

# FAROL HOTEL

*on the water*

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CASCAIS | PORTUGAL



Farol Hotel is not only recognized for its very high standards of our service and products, but also for the excellence and passion we put into all the experiences we offer to our guests and customers.

More than ever, we offer strict compliance with all hygiene and safety standards as our top priority.

Please find below our current rules that we have implemented, following the recommendations of the DGS – Direção Geral de Saúde (Portuguese Health Organization).

## GENERAL MEASURES:

Each employee, are checked daily for any Covid-19 related symptoms through temperature checks and general health monitoring, ensuring they are in perfect conditions to assist you.

Farol Hotel strongly invested in providing a suitable training for all the employees regarding Covid19. All the employees are aware of the contingency plan and know how to behave to prevent any kind of surge.

The use of masks is mandatory and social distancing is promoted through physical marks on the floor, a reduction in guest capacity, allowing greater freedom of movement. All areas are sanitized frequently throughout the day. Farol Hotel provides several disinfectant dispensers all over the hotel for the guests' protection. The hotel also offers Covid-19 protection kits for customers, which include a mask and hand sanitizer per kit.

## CHECK-IN AND CHECK-OUT:

We insist on requesting temperature measurement to all customers, which we will perform during check-in. Visitors that wish to enjoy our restaurant, bar and pool will also be requested to perform a temperature measurement at the entrance.

All our guests and visitors must be understanding of the need of respecting all prevention measures, such as:

- Social distancing and avoidance of manual contact whenever possible;
- Frequently wash your hands and use hand sanitizer;
- Cover your mouth and nose when coughing or sneezing and avoid touching your mouth, nose or eyes;

We have placed physical marks on the floor to guarantee social distance while waiting for your turn. Service will be limited to one guest or family at a time.

We recommend that you avoid using cash as a form of payment, preferring electronic payment.

The surfaces of the reception area are disinfected after service (bench and common utensils)

## COMMON AREAS :

Disinfectant dispensers will be placed strategically throughout the Hotel – reception, restaurant, bar, pool, next to the lifts and all public bathrooms.

All surfaces with a higher risk of transmission will be constantly cleaned and disinfected: door handles, light switches, telephones, tablets and computer keyboards, controls, washbasin taps, flushing handles, tables, trays, benches, chairs, handrails, cabinet handles, TPA's – automatic payment terminals, cash, among others. We recommend that you do not share the same elevator with other guests who do not share the room with you, if you need to wait for the lift, we kindly ask you to respect the social distance. An inspection of all areas in the Hotel was carried out and signs were placed on the floor, identifying routes and alerting customers to keep distance.

### **BREAKFAST:**

We made sure to give our breakfast room our best attention. All the tables were placed with 1.5m of distance among them.

The menus will be presented through digital QR CODE.

The buffet will not be served in self-service. To ensure all the safety and quality of the service, breakfast will be served a la carte. If you would prefer to have the breakfast in the comfort of your room, you can request to the Room Service with an extra cost of 15€ per room. Strict hygiene procedures will be used to wash dishes, glasses, utensils and cutlery – all cleaned and disinfected.

All the tables and chairs will be disinfected immediately after being used.

### **BEDROOMS & SUITES:**

All cleaning and disinfection procedures have been revised and are strictly in accordance with DGS Guidelines 014/2020, if requested we can provide the technical data sheets for the products used, how to use them and daily records.

### **RESTAURANTS AND BARS:**

We have readjusted our dining layout, ensuring mandatory social distancing (1.5m between each table), both at the restaurant and bar.

The menus will be presented in Digital QR Code, in order to reduce contact.

Signs on the floor will establish the social distancing of the customers waiting for their turn.

Following DGS's indications, we will ensure that all tables, chairs and surfaces will be disinfected after each use.

At last, if you wish to enjoy our gastronomic experiences, we strongly recommend booking in advance, via telephone or at the reception desk.

### **POOL:**

The cleaning and disinfection of the facilities and equipment of the pools is done daily and after each use.

We have adjusted the chairs, loungers and parasols' position in order to guarantee an adequate distance (3m between parasols and 1.5m between loungers occupied by guests from different parties). Throughout the day, our employees will be ensuring that these measures are put in place.

The use of buoys, mattresses, or other objects that could hinder the enjoyment of spaces by other users is prohibited;

In outdoor showers, sanitary facilities and circulation areas of outdoor pools, the use of footwear is mandatory.

The use of indoor showers in the changing rooms is prohibited.

### **TREATMENT OF SUSPECTED COVID CASE:**

We have specific areas of isolation for visitors detected as suspicious or confirmed cases of COVID-19. This area is equipped with natural ventilation, bathroom, a Covid protection kit (surgical masks and disposable gloves), thermometer, waste bags waste bags and collection of used clothes so that we can ensure the maximum security and comfort.

We will always have a member of the team responsible for triggering the procedures in case of suspected infection, accompanying the person with symptoms to the isolation site, providing the necessary assistance and contacting the SNS – National Health Service;

In case of suspicion we ask that you contact the Reception immediately, so that our professionals can provide immediate local assistance, through the service doctor or first-line pharmacy.

We thank you for your trust and look forward to welcoming you soon in the near future.