

# VILAMOURA GARDEN HOTEL

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## COVID-19

# SANITARY MEASURES GUESTS

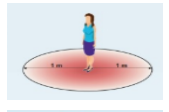


Establishment  
according  
to Health Measures  
**Portugal**



## METHODS OF PREVENTION

- Mandatory use of face mask from 10 years old inside closed spaces & outdoors (when crowded places and social distance is not able to be maintained)
- Frequent hand washing
- 2 meters social distance
- Avoid touching face, mouth, eyes and nose
- When sneezing, use tissue paper and immediately throw away, or sneeze into arm



## GENERAL RESORT MEASURES

- Awareness and display throughout the hotel of appropriate signage, floor markings and information regarding Covid-19 preventive measures
- Reinforced cleaning and disinfection methods in all of the hotel, with special attention to frequently touched surfaces, sanitation areas and shared equipment
- 2m social distancing measures applied and all spaces` settings re-configured
- Limited maximum capacity of the hotel applied
- Reduced maximum capacity of facilities (lifts, restaurants and bar, pools, gym)
- Disinfectant gel has been installed throughout the hotel and facilities, in various strategic places
- All teams are informed and trained by instructions of Health Authorities and Safety Standards
- All team members are provided with personal protective equipment, body temperature measured daily and enhanced uniform cleaning
- Hotel Contingency Plan in place & available, according to all guidelines of DGS (Health Authorities) including isolation room and a designated hotel team for maintaining protocols

### CHECK-IN

(14H00)

### CHECK-OUT

(12H00)

Mandatory use of face mask and hand disinfection

Guests` body temperature control upon arrival

Low contact check-in and contactless card payment

Safety kit (face mask, gloves, antiseptic wipes) available on request

Bell boy service is suspended for the moment

## ROOMS

Housekeeping Room protocols have been enhanced, and added disinfecting procedures

For safety reasons and extra caution, no daily cleaning will be done unless specifically requested and guests are not allowed to be present in rooms whilst being cleaned.

To schedule your daily cleaning simply fill the form upon arrival.

For any assistance during your stay, just call the front desk.

## ROOM SERVICE (07H00-23H00)

Due to Health Authorities regulations restaurant and bar will be closed until further notice.

Breakfast, lunch and dinner will be served via Room Service.

Room Service fee is suspended.

Menu available on QR code below & on the TV in your room

### **Breakfast delivery: 07h30-10h30**

English Breakfast served pre-packaged at pre-booked time indicated at check-in

### **Room Service: 12h00-23h00**

To make an order, please dial #1404 on your room telephone and we'll advise you as soon as it's ready.

Please note it is not allowed to serve alcohol after 20h00

For safety reason, your order will be delivered to your door keeping social distance and served in one-time-use boxes and glasses

## OTHER FACILITIES

In further compliance with all current government regulations, the hotel has additionally made the following important operational adjustments:

- Pool, Gym, Convenience Corner and Business Centre are suspended until further notice

## COVID-19

### Main Symptoms & Course of Action



FEVER



COUGH



SHORTNESS  
OF BREATH



SORE THROAT



HEADACHE

- If you are experiencing any of the above symptoms, you should stay in your room, put on a surgical mask and immediately contact the Front Desk
- If you are not in your room, put on your face mask, contact the Front desk and they will send you a trained team member to help you make your way to one of our allocated isolation rooms
- We have made an immediate plan of contamination and have direct contact with the National Health Service if contamination is suspected
- Make sure you have your passport and health card with you when in contact with the health authorities