



JUPITER

HOTEL GROUP

HEALTH AND SAFETY



HEALTH & SAFETY JUPITER HOTEL GROUP





The same quality, with New and Rigorous Health and Safety procedures

In the context of the COVID-19 world dissemination, Jupiter Hotel Group has reviewed its services, processes and protocols in order to reinforce its commitment with the clients' and teams' health and safety.

Jupiter Hotel Group will ensure that the rules issued by sanitary authorities will be continuously in place in all its hotels.

SECURE ENVIRONMENT

AN ENTIRE TEAM
WORKING TO GET YOU A
SAFE VACATION

1.

Strict training plan for all team members, with new health and safety procedures

2.

Extra disinfection of most frequently touched room areas - light switches, handles, TV remote controls and AC controls

3.

Reinforcement of cleaning of public areas (including lobbies, elevators, door handles, public bathroom and room keys)

4.

All decorative and stationary items removed from rooms, however they will be supplied in digital format or available on request)

5.

Food and beverage services have been adapted according to the new food safety recommendations

6.

Hands sanitizer available in the entire hotel

PROCEDURES

**PUBLIC AREAS
RECEPTION**

RESTAURANTS

PUBLIC AREAS

MANDATORY USE OF FACE MASK

For all guests aged ≥ 10 years in closed places, in service lines and in amusement equipment (except for those who have water on their course) and in amphitheatres.



RECEPTION & CUSTOMER CARE

Enhanced Care and
Hygiene from hotel
entrance



1.

Online Check-in with **My Jupiter App**

2.

Signalling procedures to ensure safety distance at the reception desk

3.

Payment by credit/debit card and MB Way for all consumptions

4.

All key cards will be
disinfected.

5.

Cleaning of suitcases and
prams upon request

6.

Availability of safety kits with
mask and disinfectant gel
(additional cost)



ROOMS

CLEANING AND MAINTENANCE

We have an experienced team trained with the rigorous "Clean & Safe" procedures



1.

We minimize all paper brochures or other objects to avoid handling by several people.

2.

Customers will be informed on arrival about cleaning procedures.

3.

Availability of **Individual Protection Kits**, with a mask and disinfectant solution at additional cost.

4.

We have enhanced the features of **App My Jupiter**. You can consult through your mobile phone SPA menus, restaurant menus, Room Service menu and Service Directory.

5.

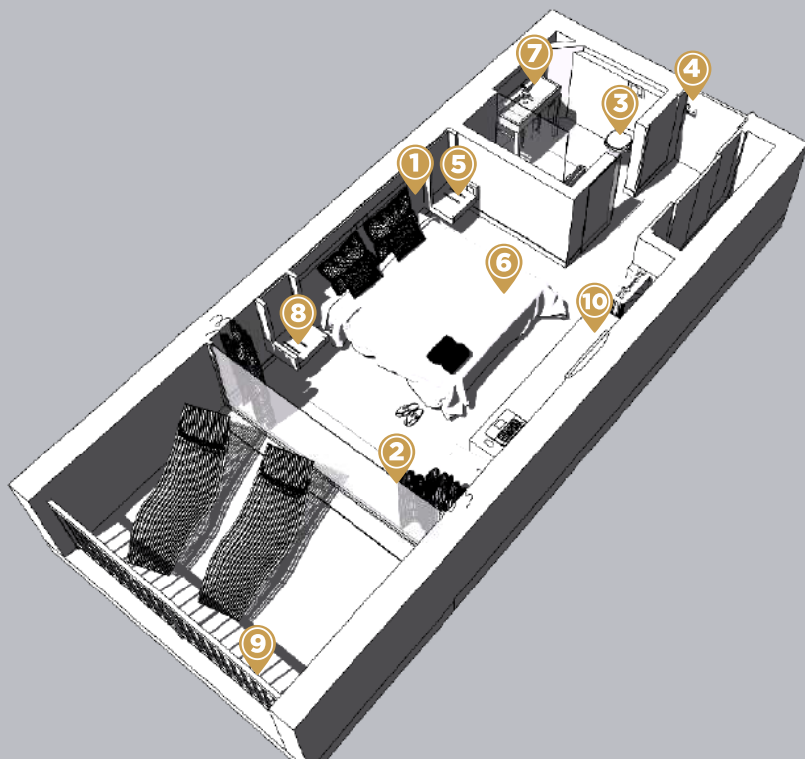
Hygiene and disinfection process of air conditioning, surfaces and new maintenance protocols.

6.

Bed linen and bedroom washed at a temperature of over 60°.

10 PONTOS DE LIMPEZA PROFUNDA NA ÁREA DO QUARTO DO HÓSPEDE

10 HIGH-TOUCH DEEP CLEAN AREAS IN THE GUEST ROOM



1 CONTROLO DE INTERRUPTORES E ELETRECIDADE

Luzes, lâmpadas, interruptores
e controles eletrônicos

2 MAÇANETAS E BOTÕES

Portas, armários, gavetas,
móveis, botões e cortinas

3 SUPERFÍCIES NA CASA DE BANHO

Assentos sanitários, paredes,
chuveiros/banheiras e torneiras

4 PAINÉIS DE CONTROLO CLIMÁTICO

5 TELEFONE

Monofones, teclados e botões
de função

6 CAMA & LENÇÓIS

Todas as linhas de cama, incluindo
edredom, capas, fronhas e lençóis

7 AMENITIES NA CASA DE BANHO

Caixa de lenços de papel, sabão,
champô, gel de banho
secador de cabelo

8 SUPERFÍCIES DURAS

Cofre, cadeiras, armários,
mesas e cabeceiras

9 VARANDA

Mesa, cadeiras, corrimão

10 COMIDAS E BEBIDAS NO QUARTO

Águas, copos, mini-bar, chaleira
e cafeteira

SWITCHES & ELETRONIC CONTROLS

Lights, lamps, switches and
eletronic controls.

HANDLES & KNOBS

Doors, closets, drawers,
furniture knobs and drapery
pull handles

MAJOR BATHROOM SURFACES

Toilet handles and seats, splash
walls, shower/tub controls and
sink faucets

CLIMATE CONTROL PANELS

TELEPHONES, REMOTE CONTROLS AND CLOCKS

Handsets, dial pads and
function buttons

BED & BEDDING

All bed lines including duvet
covers, pillowcases and sheets

BATH AMENITIES

Bulk dispensers, individual
amenities, tissue boxes, soap
dishes, amenity trays and hair dryes

HARD SURFACES

Tablets, desks and nightstands

BALCONY

Table, chair and handrail

IN-ROOM FOOD & BEVERAGE

Water, glassware, mini bars,
kettle and coffeemaker

RESTAURANT & BARS

We have an experienced team trained with the rigorous "Clean & Safe" procedures



1.

We have reviewed all services in order to eliminate Self Service and implement à la Carte service or Buffet with Assisted Service.

2.

Pre-booking is now recommended, so that we can guarantee compliance with maximum capacities.

You can make your reservation through App My Jupiter.

3.

We provide all menus in digital format through App My Jupiter or TV's.

Whenever a paper menu is required, it will be disinfected after use.

4.

Strict hygiene protocols with high frequency.



JUPITER

HOTEL GROUP

