

PRACTICAL GUIDE FOR YOUR STAY IN VALE DO LOBO DURING COVID-19



Dear Resort Member,

In order to welcome you at 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.

#STAYSAFE

PROPRIETOR'S CLUB

- Please keep the recommended safety distance;
- Please comply with the recommendations that are posted in the various premises of Vale do Lobo, namely the use of a mask in closed spaces;
- The Club Reception has face-to-face service from **10:00** to **18:00** on working days. Outside this schedule, please contact the Resort Main Reception in person or through **+351 289 353 320**;
- The Club of Clubs is open to Resort Members, with a maximum capacity of 10 persons inside;
- Only one person should go to the Club's reception desk to speak to Customer Manager;
- 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 including the sauna, Jacuzzi and steam room;
- All teams remain 100% operational, having adopted the necessary safety measures to protect employees and customers;
- The Resort Shuttle is operational and the necessary security measures have been adopted (information available on Shuttles and website);
- All property management services continue to be rendered and the adequate safety measures to protect employees and customers have been implemented;



RESORT SHUTTLE

The following protective and preventive measures must be observed until further notice by all drivers and clients in order to follow the DGS recommendations:

- Wearing a protective mask is mandatory for staff and clients;
- The front door of the Shuttle remains closed. The driver will not open that door. Clients are asked to get in and out using the rear door.
- The two front seats will not be used to transport clients;
- There will be a limited number of clients per transport;
- Clients are requested to keep social distance as much as possible;
- Clients will be asked to use the antiseptic solution which will be available on the Shuttle;
- Clients will be asked to show their Cards to the drivers and inform them about their Villa number;
- The Resort Shuttle cleaning frequency has been increased.



MANDATORY USE
OF A PROTECTIVE MASK



THE TWO FRONT SEATS WILL NOT
BE USED TO TRANSPORT CLIENTS



RESPECT SOCIAL DISTANCE
THERE WILL BE A LIMITED
NUMBER OF CLIENTS PER BUS



COVER YOUR NOSE AND
MOUTH WHENEVER YOU
COUGH OR SNEEZE



PLEASE SHOW YOUR RM CARD
TO THE DRIVER AND PROVIDE YOUR
VILLA NUMBER



WASH OR DESINFECT
YOUR HANDS FREQUENTLY

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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