, breakfast, requests for information from the staff, among other situations that may be necessary;
- Only 1 person must enter per reservation, except for breakfast;
- Customers must wait for their turn with the appropriate distance between them.

### CIRCULATION

- The circulation of customers when entering and exiting Mercelandia d'Alegria, after check-in, must occur primarily through the backyard door. For this purpose, use the key card that was assigned to you at check-in.

### BREAKFAST

- Breakfast started to require an appointment in order to avoid crowds. The schedule is the one that was defined at check-in, so if you need to change please contact our reception;
- For your safety, at most there will only be two rooms (or two families) at the same time having breakfast and at separate tables.

**Thank you and protect yourself. [EN]**