

# MICE

## Service Guide

# WELCOME,

We have the pleasure to announce that EPIC SANA Marquês 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,

Vitor Braz

Managing Director

## SOME OF THE OVERALL IMPLEMENTED MEASURES



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 | WHO

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.

## 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.

## 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.



## 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.

## 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.

## 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.

## 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.



## CLEANING AND DISINFECTION

- Complementary procedures for cleaning, sanitizing and disinfecting surfaces, equipment and materials 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



## SECURITY OF EVENT PARTICIPANTS

- Greater security in the processes of access and accreditation of participants in events
- Use of mandatory facial mask, in circulation, for all spaces of events and meetings
- Circulation circuits adapted to the event
- 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



## SETTINGS SETUP

- Greater demand and flexibility in preparing setup for events and meetings
- Ensured distance between participants for all formats, not applying to cohabitants, according to the guidelines in place
- 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



## 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
- Reinforcement of assistance and maintenance of spaces dedicated to MICE



## CAPACITIES MEETINGS & EVENTS

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



## ADAPTED MEETINGS & EVENTS CAPACITIES

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. Capacity of 1 participant for each 2m<sup>2</sup> in all meeting or event room
- b. 1.5m safety distance between participants in all formats
- C. Safety distance of 2m between meeting or event tables, in all formats that justify it



	Area m <sup>2</sup>	Theatre	Classroom	Cabaret	U Shape	Banquet	Cocktail	Boardroom
<b>FLOOR -1</b>								
Chiado I	158	40	30	24	13	40	79	18
Chiado II	99	25	15	15	12	25	50	14
Chiado III	148	30	20	18	14	30	74	18
Graça	20	-	-	-	-	-	-	-
Lapa I	56	18	12	-	7	-	28	10
Lapa II	40	-	-	-	5	-	-	6
Estrela I	72	20	10	9	8	15	36	10
Estrela II	72	20	10	9	8	15	36	10
Alfama I	187	45	24	24	16	40	94	20
Alfama II	132	28	20	15	12	25	66	16
Castelo I	48	-	-	-	5	-	-	6
Castelo II	48	-	-	-	5	-	-	6
Castelo III	48	-	-	-	5	-	-	6
Castelo IV	48	-	-	-	5	-	-	6
Carmo I	42	-	-	-	5	-	-	6
Carmo II	38	-	-	-	5	-	-	6
Hall -1	2142	-	-	-	-	-	-	-
Chiado I+II	257	64	48	39	19	65	129	24
Chiado II+III	247	50	35	33	16	55	124	24
Chiado I+II+III	405	104	78	57	31	95	203	36
Lapa I+II	96	30	20	12	11	20	48	14
Alfama I+II	319	91	65	42	28	72	160	32
Castelo I+II / III+IV	96	25	15	12	10	-	-	12
Castelo I+II+III/ Castelo II+III+IV	144	40	24	24	16	-	72	18
Castelo I+II+III+IV	192	55	33	24	20	-	96	22
<b>FLOOR -2</b>								
Marquês I	305	91	65	42	28	70	153	32
Marquês II	120	28	20	15	12	25	60	16
Marquês I+II	425	-	-	-	-	95	213	-

