



STOP COVID-19

House Protocol



STOP COVID-19



- Manifest
- Goals
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- Contingency Measures
- Service

MANIFEST



Santa Cruz... Raw, wild, unspoiled, immense, impetuous and overwhelming.

The breeze, salty and vigorous.

The foamy waves, wistful and gripping.

The beaches, wide, unique, clean and intact.

Amongst cliffs, sand dunes and bare rocks, sprouts a small place called Santa Cruz which, despite guaranteeing all the services necessary for well-being, does not follow the patterns nor agitations of other coastal tourist villages on the Portuguese West Coast. To say the least, Santa Cruz is a unique place, where you simply feel like LIVING... In front of the blue SEA.

Paradise,

Dream,

... A restart,

A reencounter.

MANIFEST



The 8 rooms and 13 bungalows exist in total respect and consonance with Mother Nature. They do not have air conditioning, as we stand for clean air and sea breeze! Creativity, comfort, hospitality and sustainability will grant you a tranquil, cozy, safe and laid-back stay.

A PURE place that celebrates the Waves, that celebrates the SEA!

For those who seek balance, harmony and authenticity.

To resume, regenerate, redo and repair.

To meditate, reflect, care and contemplate.

Here, the SEA will be your only company.

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We are going above and beyond to take all precautions to keep our premises safe and clean. Both yours and our well-being, health and safety will always come first. You can rest assured, the warm welcome - even though without hugs, but with the same friendly smiles. We are certain that we will come out of this experience even more unified and resilient... See you very soon.



GOALS



IT REASSURES US THE FACT THAT OUR HOME IS:

- Of a small dimension
- Located by the SEA
- Exclusively accessed by our guests
- With accommodation facilities accessible through the exterior
- With a safe and secure food & beverage services
- Without air conditioning



BUT, still...

In order to ensure the maximum safety and well-being of our dear guests, staff and community, we have taken several temporary measures which follow the guidelines of the World Health Organization (WHO) and the Portuguese Directorate-General for Health (DGS) and which can be found below.

Depending on the evolution of coronavirus, these measures may change, always keeping in mind and in order to safeguard the health of all.

PREVENTIVE MEASURES



SOCIAL DISTANCING

1,5 to 2m will be ensured, whenever possible, among every people using our facilities. To this effect, we have installed the following actions:

- Reduction of restaurant's capacity, as well as all common areas. Advanced booking is advised
- Guests can choose from several different services - in-house and outside, which will contribute to a greater or lowers social isolation
- Some group experiences and activities will be limited to a reduced number of participants. The ones occurring outdoors and/or exclusively for couples and families/small groups will be privileged
- Reduction of number of staff members per area
- Non-essential external supply temporarily interrupted
- Safety distance ensured on our beach huts

PREVENTIVE MEASURES



PERSONAL PROTECTIVE EQUIPMENT

Noah Surf House will provide the required protective equipment for staff members, according with one's occupation, to ensure the safety for everyone using our facilities. We advise guests to bring their own equipment, nevertheless, we will provide on request.

- Staff wears masks during all shift, from the moment they enter until the moment they leave the building
- Properly protected cleaning teams with specific personal protective equipment
- External services staff are also obliged to wear safety masks
- Using mask is mandatory for guests in shared areas inside the hotel

PREVENTIVE MEASURES



CLEANING AND DISINFECTION

- Reinforcement of cleaning and disinfection practices and measures throughout the day, of materials and existing equipment in accommodation units and common spaces, with special focus on high contact points
- Use of disinfectant products with proven efficiency in the elimination of the virus
- Regular ventilation of all accommodation units and common spaces
- Elimination of high-contact and difficult-to-disinfect elements of housing units and common spaces
- Double care when handling and cleaning textiles, namely sheets and towels
- Guests may choose whether to request room cleaning service during their stay
- Hand-sanitizer available at the guest service points
- Whenever possible, guests will preferably stay in a room with direct access from the outside and which has not been occupied the night before

PREVENTIVE MEASURES



TRAINING

All our staff members get continuous training regarding:

- All the measures presented on this protocol
- All preventive measures on Sars-Cov-2 contingency, including hand disinfection procedures, respiratory etiquette, and social conduct
- Daily fever monitoring procedure
- Acting when there is a suspected case
- All Portuguese Directorate-General for Health (DGS) applicable rules

CONTINGENCY MEASURE



SUSPECTED CASES

- We encourage our staff to monitor their health and symptoms, daily. To this effect, we provide a fever thermometer. Which can also be used by our guests
- Any suspected case will always be reported to - and followed by our General Managers, available 24h a day. The person will be led into the isolation area, on which all necessary goods will be provided
- We have direct contact with the local health authority - Cluster of Health Centres West South, which will provide specialized support, if needed
- The disinfection procedures will be instantaneously triggered, as well as waste routing and control of close contacts, as per the Portuguese Directorate-General for Health (DGS) rules
- Identified suspected cases will be subject to internal record

SERVICE



- Accommodation
- Food and Drinks
- Experiences and Activities
- Other Spaces and Services



ACCOMMODATION



- Whenever possible, guests will preferably stay in a room with direct access from the outside and which has not been occupied the night before
- Guests can choose from several different services - in-house and outside, which will contribute to a greater or lowers social isolation
- No accommodation unit, nor any common space, is equipped with air conditioning
- Guests are advised to bring their own individual bottle for water filling and/or tea
- Reinforcement of cleaning and disinfection practices and measures on all our accommodation units



FOOD AND DRINKS



- Reduced restaurant capacity to ensure safety distance
- We strongly advise our guests to book in advance (maximum of 10pax per table)
- Breakfast buffet with assisted service and advance reservation required
- New menus better adapted to the current dynamics of the service
- Mise en place applied in the presence of the customer
- Strengthening HACCP plan measures
- Cleaning and disinfection of the areas used by guests in their meals, after each use
- After 8 pm, the consumption of alcoholic beverages is only available in the context of meals



EXPERIENCES AND ACTIVITIES



- Some group experiences and activities will be limited to a reduced number of participants
- Activities occurring outdoors and/or exclusively for couples and families/small groups will be privileged
- Detailed and updated information can be accessed on our online concierge, before the stay, as well as on the black board, next to the reception, and at the Sport Centre
- We suggest our guests to bring their own gear for sports and activities (yoga mat, surf suit, skateboard, protections...)
- All our gear and equipment will be disinfected before and after each use, as well as the spaces where activities will occur



Menu
Tulipa
Fili
Cava

EVENTS



PARTICIPANTS

- Use of mask by all participants throughout the event, whenever they are indoors
- Washing and / or disinfecting hands before and at the end of the event
- Social distance (2m) between all participants
- No sharing of equipment and furniture

SPACE AND CLEANING

- Reinforcement of cleaning and disinfection practices and measures throughout the day, of materials and existing equipment in accommodation units and common spaces, with special focus on high contact points
- Use of disinfectant products with proven efficiency in the elimination of the virus
- Use of natural ventilation
- Hygiene and disinfection of all areas immediately after the event
- Management of participants' accesses, avoiding the concentration of people at the entrance and exit

CORPORATE MEETINGS

- Use of mask or face shield by all participants whenever they are indoors, except when they are speaking or when eating food
- Specific circuits for entering and leaving spaces, using separate doors or entrances
- Cleaning and disinfection, before and after each use or interaction by the participant of equipment, objects, surfaces, products and utensils in direct contact with the participants
- Occupation of the seats with an interval chair between people who are not cohabiting, the previous and next row being occupied by mismatch seats
- Minimum distance of at least two meters between the same and the first row of spectators and the stage

OTHER SPACES AND SERVICES



- Jacuzzi temporarily out of service
- Communal kitchen temporarily unavailable
- Dynamic Lab requires reservation and can be used for 2 hours maximum
- Suppliers with "Clean & Safe" seal are preferred



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