



Due to the present pandemic situation of the new Coronavirus – COVID 19, and according with the directives given by the DGS, we inform you about the conditions to use the El Spa safely:

- Mandatory use of mask in public areas; it is not mandatory in the practice of physical exercise, on the loungers and pools;
- You must sanitize your hands at the entrance and exit of the El Spa and measure your body temperature;
- Compliance with respiratory etiquette measures. When you sneeze or cough, you must cover your nose and mouth with your arm or a paper tissue and put it in the bin right away;
- Avoid touching unnecessary surfaces and objects;
- Give preference to terminal payment / automatic tpa (MBWAY, contactless);
- If you show signals or symptoms of Covid-19, you should not frequent public spaces;
- You must keep a safety distance of 2 metres;
- The cleaning of all common areas, surfaces and objects/equipments;
- The used towels must be placed into the recipient in the El Spa's reception;
- The services require booking subject to availability, preferably by telephone (+351 253 144 003) or by email (spa.melia.braga@meliaportugal.com).
- El Spa's schedule:

Monday to Friday: 07:00 AM to 10:00 PM

Weekends and holidays: 08:00 AM to 10:00 PM

Changing rooms and showers:

- Their utilization must be avoided but you can use them only if necessary to external customers, subject to mandatory safety distance. If you are staying at our hotel, we recommend you to come down already equipped;
- Maximum of users in each changing room – 2 persons;

Health Club and Swimming pools:

- Maximum capacity of the indoor swimming pool and jacuzzi is of 16 persons simultaneously per hour (require prior booking and in case of delay, you have a 10-minute tolerance, after which the reservation will be cancelled);

Weekends and Holidays the time to use the indoor swimming pool and jacuzzi is 45 minutes;

It is mandatory the use of swimsuit, swimming cap and slippers.

We recommend the use of swimming goggles in our swimming pools;

Jacuzzi - Rules for the use:

- From 12 years old.
- Simultaneous use only by members of the same family.
- Maximum 10 minutes to ensure availability for all users.

Sauna and Steam Room - Rules for the use:

- From 16 years old.
- Simultaneous use only by members of the same family.
- Maximum 5 minutes to ensure availability for all users.

- Use of flippers in all the area;
- Maintain a 2-metres distance between the loungers of the costumers that do not belong to the same group;
- Maximum limitation of costumers simultaneously in the water in the outdoor swimming pool of 9 children and in the adult outdoor swimming pool is of 40 persons (we have a bigger number of loungers available). Availability by arrival order. Do not change the loungers' and sunshades' placement;
- Games, buoys, floats and balls are not allowed in the entire area;
- The enclosure and loungers are cleaned and sanitised every day. We have spray disinfectant and paper available to reinforce their cleaning.

Gymnasium:

- Maximum capacity of the gymnasium of 8 persons per hour (require prior booking);
- It is mandatory the use of sweat suit and trainers in the gymnasium and the utilization of towels in the equipment;
- Sanitize your hands and devices before and after use. You must keep a safety distance of 1.5 metres between practitioners;



- Group classes also require booking and they will always take place outside unless de atmospheric conditions do not allow such thing. Classrooms have a maximum limit of 8 clients.

Spa:

- If you only have massages and/or treatments, foot protection will be given at the spa entrance and clothes will be changed in the massage room itself;
- If you are staying at our hotel, we recommend you to come down already equipped. You may request your robe through the extension number 9;
- Massage and/or treatment booking must be done beforehand.

For any question you may have and that are not foreseen in this security protocol, you can contact us through telephone or email.

Further measures and/or amendments to the limitations and restrictions mentioned in this document may be implemented as the pandemic evolves and as determined by governmental and health authorities.