

A PRACTICAL GUIDE TO HOLIDAY RENTALS DURING COVID-19



Dear Guest,

In order to welcome you at the Vale do Lobo Resort with maximum security as well as ensuring the wellbeing of our teams, we have implemented precautionary measures according to available healthcare authority guidelines related to the coronavirus pandemic. We are committed to providing the highest standards of cleanliness, hygiene and safety for everyone visiting, living or working at the Resort. We have also updated our cancellation and booking policies to offer everyone that extra bit of flexibility and peace of mind in these unprecedented times. We wish you a wonderful and peaceful stay

See you soon and #STAYSAFE

CHECK-IN

- Please keep the recommended safety distance;
- Only one person at a time will be attended to at the Reception desk to confirm the reservation and collect the keys for the reserved accommodation;
- The luggage room is available. The handling of luggage will be done by the guest, with no intervention and responsibility of Vale do Lobo staff;
- Use of face mask is obligatory inside of the Resort Reception building;
- Vale do Lobo safety kit will be available for our guests in their accommodation;



- Cleaning frequency of public area was increased, especially encompassing areas and items such as doors, service desks and toilets;



- Dispensers with antiseptic solutions are available in all public areas;
- Some of our facilities are closed, such as Sauna, Jacuzzi and Steam room at the SPA;
- Contact our Reception team at **+351 289 353 320** if you need further (or additional) information.



ACCOMMODATION

- The accommodation units cleaning & disinfection procedure follows recommendations of the National Health Department;
- The daily cleaning of the accommodation units, when applicable, will only be carried out in the absence of clients;
- When entering your accommodation unit, we advise to take your shoes off and wash your hands with soap and water for a minimum of 20 seconds;
- Some items such as rugs and decorative pillows will have been removed from your accommodation unit for extra safety;
- Blankets, extra pillows and morning coats have also been removed, however, should you need any of those, please contact Reception and we will be pleased to provide them;
- Linen will be changed once a week. Only applicable to stays superior to 7 nights;
- Keys can be delivered to the Reception or simply left in your accommodation unit;

WELLNESS CENTRE - FITNESS CENTRE

- According to the recommendations of the Ministry of Health, customers with Covid-19 symptoms (breathing difficulties, dry cough, fever, tiredness) will not be allowed in;
- If you have the symptoms described above, or have been in contact with someone infected, please cancel your training;
- Body temperature measurement may be requested by the trainer;
- The space can be used by appointment only and for a maximum period of 1 hour. Appointments should be made by digital means (e-mail): fitnesscentre@vdl.pt;
- The client must come equipped and bring his own towel;

- The use of changing rooms is not allowed;
- Upon arrival at the Fitness Centre, please await at the entrance for the supervisor;
- The use of a mask is mandatory (supervisors and customers). The mask can be taken off only during the training;
- Disinfection of hands, must be done when entering and leaving the space;
- Keep the required social distance of 2 metres. When exercising, you should keep a distance of 3 metres;
- The maximum capacity of the space is 5 people (applicable for the use of equipment and for the classes);
- Physical contact is not allowed either between technicians, employees and practitioners, or between practitioners (except in emergency situations);
- Group classes (inside or outdoors) will have a maximum capacity of 5 people, in order to guarantee a physical distance of at least 3 metres between practitioners;
- Group classes: mats will not be available. Customers are responsible for cleaning and disinfecting their personal equipment after use;
- All equipment in the Fitness area will have a minimum distance of 3 metres between them;
- All equipment will be disinfected by the team of supervisors, before and after each use of each equipment.

WELLNESS CENTRE - ROYAL SPA

- If you have symptoms such as breathing difficulties, dry cough, fever and tiredness, or have been in contact with someone infected, deselect your treatment;
- Body temperature measurement may be requested by the therapist;
- The use of a mask is mandatory for employees and customers;
- Appointments should preferably be made by digital means (e-mail);
- At the SPA Reception, a dispenser of alcoholic gel for disinfection of hands is installed, at the Client's sight;
- A transparent acrylic physical barrier was placed on the service counter;
- The use of changing rooms is not allowed;
- Access to wet areas and sauna will not be allowed.

If you have temperature, persistent cough or difficulty breathing, please contact Reception at +351 **289 353 320** and stay at your accommodation unit. Contact the National Health Service on +351 **808 24 24 24** and seek further instructions

Prevention, proactive measures and containment are the most responsible actions to follow. Thank you for your understanding and we wish you an excellent and safe stay.

Vale do Lobo Resort Administration

For more information, please consult: DGS (Direção Geral de Saúde) | WHO (World Health Organization)



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