

Our daily operations have been updated to be compliant with hygiene and cleaning requirements for the prevention and control of COVID-19 and other possible infections. Since doing so, Quinta do Lago resort is proud to be certified with the Clean & Safe stamp of approval from Turismo de Portugal and also the Safe Travels approved by World Travel Tourism Council. You can expect a warm welcome to Quinta do Lago, as usual. However, for the safety of all, we have introduced some social distancing measures to our resort touchpoints. Below are all the details on how we are working hard to keep our guests and workforce safe and healthy.

BEFORE YOU FLY

Be aware that the use of face coverings is mandatory in all public spaces in Portugal. This includes the airport, shops, taxis and supermarkets. Make sure everyone travelling has at least one!

FRONT OF THE HOUSE

GUEST TRANSPORT

On the transfer to the resort:

- The driver will be wearing face protection;
- The car/van will go through a cleaning and disinfection procedure prior to every arrival;
- All our partner vehicles have been installed with a perspex screen between the driver and passenger area;

HOTEL RECEPTION & VILLA RENTAL GUESTS

- For guests arriving from restricted countries or regions, you will need to provide detailed information before arrival or at time of making your reservation;
- For pre-booked guests, all check-in formalities will be completed online to reduce contact and time at the front desk and contactless check-in is available at reception;
- We provide safety, hygiene and other instructions to all guests as per the new updated safety procedures;
- For comfort and clarity we have installed floor marking at our reception so you can easily keep your social distancing;
- In The Magnolia Hotel to give you peace of mind, we can wash and return the clothes you travelled in (up to 4 pieces per person). To arrange, please drop at reception or we can collect from your room until 17:30 on the day of your arrival. Clothes will be returned within 48 hours;
- Hand sanitiser dispensers are available for guests to use;
- Paper, envelopes and all equipment are kept sanitised/in safe environment, and are used on a request basis to avoid unnecessary contact;
- Sanitising wipes are available for guests to clean their phone or credit cards;
- Acrylic perspex is placed at the reception;
- Our team members wear masks;

PUBLIC ELEVATORS

- Safety instructions, including the number of guests allowed at one time, is placed inside and outside the elevator and is easily visible;
- Elevators are to be used by one person at a time, or shared only with those in your household/room;
- Elevator buttons and touch points are regularly sanitised by Housekeeping;
- Hand sanitiser dispensers are installed on each floor by the lift;

HOTEL ROOMS

- Based on occupancy, for rooms connected via internal corridors, rooms will be allocated with an alternate vacant room between, to ensure guests can maintain social distancing;
- Guests are informed by reception on how the rooms are sanitised at regular intervals - this is done using an electrostatic spraying machine;
- Housekeeping on the floor wear safety PPE;
- Room linen to be changed once in three days or only on request;
- "Let's go green together" option gives guests the possibility to opt-out of daily cleaning on certain days to reduce unnecessary contact and help us to reduce our environmental footprint;

HOTEL POOL, GYM & SPA

- Our pool and gym are open with hygiene measures in place for your safety;
- The number of guests in the areas will be limited based on maximum allowed;
- The areas will be cleaned and sanitised according to schedule;
- Hand sanitation units are at the entrances of the Gym and SPA areas for guests to use;
- We also have green areas and a tennis court in the hotel for outdoor exercise;

QUINTA DO LAGO RESTAURANTS

- We have reduced the number of tables to maintain social distancing and in accordance to the local legislation;
- Seating for the tables is reduced to half of the capacity;
- Guests must pre-book, even for breakfast, and to only come to the restaurant when a table is available to avoid crowding;
- Our staff are trained for minimal contact during service;
- Our team members wear masks;
- We use disposable napkins which are pre-packed;
- Hand sanitation units are at the entrances of the restaurants for guests to use;
- All tables, table items and menus are sanitized after each use;
- Digital menus are available using a QR code;

THE CAMPUS - TENNIS & PADEL COURTS, PAVILION, BIKE SHED AND HIGH PERFORMANCE CAMPUS

- The use of mask is mandatory to enter and exit the facilities
- Contactless Electronic payments are recommended;
- Bookings should be made in advance online at www.thecampusqdl.com
- Bookings are limited and spaced to restrict the number of people inside The Campus and to allow cleaning;

TENNIS & PADEL & THE BIKE SHED

- Do not share equipment (tennis and padel);
- The use of new balls is recommended;
- Tennis and Padel courts are open for rental daily and coaching is available;
- There will be a 10-minute interval between Courts to allow for cleaning and disinfection;
- Sanitising stations are provided and courts are cleaned between use with electrostatic technology;
- When your game is over, please leave the court to allow your fellow members access;
- Stay at the Club only during the game;
- No seating is available in the court area;
- The changing room/shower facilities are now open and are cleaned regularly;
- Pavilion is open for service;
- Weekly social spins at The Bike Shed have a limited number of participants and must be pre-booked;
- All rental bikes are cleaned and disinfected in between use;

GYMS & SWIMMING POOL

- Social distancing for these activities is 3 meters;
- Our Gyms have limited capacity;
- Follow directional signs to move through facilities;
- Spray and clean all equipment after use and return it to its original place of storage;
- Personal gym towels must be used when exercising;
- Our coaches wear masks during personal training and will not touch the client, unless in an emergency;
- The use of the swimming pool and spa area requires pre booking and has limited number of users;
- All coaching classes are given with a mask;
- The pool is disinfected and maintained regularly in line with the DGS guidelines;

GOLF

- There will be a 8-minute interval between groups;
- Private and rental buggies are permitted for a maximum of 2 people per buggy and one designated driver at all times;
- Payments with electronic card are recommended;
- Pull trolleys, electric trolleys and golf clubs are available to rent and are properly disinfected after each use;
- No rakes on the bunkers (playing preferred lies);
- Buggy Bar is available;
- Course toilets are open and available;
- Hand sanitising stations available at course toilets;
- Tee times should be booked in advance;
- Visitors are encouraged to book and pre-pay in advance;
- Members have to book always in advance;
- All golfers should be aware of social distancing rules and maintain a minimum of 2 meter distance;
- Clients should arrive at the golf course maximum of 20 minutes prior the tee times;
- Clients with COVID-19 symptoms should not come to the golf course;

- Check-in for all players, including members, is at the golf reception;
- Maximum of 4 people are permitted inside the Pro Shop at one time;
- Hand sanitising stations are available;
- Electronic payments only – no cash;
- All touchpoints and surfaces are frequently cleaned;
- Key information on how to stay safe at the course is provided at the 1st tee;
- North/South and Laranjal clubhouses are now open, toilets and showers are available;

ON THE COURSE

- Social distance between groups must be maintained;
- Flagsticks to remain in the hole and must not be touched;
- Hole cups will have a disc on the top of the cup for a simple contact ball retrieval;
- If the ball is lost or unplayable, players must not come back to play another ball;
- Players must not touch the equipment or golf balls of other players;
- Players must refrain from handshakes or high fives;
- All golfers must leave the golf club 1 hour before sunset;
- No rakes - all rakes from the bunkers will be removed, players are advised to smooth the sand with feet or clubs;

DRIVING RANGE

- Social distance between players must be maintained;
- Baskets and tokens are disinfected daily;
- Clubs available for rent, they are disinfected after each use;
- Short game area available only to our professional's;
- Fitting Centre available for maximum of two persons;

SOCIAL AREAS

- There is appropriate spacing between all our seating areas;
- We limit the number of guests in these areas based on maximum allowed;
- Our children's playgrounds are currently closed in line with the DGS guidelines
- We disinfect each area and equipment after use;

MEETINGS

- We keep enough space between tables and chairs;
- We limit the number of guests in these areas based on maximum allowed;
- We disinfect each area and equipment after use;

CHECK-OUT HOTEL & VILLA RENTALS

- We are looking into the best options to have express/ e-check out by emailing the bill and accepting online payments;
- We advise guests to inform us of their check-out plans in advance so that bills can be pre prepared;
- For comfort and clarity we have installed floor marking at our reception so you can easily keep your social distancing;
- Sanitisers and wipes are available for guests to use;

OCCUPANCY LEVELS

- Any restrictions on occupancy will be updated following announcement from Government;

OTHER GUIDELINES

- All indoor areas such as entrance lobbies, corridors and staircases, elevators, staircases, reception area, meeting rooms, restaurant etc. are mopped with an appropriate disinfectant (with 1% sodium hypochlorite or phenolic disinfectants);
- For metallic surfaces such as door handles, security locks, keys etc. we use appropriate disinfectant (70% alcohol or bleach);

HEART OF THE HOUSE

EMPLOYEE TRANSPORT

- Each employee is responsible for their own transportation to and from work and to guarantee their safety;

CLOCK-IN

- We request all staff members stay at home if they have any symptoms of flu or are not feeling well;
- Team member running a temperature more than 38° C will be asked to attend a medical facility and leave the premises;

EMPLOYEE UNIFORM

- Staff members will be given masks and gloves and other adequate PPE as part of the uniform across all departments;

EMPLOYEE LOCKERS

- Access to lockers is staggered in 10-minute slots to ensure there is no overcrowding in the lockers and the number of employees is regulated for social distancing;
- Information on hand wash and sanitising regulations are visible;
- We monitor to ensure there is no crowding on arrival or at the locker room;

EMPLOYEE TOOLS

- Proper tools and gear for staff members are available, including masks, gloves and tools in various departments which minimise human contact;
- Staff members must use disinfected and clean gloves;
- Staff members to stay home and isolate themselves if they have any symptoms of cold or flu;

EMPLOYEE DINING

- Shifts are staggered to avoid canteen crowding;
- Canteen hours are extended to allow smaller groups over a longer period of time - the usage is restricted to Government recommended levels;

KITCHEN

- Our kitchen is sanitized at regular intervals;
- We limit the number of staff to the minimum required; staff can be organised into teams to reduce interactions between teams;
- Workstations are placed in such a way that the staff is not facing each other and can maintain appropriate social distance;
- We ensure proper cleaning of vegetables, meats and all other surfaces/equipment in the kitchens and use approved sanitising agents to disinfect;
- We ensure all tools are sanitised after each use;

RECEIVING GOODS

- We ensure proper cleaning procedures for items being received;
- All supplies are fully sanitised and stored before entering the premises and refrigerators;
- We use WHO and DGS approved sanitizing agents;
- We ensure the area is sanitised at regular intervals;
- Vendors are advised on how we will accept goods and how their staff should arrive with necessary protective gear;

SERVICE ELEVATORS

- Safety instructions, including the number of employees allowed at one time, is placed inside the elevator and is easily visible;
- Elevator floor buttons are regularly sanitised;
- Keep floor and other areas of the elevators that can be touched sanitised;
- Elevator floor has markings with directions, so that employees do not face each other and maintain social distancing;

EMPLOYEE HEALTH

- We ensure regular health check-ups for employees; well-equipped clinic operational within the hotel premises with a health partner, Previa;
- We have proper PPE equipment for the Safety Team (Team 6 - Vigiquinta) who are trained to handle and wear disposable PPE equipment in the event they have to evacuate a potential suspected case;
- We check all employee temperatures daily;

EMPLOYEE TRAINING

- L&D conducts sensitisation classes for Staff members on upgraded hygiene standards;
- Employees are well-informed about all COVID-19 related operating procedures;
- All teams will be regularly updated with the latest guidelines by WHO and DGS.