

# MICE

## Service Guide

# WELCOME,

We have the pleasure to announce that EPIC SANA Lisboa strictly obeys government guidelines and recommendations with a commitment that SANA will do everything to make our esteemed guests, partners and employees feel comfortable and safe in our units.

We reaffirm our focus on always receiving you with the highest standards of service, in all areas of action of the Hotel, guaranteeing a unique, safe and memorable experience, “Beyond your Expectations”, being attentive and flexible towards the continuous readjustments and set of measures implemented, in line with the recommendations of the Portuguese authorities.

Best Regards,

Olivier Mencucci  
Managing Director

## SOME OF THE OVERALL IMPLEMENTED MEASURES



A contingency plan was created and implemented, adapted to the challenges of the current reality.



The implemented access and circulation rules, promote good practices of distance of 2 meters.



Individual protection measures available for guests, employees and suppliers.



Routines for Hygiene and Disinfection of Spaces and Equipment, especially all elevators, common areas of the hotel and meeting rooms.



Alcohol-gel dispensers in all outlets, hotel floors, in meeting rooms as well as in their access.



Temperature check of everyone entering the premises.



We provide an information sheet with the main measures adopted by the hotel for safety and hygiene, in addition to the operational rules for meeting rooms, restaurants, cleaning and laundry services.



## DGS | OMS

The SANA group has developed, for all its business units, hotels, restaurants and events, a Protocol of Prevention Measures and Operational Recommendations by sector of activity in accordance with the guidelines and legal requirements of public health in each country in which it is present.



## SOCIAL DISTANCING

Recommended social distance rules have been implemented in all SANA spaces. We alert that social distance is everyone's responsibility, and your support is needed to comply with this measure.



## CLEANING AND DISINFECTION

New complementary hygiene and disinfection procedures were implemented in all business units with a view to the safety of facilities, employees and customers, through new equipment, cleaning and disinfection methodologies.



## INTERNAL TRAINING

All employees participated in additional training sessions sponsored by SANA Academy, focusing on hygiene and food safety, public health and all measures of prevention and operation.

According to the general guidelines of DGS, WHO and other government authorities, SANA has developed a complementary program, "SANA SAFE", which guarantees the group's commitment to quality of service, health and safety also in the MICE segment.



## CONTINGENCY PLAN

All SANA business units have a contingency plan prepared for any public health and emergency situations that arise.

Follow this [link](#) to get to know the plan in detail.



ACADEMIA  
· SANA ·

SANA SAFE  
committed to your safety



## PERSONAL PROTECTION AND DISINFECTION EQUIPMENT

The best and most effective personal protective equipment has been identified and implemented in all sectors of SANA activity and made widely available to employees and customers. Various disinfection stations, such as shoe mats and alcohol-gel dispensers for hands, are now installed in all SANA spaces.



## CLEANING AND DISINFECTION

- Complementary procedures for cleaning, sanitizing and disinfecting surfaces, equipment and materials, focusing on those that are considered to be in intense contact, with the application of approved viricidal products.
- Disinfection guarantee with the application of the "SANA SAFE" seal in the meeting rooms, placed after each cleaning process
- Reinforcement of the hygiene and disinfection processes during the break periods of the event or meeting
- Airing, whenever possible, the spaces of events or meetings in order to increase air circulation



## OPTIMIZATION OF DIGITAL SYSTEMS

New digital tools were implemented in the SANA business units with a view to SIMPLIFY processes and minimizing contact, from check-in to booking services.



## SECURITY OF EVENT PARTICIPANTS

- Greater security and balance in access and accreditation of participants in events. Whenever justified, the use of a protective barrier in the accesses and accreditation stations is recommended
- Use of mandatory facial mask in all meeting and event spaces, for the total duration of the event, except when speaking or when eating food
- Circulation circuits adapted to the event, whenever possible, define entry and exit routes, using different doors
- Possibility of creating individual SANA SAFE Kits per participant
- Disinfection mats in all main accesses of the event and meeting spaces
- Alcohol-gel dispensers at all accesses and inside event and meeting spaces
- 24H medical assistance
- We ensure that people stay at events only for as long as necessary
- We provide contention for touching products or equipment during events



## SETTINGS SETUP

- Greater demand and flexibility in preparing setup for events and meetings
- Safety distance of at least 2 m between the stage and the first row of spectators
- Maximum capacities of each setup adjusted to the social distance guidelines



## SERVICE QUALITY

- Ensuring continuity of service excellence in accordance with SANA standards
- Flexibility in the provision of services, more personalized and individualized, adjusting to the current expectations and needs of all customers
- SANA SAFE Ambassador for each MICE Client



## PARTNERS FOR EXTERNAL SERVICES

- Disinfected processes for materials, orders and luggage for the event
- Mandatory compliance with health and safety protocols by service providers outside the SANA group



## FOOD AND DRINKS

- Implemented complementary measures of HACCP, hygiene and food safety
- Permanent coffee stations with or without service inside the room, according to the number of participants
- Flexibility in readjusted timings for coffee breaks and possibility to be made inside the room
- Reformulation of the coffee break/ station offer for greater consumer safety
- More creativity in food and beverage services in a meeting and event environment with individual doses, served buffets and take-away solutions, coffee break box and lunch box
- In all types of events, it is considered that access is excluded from new participants after 00:00. All events must end by 01:00



## TECHNOLOGICAL AND DIGITAL INNOVATION

- Access to digital applications to facilitate reservation and purchase processes for services and products in SANA spaces
- Possibility of virtual visits to SANA events and meetings spaces
- Possibility of holding hybrid events in all spaces, with optimization of the digital service offer, namely with the increase of the broadband capacity for all events or meetings, allowing the realization of webinars and conferences online



## ENGINEERING AND MAINTENANCE

- Security in HVAC systems (Heating, Ventilation and Air Conditioning) and control of air quality with a reinforcement in the hygiene procedure of these systems and ensuring that their operation is carried out without air recirculation
- Reinforcement of assistance and maintenance of spaces dedicated to MICE



CAPACITIES MEETINGS & EVENTS









Find on this [link](#) the capacity of all our spaces.

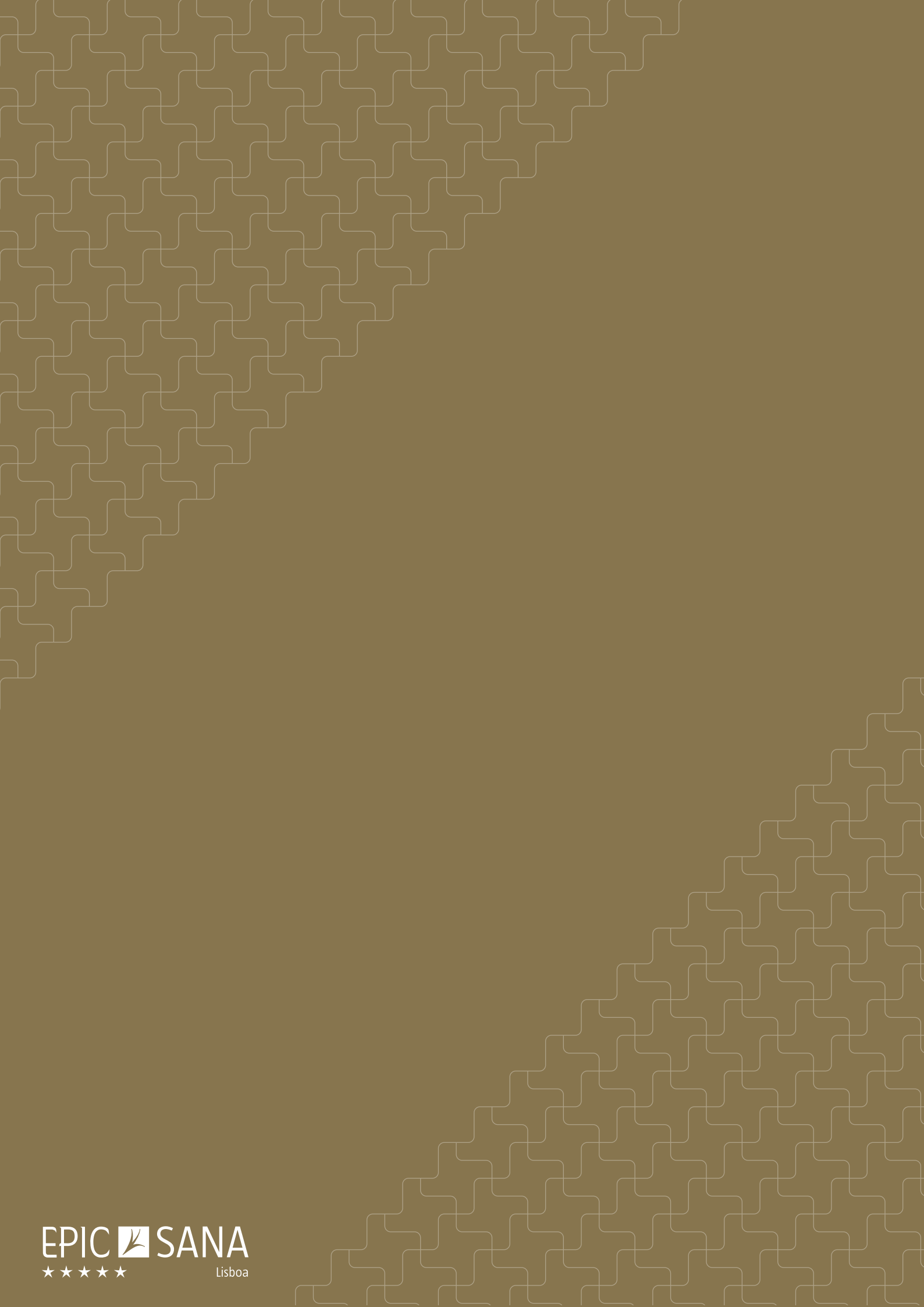


CAPACITIES MEETINGS & ADAPTED EVENTS

In compliance with the guidelines and legislation in force for events of a corporate, family and social nature, the SANA group adjusted the maximum capacities of each space ensuring;

- a Reduction of the maximum capacity of all meeting or event rooms to 50%
- b Safety distance between participants, with alternate sitting in all formats
- c Safety distance of 2m between meeting or event tables, in all formats that justify it

			 (1 pax/table)	 (3 pax/table)	 (1 pax/table)	 (5 pax/table)	 (2m/pax)	 (5 pax/table)	 (1 pax/table)
	Area m <sup>2</sup>	Theater	School	Cabaret	U Shape	Banquet	Cocktail	Buffet	Boardroom
<b>FLOOR -1</b>									
Morus	874	133	129	168	127	285	437	225	120
Morus I	270	42	36	48	21	85	135	65	20 + 20
Morus II	152	21	26	30	18	50	76	40	20
Morus III	152	21	26	30	18	50	76	40	20
Morus IV	300	49	41	60	70	100	150	80	20 + 20
Morus I+II	422	63	62	78	39	135	211	105	60
Morus I+II+III	574	84	88	108	57	185	287	145	80
Morus II+III	304	42	52	60	36	100	152	80	40
Morus II+III+IV	604	91	93	120	106	200	302	160	80
Morus III+IV	452	70	67	90	88	150	226	120	60
Vitis	258	51	48	51	34	85	129	65	41
Vitis IV	58	12	11	12	8	20	29	15	11
Vitis III	61	12	11	12	8	20	31	15	10
Vitis II	61	12	11	12	8	20	31	15	10
Vitis I	78	15	15	15	10	25	39	20	10
Vitis III+IV	119	24	22	24	16	40	60	30	21
Vitis II+III+IV	180	36	33	36	24	60	90	45	31
Vitis II+III	122	24	22	24	16	40	61	30	20
Vitis I+II+III	200	39	37	39	26	65	100	50	30
Vitis I+II	139	27	26	27	18	45	70	35	20
Foyer	628	*	*	*	*	*	314	*	*
<b>FLOOR 1</b>									
Laurus	64	12	9	12	8	25	32	20	8
Quercus	37	9	6	6	5	15	19	10	6
Oliva	37	9	6	6	5	15	19	10	6
Castanea	37	9	6	6	5	15	19	10	6
Nux	37	9	6	6	5	15	19	10	6
Suber	83	*	*	*	*	*	42	*	6
Foyer	105								
Deck exterior	69								



EPIC  SANA

★★★★★

Lisboa