

## READY TO WELCOME YOU

### FOR YOUR COMFORT

- 2m social distancing is mandatory in all public areas
- Cleaning and hygiene of the public areas of the hotel is being performed on a regular and more frequent basis
- We request our guests to wear a face mask in the public areas of the hotel
- We have sanitizers available with SABA solution in the public areas of the hotel and at the entrance of the elevators
- We have added floor stickers in the reception area, to act as floor markers for guests to always maintain a safe distance of 1.5m to 2m
- We have installed acrylic screens on the reception desk
- All staff is complying with additional hygiene measures
- All resort facilities provide information on the maximum number of people allowed on each specific location
- In the apartments we have implemented exhaustive cleaning and hygiene procedures to be performed before each check-in, in a thorough manner and in line with the internal protocol

### RESTAURANTS & BARS

- Restaurants comply with the 2m social distancing guidelines between the chairs of other tables
- We are monitoring all entries, in order to ensure social distancing guidelines are also being respected at the entrance of the restaurants

- In some seasons, breakfast and dinner are only provided with service to your table. When breakfast and dinner are provided in a buffet format, each guest will receive disposable gloves to collect food and drinks from the buffet. The hotel team is also frequently replacing serving utensils from the various buffet stations
- When deemed necessary, breakfast and / or dinner may be required to be served in different seatings, which will be organized by the hotel team
- Bars comply with the 2m social distancing guidelines between the chairs of other tables
- Clients will not be able to sit by the bar. Preference will be given to table service, in order to avoid clients walking to the bar to place their orders

## **LEISURE AREAS**

- Sunbeds are being organized in sets of 2, ensuring a minimum distance of 2m to the nearest sunbeds
- Sunbeds are being cleaned and sanitized every morning and between each client use. For your comfort, we are placing a “Clean & Safe” poster on each sunbed, which will be made visible each time the sunbed is cleaned and sanitized
- The indoor pools, as well as the public bathrooms of the pools, are closed
- The slides are open (seasonal operation), with social distancing marked on the access ramp and a hygiene solution is applied to each guest on arrival to the slides. The hand rail and contact areas will be cleaned every hour by the resort staff
- The gym is open, however pre-booking is required. The maximum time per user is 1 hour, allowing for adequate hygiene procedures to be performed between users
- The sauna and Turkish bath areas are closed
- The minibus shuttle to Albufeira is currently not in service

**NOTE:** Please note that due to frequent updates to safety measures and regulations, the information contained in this guide may suffer some changes.