



Paladim & Alagoamar hotels' top priority is to protect and ensure the safety and well-being of its guests and colleagues.

In view of the current COVID-19 pandemic, this plan is fully aligned with the recommendations of the WHO, and guidelines from both National and Regional health authorities. Moreover, our hotel has been accredited with Turismo de Portugal Clean & Safe certification.





Paladim & Alagoamar hotels wish to provide a memorable experience for each and all our guests. Whilst there is certainty that a number of these proceedings will change in the future, we also hope and believe that in time some of these extraordinary measures will only be temporary.



## RECEPTION/PUBLIC AREAS

**Arrival:** Wear face mask, sanitize your hands and shoes, measure body temperature

**Express Check-in:** Only 1 person at a time with all documents, invoice sent by email, preference for "contactless" payment, check in from 3 p.m. ahead

**Cleaning process:** Greater cleaning frequency of surfaces and guest supplies

**Covid-19 kit:** For sale Covid-19 kit (hand sanitizer, gloves e face masks)

**Social distancing:** separate area for check-in and check-out, Countertop Plexiglass separator and floor markers to promote social distance and spacing 2 m

**Communication:** At your disposal nr. WhatsApp e email to avoid physical contact

**Check-out:** until 11 a.m.



## LIFTS

**Lift:** preference use of stair cases, limited occupancy, hand sanitizer by the door, greater frequency of cleaning





## APARTMENTS

**Cleaning process:** Reinforcement of daily cleaning (every 2 days, or less or any if client wishes) disinfection measures, as well as deep cleaning and disinfection between guest stays

**Clothing:** bedlinen/towels are washed at 60°C using disinfect product



# RESTAURANT

**Reduction of capacity:** minimum spacing of 2 metres between tables

**Use of terrace:** priority use of outdoor area

**Reduced Capacity:** maximum number of people

**Reservations:** Extended operating hours and reservations required

**Menus:** At your disposal QR code and single use table cloth with menu

**Greater Transparency:** Tables setup after guest arrives, cleaning of table and chairs once guest has left

**Room Service/Take away:** priority use

**Cleaning and security:** Compliant with HACCP protocols

**Buffet:** closed temporarily, use of set menu/ à la Carte





## SWIMMING POOLS

**Reduced Pool Occupancy:** Occupancy limited

**Sunbeds:** social distancing, compulsory use of towels and at your disposal disinfectant

**Cleaning & Disinfection:** In accordance with protocols

**Swimming pool area:** compulsory use of footwear

**Toys:** inflatable toys not allowed



## CLIENT

**“WelcomeSafely”:** Material relating to our “Welcome safely” protocol available before and during stay.

**Protection:** Wear face mask inside hotel

**Social distancing:** Compliance with social distancing recommendations

**Hand Hygiene:** Wash your hands well and often

**Coughs and sneezes:** Cover your mouth and nose when you sneeze or cough, preferably into your elbow or with a single-use handkerchief





# WORKERS

**PPE:** Personal Protective Equipment as suitable for each department or function

**Internal protocol:** Training and simulations as well as continual updating of procedures

**Social Distancing:** Compliance with social distancing recommendations

**Hand Hygiene:** Hands washed well and often

**Coughs and sneezes:** Cover your mouth and nose when you sneeze or cough, preferably into your elbow or with a single-use handkerchief

**Health Aware:** Daily temperature control and colleagues must notify if any symptoms appear.





Welcome Safely and Have an enjoyable  
and memorable stay with us!

