

# COVID-19 INFORMATION FOR GUESTS (2020-06-26)

## Introduction

With this document we intend to provide the following information to our guests:

- Information on hygiene measures adopted to prevent COVID-19 infection.
- Contact of the person responsible for COVID-19 procedures and instructions to call in case of suspected infection.
- Contacts of the SNS 24 line and guidance on how to proceed in case of suspected infection.
- Guidelines on how to create an isolation space and rules to follow.
- This information is communicated to guests on the website of the Old Tea Factory, on the internet rental platforms and by email to guests at the time of booking.

## Cleaning and disinfection procedures

After each check out, all windows are opened to allow air to circulate in all rooms.

All surfaces are being cleaned and disinfected with bleach or alcohol-based cleaning products, and heavy-use areas get thoroughly disinfected: kitchen countertops, bathrooms, door handles, light switches, keys, remote controls, etc.

Remote controls are protected with cling film, changed after each check out.

Pillow and mattress protectors and duvets are sprayed with a textile disinfectant after each check out.

All sheets and towels are washed with detergent and disinfectant.

Curtains, sofas and other fabric items are disinfected with disinfectant spray.

The large pool was sanitized with an initial dose of Chlorine Shock and regular application of chlorine tablets. Filtration was increased from 8 to 10 hours a day. The little pool is treated with chlorine tablets.

The laundry is cleaned and disinfected twice a day, when there is more than one house occupied and after each check-out.

Sunbeds are disinfected daily, when there is more than one house occupied and after each check-out.

For stays longer than 10 nights there is an intermediate cleaning, that has to be booked, in order to avoid contact between guests and staff.

If the guests prefer, our staff can leave extra linen, so guests can change during the stay. In this case, we ask to put the used linen in bags, outside the house, on a previously scheduled day.

## PREPARING YOUR TRIP

### At the arrival

At this moment, passengers arriving from outside the region will have to show a **negative test to COVID-19**, carried out up to 72 hours before the trip, by the RT-PCR method, printed in paper with a negative result.

Passengers also have the option to do the test at the airport. The result will be released in 12 hours.

Passengers will have to wait for the results of the test, in prophylactic isolation, at their accommodation (Old Tea Factory) at São Miguel.

If the stay is longer than 7 days, a new test will be required on the 6th day after the first test.

Both tests are free of charge.

**Please note that every 2 weeks the Azores Government reviews the measures, depending on the pandemic evolution.**

Every new measure has been less restrictive than the previous. This less restrictive tendency will depend on the COVID-19 evolution after the islands gradual open to the outside.

Update information at <https://covid19.azores.gov.pt/>

### At the check in

Old Tea Factory gives preference to self-check in but if the guest prefer a personal check-in, the following rules should be complied:

- Mandatory use of masks.
- No handshake or contact compliment.
- The guest registration, shall be performed online, with the filling of the form the guests will receive some days before arrival.

The information book with useful information, available at the houses, is sent by email before arrival.

Old Tea Factory provides 2 masks, per guest, per stay.

### Cancelation policy - exceptions

If your reservation is affected by COVID-19 related events, such as border closures, travel limitations enforced by authorities, flight cancelation or a quarantine situation, you may be able to cancel, at no cost, with full refund, after an official document is presented.

## Inside the property

All houses have alcohol gel at the entrance and soap dispensers in all bathrooms. Please wash your hands well, immediately upon entering the house.

Rugs and decorative pillows were removed. We are aware these items make the houses 'homier', but they are also potential problem spots for infection and are difficult to clean and disinfect.

We also have closed the outside toilet to avoid contact between guests of different houses.

The houses have been cleaned and disinfected, according to the Azorean Clean & Safe Protocol, before the guest's arrival.

During your stay, please also take care to keep you and your family safe.

Each house contains cleaning items which can be used for cleaning and disinfection.

If there is any problem with the house that requires assistance, our staff will only enter with your permission, and everyone in the same room should wear a mask. In entering any house that is currently occupied, staff will always be wearing a mask and protect their shoes inside the house.

Consider leaving your shoes at the door.

## Common areas - garden and swimming pool

The use of a mask in outdoor areas of common use is mandatory (eg circulation paths, swimming pool area, etc.). Guests can remove their masks when seated or at the pool.

In the pool area, loungers are placed in order to allow a physical distance of 2 meters between guests who are not part of the same family or group.



## Social conduct rules at São Miguel

Keep social distance. Wash and/or disinfect your hands frequently. In public indoors wear a mask.

Observe respiratory etiquette (cover your nose and mouth when sneezing and coughing, using a paper tissue or the arm, never the hands; discard the paper tissue in the trash).

During your stay at São Miguel there might be some access restrictions to museums, shops, supermarkets, restaurants, beaches and swimming pools.

When possible, it's advised to book restaurants, swimming pools, museums, etc., in advance.

## COVID-19 suspected cases

In case any guest presents one of the following symptoms:

- Recurrent and persistent cough;
- Fever (37.5 degrees Celsius or higher)
- Shortness of breath

Immediately contact Old Tea Factory:

- Phone or WhatsApp: +351 916824222 (Neusa) +351 966246439 (Marina)
- Email: [info@antigafabricadecha.com](mailto:info@antigafabricadecha.com)

Contact the National Health Number (+ 351 808 24 60 24) or (+351 296 486 467)

A box and a waste container for the guest with symptoms exclusive use, can be found at the toilet, under the lavatory, alongside the first aid box.

The box contains:

- Water and some non-perishable snacks (crackers, jam and pate)
- Alcohol-based sanitizing solution;
- Paper wipes;
- Surgical mask(s);
- Disposable gloves;
- Thermometer, paper and pen for the temperature registration

In the **Middle House**, the box and the waste container are in the toilet on the ground floor.

The guest with symptoms must be isolated **at his own bedroom**.

While waiting for the National Health Service validation of the case and eventual transport to the hospital, get the box and the waste container and stay at the bedroom, apart from other guests.

Check and register your temperature.

At **East House** and **West House**, where there is only one toilet, the guest with symptoms should disinfect the toilet, after every utilization, with the detergent and cloth available under the lavatory.

If the Health Authority decrees the guest's isolation, the extension of the stay at Old Tea Factory will depend on availability. The costs of this extension have to be supported by the guest.