

CONTINGENCY AND ACTION PLAN FOR COVID-19

Definition and main aspects of Covid-19

The Coronavirus are a group of virus whose most recent strand was identified for the first time in China and has been spreading worldwide, being the disease caused by it – COVID-19 – considered today as a pandemic situation.

Its transmission is made from person to person, through contamination by respiratory droplets, secretions or contact with them, either by proximity to the infected person or by contact with infected surfaces, and their incubation time can vary between 2 and 14 days.

The symptoms of COVID-19 are similar to the flu and can range from mild, moderate to severe. Most infected people recover without sequelae, however in the most serious situations complications such as severe pneumonia, the need for assisted ventilation or even death may occur.

The main risk groups are the elderly, people with chronic diseases (eg. diabetes, cardiovascular diseases, high blood pressure) and health professionals.

Main symptoms

- Fever;

- Cough;

- Breathing difficulty;

- Muscle aches;

- Generalized weakness;

- Headache.

Main Recommendations

1. Wash your hands frequently. You should wash them whenever you blow, sneeze or cough or after direct contact with sick people. You should wash them for 20 seconds with soap and water or with a 70% alcohol-based solution;
2. Avoid close contact with people who have respiratory infection (must keep a minimum distance of 2 meters);
3. Avoid physical contact, namely kisses, hugs and handshakes;
4. Avoid touching your eyes, nose and mouth with your hands;
5. You shouldn't share personal objects or food that you have touched with your hands, mouth or nose;
6. You should avoid social contacts and crowds (eg. shopping, cinema, concerts, theaters, supermarkets, restaurants, cafes, bars and clubs);
7. It is advisable to stay at home whenever possible and leave the house only and exclusively if necessary. Whenever it is necessary to leave, you must maintain a safe distance from other people;
8. Respiratory etiquette measures must be taken: cover your nose and mouth when sneezing or coughing, with a tissue or with your forearm / elbow, never with your hands. After use, the tissue should be placed in the trash immediately;
9. In case of the appearance of symptoms (cough, fever, difficulty breathing, etc.) call the Health Line 24 (808 24 24 24) and follow the recommendations given. You should only go to the Emergency Department, Private Hospital or Clinic after recommendation by the Health Line 24;
10. If you have had contact with someone infected or someone coming from areas of community transmission you must remain in social isolation for a period of at least 14 days and it is advised that you monitor your body temperature daily.

Preparation and Cleaning of Villas:

Preparation of Villas

The Villas' preparation takes into account the special needs of our guests and SpringVillas employees, so that everyone can be protected from Covid-19 and avoid possible transmissions.

Therefore, in the preparation of the Villas, the following must be verified:

- In the entrance hall, leave alcohol-based hand washing solutions;
- In the bathrooms, provide disposable wipes and waste basket;
- Rooms must be made available according to the Villa's expected occupancy;
- Post informational posters promoting good practices and guidelines from the DGS, namely with regard to hand washing and respiratory etiquette;
- Whenever possible, remove decorative pillows, curtains (or place them in a position that people do not touch) and unnecessary decorative objects (except paintings, lamps, TV).

Cleaning of the Villas

- When possible, Villas should be cleaned only 48 hours after check-out;
- It is mandatory to use a mask and gloves to clean the Villas;
- The first action to be taken will be to remove all towels and bedding;
- Then, in places where it is necessary or convenient to use a vacuum cleaner, they should be vacuumed immediately, leaving the room to air for 1 to 2 hours, as possible;
- Only after the period of 1 or 2 hours has elapsed, should the vacuumed areas be subjected to all other cleaning and disinfection tasks;
- Ensure the cleaning and disinfection of all surfaces and objects in common use. On non-disinfected damp surfaces (bathrooms and kitchens mainly) the virus can survive up to 6 days, so disinfection in these areas must be reinforced;

- Clean and disinfect all handles, taps, controls, etc with 70% alcohol;
- Use cleaning products with antivirus action, bleach and alcohol for cleaning and disinfection. On metallic surfaces, use alcohol to avoid damaging metals;
- The alcohol to be used is 70%;
- For common surfaces disinfection:
 - a. wash with water and detergent first;
 - b. apply the bleach diluted in water in the following proportion: 1 measure of bleach in 49 equal measures of water;
 - c. leave the bleach to act for 10 minutes;
 - d. rinse only with hot water and allow to air dry;
- Also the furniture and some equipment can / should be disinfected after cleaning with wipes moistened with 70% alcohol;
- Clean surfaces from top to bottom and from the cleanest to the dirtiest;
- The floor is always the last thing to be cleaned and disinfected;
- Use single use cloths for each area of the Villa;
- In the kitchen, wash the dishes in the dishwasher at the highest possible temperature; cleaning and disinfecting cabinets, countertops, tables and chairs, not forgetting to disinfect cabinet and door handles; then clean and disinfect the tap, washbasin and drain. Cleaning is performed with the cleaning products described above, and disinfection is done later with a wipe soaked in 70% alcohol;
- Clean the walls up to arm's height;
- Use different mops and buckets for the different areas of the Villa;
- After cleaning the Villas, put the mops in bleach to disinfect;
- Keeping the gloves on, remove the clothes / sheets and towels, being careful not to shake them, in order to prevent the virus from spreading. They must be stacked, making a bundle, sealed and immediately placed in plastic bags out in the sun, without touching the body;
- Before making the beds, allow the beds to air for as long as possible;

- If there is presence of blood, respiratory secretions or other organic fluids, absorb the liquids with absorbent paper; apply the bleach diluted in water in the proportion of 1 measure of bleach to 9 equal measures of water; leave to act for 10 minutes; wash the place with water and detergent; rinse only with hot water and allow to air dry; use a mask when diluting and applying bleach; open the windows for ventilation of the space;
- The garbage found in the Villa must be placed in a garbage bag and, subsequently, placed in a second well-conditioned bag;
- Open the windows after cleaning to ventilate the areas.

Safety protocol measures to be taken by SpringVillas professionals

- Take all self-protection measures according to training:
 - o Gloves;
 - o Surgical masks;
 - o Protective plastic apron over the uniform.
- Gloves and masks must be disposed of immediately and the clothes/uniforms used by professionals must be washed after cleaning;
- After removing gloves and masks, hands should be cleaned immediately;
- Professionals should bathe immediately after cleaning, minimizing contact with other people and objects either at home or outside.

Caution and advice to recommend to guests

1. Wash your hands frequently. You should wash them whenever you blow, sneeze or cough or after direct contact with sick people. You should wash them for 20 seconds with soap and water or with a 70% alcohol-based solution;
2. When entering the house, after coming from outside the Villa or from public places, leave your shoes in the entrance hall and change your clothes, leaving the clothes you used isolated from the rest to avoid possible contagions at home;
3. Avoid close contact with people with respiratory infection (must keep a minimum distance of 2 meters);

4. Avoid physical contact, namely kisses, hugs and handshakes;
5. Avoid touching your eyes, nose and mouth with your hands;
6. You shouldn't share personal objects or food that you have touched with your hands, mouth or nose;
7. You should avoid social contacts and crowds (eg shopping center, cinema, concerts, theaters, supermarkets, restaurants, cafes, bars and clubs). SpringVillas advises you to make purchases on online platforms;
8. You are advised to stay at home whenever possible and to leave the house only and exclusively if necessary. Whenever it is necessary to leave, you must maintain a safe distance from other people;
9. Avoid close contact between children and the elderly, as children, although less susceptible to the virus and showing symptoms, are agents that transmit it;
10. The elderly must always maintain a safe distance from the rest of the guests as they are a risk group;
11. Respiratory etiquette measures must be taken: cover your nose and mouth when sneezing or coughing, with a tissue or with your forearm / elbow, never with your hands! Always dispose of the tissue in the trash;
12. In case of symptoms (cough, fever, difficulty breathing) call the Health Line 24 (808 24 24 24) and follow the recommendations given. You should only go to the Emergency Department, Private Hospital or Clinic after recommendation by the Health Line 24;
13. If you have had contact with someone infected or someone coming from areas of community transmission, you should remain in social isolation for a period of at least 14 days and you are advised to monitor your body temperature daily. If you have symptoms you should contact the Health line 24;
14. In case of any symptoms appear during or after your stay in our Villas, the guest must inform us of the situation;
15. In case of any guest's symptoms while staying in one of the Villas:
 - The guest with symptoms should put on a mask;
 - Place the guest with symptoms in isolation in a room;
 - Contact SpringVillas and the Health Line 24 immediately (TEL: 808 24 24 24);
 - Guests must maintain a distance of 2 meters between themselves and reinforce preventive measures;

- Guests must clean and disinfect all common areas.
16. Any questions or difficulties you may have, do not hesitate to contact SpringVillas, either to the general number +351 92 01 35 294 or to the Villa Manager;
 17. Asking customers to maintain extra care with the cleaning of the Villa and to make a small cleaning of the Villa in the end to avoid risks for employees.

Check-in, Check-out and other guest assistance:

Check-in and check-out are moments in which there will be greater proximity between guests and SpringVillas employees, so the measures mentioned above must be taken to reduce the risk of contagion from Covid-19, namely the use of a mask , maintain a safety distance of two meters and avoid direct contact such as handshakes or kisses.

Check-in

Upon arrival of the representative guest of the group, the guest must be asked to wear an appropriate protective mask to Covid-19;

1. Before proceeding with check-in, the guest must disinfect his hands with the alcohol gel provided by SpringVillas;
2. The check-in must be carried out by the Villa Manager accompanied by only 1 representative of the group;
3. The check-in process should be simplified as much as possible, avoiding contact and proximity between guests and the Villa Manager and reducing the time spent inside the Villa as much as possible;
4. Guests should be informed that any questions they may have, they may contact the Villa Manager or SpringVillas by phone, WhatsApp or email.

Check-out

At check-out, the same measures must be taken, calling attention to the fact that when collecting the Villa keys, the guest must place them in a location to be indicated by the Villa Manager, so that he proceeds to disinfect them immediately with 70% alcohol, since they are an object with a high risk of transmission.

Assistance to guests

Regarding the assistance to be provided to guests, this should be done whenever possible by electronic means, telephone, text messages or e-mails, and, if in-person assistance is required, all the measures previously mentioned must be adopted to avoid contagions of Covid-19. Employees from third party companies that provide services to SpringVillas, namely pool and garden maintenance personnel, are also instructed on security measures to prevent contagion.

In cases of suspected Covid-19

If any employee shows suspicious symptoms of Covid-19, or his infection is confirmed, he must proceed as follows:

- As soon as you have any symptoms, immediately notify your superior and suspend your work;
- Put the rest of his team on quarantine;
- If the infected employee has had direct contact with the guests, they must be notified so that they are aware of the appearance of possible symptoms and can also perform a quarantine.

If any guest has suspected symptoms of Covid-19, or their infection is confirmed, proceed as follows:

- Assist guests in contacts with health authorities;
- Proceed with the additional disinfection of the jacuzzis and swimming pool. Jacuzzi: change the water;
- Provide the cleaning material that guests need to clean the Villa;
- Change the clothes and leave the used clothes in a plastic bag closed out in the sun.