



Check-in | Check-out

- **Online Check-in:**

In order to speed up the Check-in procedures please request by e-mail the form to be sent to you between 72 to 24 hours before your arrival date.

- **Check-out:**

Please contact reception directly.

We kindly ask you to keep the safety distance at all times.



Elevators

We would recommend to share the lift only with the room mates and individuals wearing protective mask.



Bedrooms

All rooms are cleaned and sanitized according to the "Clean&Safe" seal protocols.

Only the responsible and properly trained team members will enter your room.



Cleaning

Please contact reception (by dialling extension 9) in case of:

- Prefer to change your own sheets and towels, where we only provide the set of them.
- Decided to cancel the cleaning service.

To minimize contacts, cleaning the rooms should be done in the absence of guests. If possible, we appreciate that you inform the reception or the maid when the room is ready to be cleaned.

If you have any questions about room services schedules and procedures, please contact reception or the maid.



Amenities

If you need extra amenities (adapters, shampoo or others) contact the reception, through extension 9.



Mini Bar

The mini bar is empty, please contact reception if you want this service.



Room Service

08h00-24h00

- Contact the reception to place your order.
- When ready to serve, you will be informed by phone of the arrival of your order.
- Food and beverages will be packaged in accordance with food safety standards.



Laundry Service

Laundry procedures and products are certified according to the "Clean&Safe" seal protocols.

If you plan to use the laundry services, follow the instructions:

- Use the laundry bag and the order form available in your room's wardrobe.
- Put the clothes in the bag together with the completed form and close it completely.
- Contact the reception, through extension 9, to proceed with the collection.

For orders placed until 09h00, the delivery of the clothes is made on the same day.

For orders placed after 09h00, the delivery of the clothes, will be the next day by 15h00.

Restaurante & Bars

All food and beverage spaces were readjusted with the implementation of measures in accordance with the "Clean&Safe" protocols.

Hand hygiene and the use of a mask during access and circulation through spaces is mandatory.

The management of seating arrangements and accompaniment to the table, will be ensured by a member of the Hotel team.



Restaurant "O Lago"

- The maximum occupancy per table will be 2 people, with the exception of families.
- Reservation for breakfast and dinner may be required.
- All food and beverages are packaged according the "Clean&Safe" seal protocols

BREAKFAST:

from 8h00 to 10h30
Assisted Buffet

DINNER:

from 19h00 to 21h30
Assisted Buffet



Show Bar

From 10h00 to 00h00

Access to the bar does not require prior reservation. Capacity has been adjusted according to the "Clean&Safe" seal protocols.

LUNCH:

From 12h00 to 15h30
À la carte

SPA & FACILITIES

In order to use the treatment rooms, a reservation must be made in advance, by calling the Garden Spa reception (extension 563) or the Hotel reception (extension 9).

The use of a mask is mandatory to access the treatment rooms. It can be removed during your treatment.



Treatments rooms

From 10h00 to 19h00

Changing clothes is not possible, as the changing rooms are temporarily closed. In this way, a bathrobe and slippers are available on request, so you can move to the treatment rooms from your bedroom.



Indoor pool, jacuzzi and Turkish bath

For health and safety reasons, the indoor pool, jacuzzi and Turkish bath are closed until further notice.



Outdoor Pool

From 08h00 to 20h00

The outdoor pool complies with legal requirements for cleaning, hygiene and disinfection in view to guaranteeing your well-being and the safety of everyone.

- For your safety, we have reinforced the disinfection procedure and quality control of the pool water.
- The towel service is managed by the Hotel and they will be available at the reception. Failure returning them will cost 25€ per towel.
- Temporarily, the maximum number of guests in the pool area has been adjusted in order to guarantee the recommended social distance.

We invite you to read the security rules posted at the entrance.

We appreciate your understanding.

- The layout of the sun loungers, is in accordance with the recommended social distance.
- Enjoy the outdoor pool safely.

Recommended personal hygiene practices

The use of mask is mandatory in all interior public areas of the hotel.



Avoid touching the face.



When you sneeze, do it on your elbow or on a tissue which should be thrown in the trash immediately afterwards.



Keep the safe social distance (about 2m from the people around you).



Wash your hands frequently.

Do it with soap for at least 40 to 60 seconds.

If using hand sanitizer, ensure coverage on all parts of the hand and rub them for 40 to 60 seconds until they are dry.



What to do, if you feel sick:

We prepared adequate contingency spaces for the need of isolation. A team was formed to deal with emergency situations, until the arrival of the health authorities.

Follow our instructions carefully until healthcare professionals arrive at the hotel.

- Put on the mask.
- If you are not in your room, return immediately back to your room and call the reception (ext 9).
- Prepare your identification and health card, in case it is requested by legal authorities.

If you are unable to return to the room:

- Isolate yourself wherever you are.
- Ask a collaborator for help or call the hotel reception and follow the instructions.

Contacts:

Reception: extension 9

Landline: +351 289 501237

WhatsApp: +351 964 846 234