



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.

In order to proceed with check in and in view of the new measures imposed by our government, please consider the obligation to submit one of the following documents and/or procedures:

- Digital certificate;
- PCR test, performed within 72 hours prior to presentation;
- Antigen test with laboratory report, carried out within 48 hours prior to its presentation;
- Rapid antigen test in the self-test modality, carried out within 24 hours prior to its presentation in the presence of a health or pharmaceutical professional who certifies that it has been carried out and its result.

The public areas have been adapted, including:

- Seating limitations; Cleaning and room ventilation, sanitizing of contact zones (surfaces and objects);
- Sanitizer dispenser in several hotel areas and available personal protection available for purchase.
- Personal check-in service; Room cleaning previously scheduled;
- Dining offer adapted to the strict safety hygiene standards (meals plated service, room-service and take away options);
- The safety measures were extended to the hotel "back of house" and all staff follows a hygiene and safety protocol. Staff body temperature is also checked daily before their admission to 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 the check-in and check-out, the ID documents and payment cards will be disinfected
- Rooming service provided, in case the client wishes to have this service
- Vallet 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
- Frequent cleaning of surfaces that are used more often such as TV controls, door handles, handles, handrails, switches, faucets, minibars, dryers, Nespresso machine and others.
- The bedroom surfaces will be preferentially cleaned with wet disposable cleaning cloths, that will be different and exclusive to the room and bathrooms areas.



Housekeeping / Public Areas

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Restaurants / Bar

- Guest welcomed to the door and escorted 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, according to the occupancy, pre reservation might be requested

Kids Club

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

SPA / Thalassa

- Sauna, Jacuzzi and Turkish bath - 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

- Maximum capacity allowed according to DGS spacing rules. Mandatory booking is required.
- Available products to disinfect the equipment before and after usage.

Outdoor Pool

- Maximum capacity allowed 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