



Combating Covid-19 - 'by See You Soon Services'

The country is now in a state of calamity and everyone is living in times of distress and apprehension not knowing what the future holds. Similar to the hotel industry and companies in the same trade, See You Soon is preparing for the future!

When the country feels safer, although not entirely back to normal, it will be imperative to rebuild the economy and, fundamentally, generate hope and create a safe and secure way of life! Inevitably people will start going out, having family reunions...travelling....and, slowly but surely tourism will recover!

We are fully aware of the enormous responsibility we have to protect the people who work with us, those who have entrusted their properties to us and guests who have chosen See You Soon to look after them in the Algarve. It is therefore crucial to fulfil the necessary requirements and prepare a safer future for all of us!

See You Soon Services is fully committed!

- All collaborators/associates have training and information on:
 1. **How to wash your hands:** wash your hands frequently with water and soap for at least 20 seconds or use alcohol-based hand sanitizer (minimum 70% alcohol), covering every part of your hands and rubbing until dry.
 2. **Respiratory etiquette:** cough or sneeze into your flexed forearm or use a paper tissue which is immediately thrown into the rubbish bin after use; always sanitize your hands after coughing or sneezing and after blowing your nose; avoid touching your eyes, nose and mouth with your hands.
 3. **Self-monitor daily:** take your temperature to check for fever (register the reading and the time), coughing and difficulty breathing.
 4. **Comply with the regulations determined by the National Health System for cleaning and laundry care in the establishments.**



- For all our properties:
 1. A deep clean and disinfection of the property before the first booking of the season;
 2. Cleaning and disinfection between each booking – according to NHS regulations;
 3. All disinfectants used comply with the regulations of the World Health Organisation (WHO): the use of bleach (sodium hypochlorite solution) at a minimum of 5% free chlorine concentration and 70° alcohol based for metallic surfaces and others that are not compatible with bleach, to avoid damage and corrosion.
 4. Cleaners are dressed and protected accordingly with masks and gloves;
 5. Vacuum cleaners are not used;
 6. Surfaces are cleaned from top to bottom and in order from the cleanest to the dirtiest areas;
 7. Walls are cleaned to arm's length;
 8. Cleaning cloths are not reusable, different cloths are used exclusively for the bedrooms and for the bathrooms;
 9. The mop and bucket used in the bathrooms are different to the mop and bucket used in the bedroom;
 10. Clothing and accessories (ex. towels) used by guests and during the cleaning process are washed at high temperatures (at least 60°C);
 11. Cleaning equipment is disinfected and sanitized after every cleaning service provided according to the regulations defined for each type of equipment.

- Our guests:
 1. Information is sent to guests before their arrival regarding the safety measures taken to ensure their protection;
 2. On arrival, a safety kit must be provided that includes a small bottle of hand sanitizer gel (alcohol based) and a mask for each guest;
 3. Guests will be given information on how to comply with the basic precautionary measures required to prevent and control an infection related to the corona virus, COVID-19 outbreak;
 4. The local health centre address will be provided as well as the 24-hour emergency phone number for the National Health Service;
 5. Guests will have the assurance that someone responsible will always be available to support them in case there is suspicion of risk of infection (accompany the person at risk to a designated confinement location, render assistance needed and contact the national health service).

Together we shall stand! United we shall succeed!