

**QUINTA DO LAGO**  
**OFFICIAL STATEMENT IN RESPONSE TO COVID-19 OUTBREAK**  
**March 19<sup>th</sup> 2020**

We understand many of you are feeling worried and uncertain in light of the current situation with Covid-19 around the world.

Please be assured, Quinta do Lago is constantly monitoring the public health guidelines set by the Portuguese government and World Health Organisation and is responding accordingly.

With a heavy heart, but hope and optimism for our community, Quinta do Lago has taken measures to keep us all safe during this difficult time.

The following actions are in place:

- Quinta do Lago is committed to joining the collective effort to protect the most vulnerable in our society and move toward overcoming this. For this reason, The Campus, along with our restaurants and golf courses are temporarily closed.
- Guest Services remain dedicated to supporting those of you in the resort at this time, with home delivery of any groceries or essentials you might need. The team are also bilingual and can help you with translations from, or into, Portuguese.
- KOKO and PURE are now operating with a take away service, offering fresh and hearty meals to enjoy at home. Guest Services can arrange home delivery for the isolating and vulnerable. Presently, PURE is open 08:00 to 17:00 daily, and KOKO is open from 08:00 to 19:30 daily.
- As ever, the highest levels of health and hygiene practices are in place to protect our staff and our community.
- Our sales teams in all businesses will continue to support clients with regard to new and existing bookings within the resort.
- All planned events and activities in the resort up to the 2<sup>nd</sup> April have been cancelled. Events after this date are in review and any further cancellations will be announced.
- Our security arm, Team 6 Vigiquinta, is in operation and will continue to provide surveillance, first response and security to the resort.
- Lastly, The Magnolia Hotel is offering flexible booking options. We hope this gives guests the best support in planning for the future.

As the situation is fluid, we will continue to make announcements and respond accordingly with any new information or measures.

We applaud and sincerely thank all those in our health and emergency services for their incredible, work and selfless dedication in this crisis.

We are grateful to our teams here in Quinta do Lago who have continually adapted and are working hard to ensure the safety of all in our community.

To our residents, members and guests, thank you for your understanding and continued support during this time. Stay healthy and look after each other.

We look forward to enjoying our resort with you again soon.