



# VILALARA THALASSA & MEDICAL SPA

## COVID-19 POLICY

Our main priority is the well-being and safety of our guests and employees and in that sense we strictly follow the recommendations of the World Health Organization, the local health authorities and Turismo de Portugal.

Vilalara Thalassa Resort is certified with the "Clean & Safe" seal. We want to ensure that we offer a safe and peaceful environment, ensuring that we are prepared to deal with current circumstances.

The spaces have been adapted, including limited spaces;  
Cleanliness and ventilation of the rooms, spaces and common areas of the hotel;  
Continuous hygiene in contact areas (surfaces and objects);  
Disinfectants available at various points in the hotel and the possibility of purchasing protective material and equipment;  
Personalized service at check-in;  
Scheduling time for cleaning the room;  
Diverse gastronomic offer with strict safety standards (meals served at the table, in the room and take away);  
The measures extend to the Hotel's "back of house" operations and employees follow an internal hygiene and safety protocol. The temperature is checked daily before starting work.

### **Check in / Check Out**

- Personalized service, only one customer / couple per receptionist
- Contact areas of guests and employees are disinfected every 30 min
- At check in and check out will be made the disinfection of identification documents and payment documents
- Monitoring to the room of all customers, if the same wishes
- Valet Parking service is carried out by a Voiturier who disinfects before contacting the vehicle and after handling it

### **Housekeeping**

- Scheduling time for room cleaning or turndown service.
- Rooms and common areas are ventilated daily
- Cleaning to recurring surfaces such as TV controls, door handles, handles, handrails, switches, faucets, minibars, dryers, Nespresso machine and others.
- Cleaning of the bedroom surfaces will always be moist at the expense of drought and with single-use cleaning cloths, different and unique to the bedroom area and bathrooms.



### **Housekeeping / Public Areas**

- Increased cleaning frequency (touch surfaces, clean 6x a day at least; clean floor 2 x per day, sanitary facilities 3 x per day)
- Placement of disinfectant gel dispensers at the various entry and exit points, floors, outlets and common spaces.

### **Restaurants /Bar**

- Guest welcomed to the door and accompanied at the table
- The gastronomic offer with new safety standards
- Explanation of the type of service we are doing in this outlet in order to ensure customer safety
- Capacity of restaurants according to DGS spacing rules
- All à la carte dining services including breakfast
- Breakfast - will be served until 11:00 am if occupancy fees justify it will be considered a prior reservation

### **Kids Club**

- With prior reservation
- Limitation of use according to DGS spacing rules.

### **SPA / Thalassa**

- Relaxation area, sauna, Jacuzzi and Turkish bath - Closed on recommendation of DGS, awaits further recommendations
- Treatment Pools - Closed for Safety Reasons
- Personalized service, only one customer / couple per receptionist
- Massages - Up Advance Booking - SMS or Email Confirmations
- Dress code from the bedroom to minimize the use of changing rooms
- Request for verification of body temperature before starting treatment

### **Gym/ Fitness Room**

- Stocking limitation according to DGS spacing rules. Mandatory booking
- Always available products for the disinfection of the equipment before/after its personal use of the equipment

### **Outdoor Pool**

- Stocking according to DGS spacing rules.
- Permanent supervision of an employee who ensures compliance with the standards.
- Additional monitoring system of water quality levels with systematic analyses