



Oreias do rei

SANTA CRUZ · PORTUGAL

STOP COVID-19

House Protocol

STOP COVID-19



- Manifest
- Goals
- Preventive Measures
- Contingency Measures
- Service

MANIFEST



Santa Cruz... raw, wild, unspoiled, immense, impetuous and overwhelming.

The breeze, salty and vigorous.

The foamy waves, wistful and gripping.

The beaches, wide, unique and remote.

The pine forest, solemn and majestic...

Amongst cliffs, pine trees, sand dunes and bare rocks, sprouts Areias do Seixo.

Refuge,

Paradise,

Dream,

Retreat,

A Magical place...

... The restart,

The reencounter.

MANIFEST



The 15 rooms with SOUL, are a one-way ticket to distant places... Rooms WITHOUT television nor air conditioner, refreshed solely by the Atlantic breeze ... rather WITH high showers, white fresh linen and warm fireplaces.

The Villas and Townhouses, seductive and autonomous, snuggle the Family.

Tranquillity and CHARM... PURE positive energy.

For those who seek, for those who find, for those who rediscover.

To stop, resume, regenerate, redo and repair.

To meditate, reflect, care and contemplate.

Here, NATURE will be your only company..

* *

We are going above and beyond to take all precautions to keep our premises safe and clean. Both yours and our well-being, health and safety will always come first. You can rest assured, the warm welcome - even though without hugs but with the same friendly smiles -, the togetherness with Nature and the unique experiences will remain and await you.

We are certain that we will come out of this experience even more unified and resilient... See you very soon.



GOALS

IT REASSURES US THE FACT THAT OUR HOTEL IS:

- Of a small dimension
- Located on a Natural Reserve
- Exclusively accessed by our guests
- With accommodation facilities accessible through the exterior
- With a safe and secure food & beverage services
- Without air conditioning



BUT, still...

In order to ensure the maximum safety and well-being of our dear guests, staff and community, we have taken a number of temporary measures which follow the guidelines of the World Health Organization (WHO) and the Directorate-General for Health (DGS).

We detain the label "Clean & Safe" recognized by the Portuguese Tourism Office, I.P.

Depending on the evolution of CORONA Virus, these measures may change, always keeping in mind and in order to safeguard the health of all.

PREVENTIVE MEASURES



CLEANING AND DISINFECTION

- The frequency of cleaning and disinfection practices and measures throughout the day were increased, namely regarding materials and existing equipment in accommodation units and common spaces, with special focus on high contact points
- Use of disinfectant products with proven efficiency in the elimination of the virus
- Regular ventilation of all accommodation units and common spaces
- Elimination of high-contact and difficult-to-disinfect elements of housing units and common spaces
- Double care when handling and cleaning textiles, namely sheets and towels
- Guests may choose whether to request room cleaning service during their stay, as well as turndown service (room preparation for overnight stay)
- Hand-sanitizer available at the guest service points
- Whenever possible, guests will preferably stay in a room with direct access from the outside and which has not been occupied the night before

PREVENTIVE MEASURES



TRAINING

All our staff members get continuous training regarding:

- All the measures presented on this protocol
- All preventive measures on Sars-Cov-2 contingency, including hand disinfection procedures, respiratory etiquette, and social conduct
- Daily fever monitoring procedure
- Acting when there is a suspected case
- All Portuguese Directorate-General for Health (DGS) applicable rules

CONTINGENCY MEASURES



SUSPECTED CASES

- We encourage our staff to monitor their health and symptoms, daily. To this effect, we provide a fever thermometer. Which can also be used by our guests
- Any suspected case will always be reported to - and followed by our General Managers, available 24h a day. The person will be led into the isolation area, on which all necessary goods will be provided
- We have direct contact with the local health authority - Cluster of Health Centres West South, which will provide specialized support, if needed
- The disinfection procedures will be instantaneously triggered, as well as waste routing and control of close contacts, as per the Portuguese Directorate-General for Health (DGS) rules
- Identified suspected cases will be subject to internal record

SERVICE



- Accommodation
- Food and Drinks
- Experiences and Activities
- SPA
- Other Spaces and Services



ACCOMMODATION



- Whenever possible, guests will preferably stay in an accommodation unit with direct access to the outside and which has not been occupied the night before
- Guests can choose from several different services - in-house and outside, which will contribute to a greater or lowers social isolation
- No accommodation unit, nor any common space, is equipped with air conditioning
- Reinforcement of cleaning and disinfection practices and measures on all accommodation units



FOOD AND DRINKS



- We strongly advise our guests to book in advance
- Breakfast buffet service and advance reservation required
- Direct food & drink services for Rooms/Villas and Townhouses, on request, is assured
- New menus better adapted to the current dynamics of the service
- Strengthening HACCP plan measures
- Cleaning and disinfection of the areas used by guests in their meals, after each use



ACTIVITIES AND EXPERIENCES



- Activities occurring outdoors and/or exclusively for couples and families, separately, are privileged.
- Detailed and updated information can be accessed on our online concierge, before the stay, as well as on the black board, next to the reception
- We suggest that guests bring their yoga mat
- Disinfection of every bicycle after each use
- All our materials and equipment will be disinfected before and after use, as well as the spaces where activities will occur



SPA



- Guests must come prepared for their treatment/ massage (with bathrobe and slippers available in the room)
- Disinfection and cleaning of the massage room



EVENTS



PARTICIPANTS

- Washing and / or disinfecting hands before and at the end of the event
- No sharing of equipment and furniture

SPACE AND CLEANING

- Reinforcement of cleaning and disinfection practices and measures throughout the day, of materials and existing equipment in accommodation units and common spaces, with special focus on high contact points
- Use of disinfectant products with proven efficiency in the elimination of the virus
- Use of natural ventilation
- Hygiene and disinfection of all areas immediately after the event
- Management of participants' accesses, avoiding the concentration of people at the entrance and exit
- Dispensers with an alcoholic-based antiseptic solution and/or disinfectant gel available for use in strategic areas

OTHER SPACES AND SERVICES



- Suppliers with "Clean & Safe" seal are preferred

Areias do seixo

SANTA CRUZ · PORTUGAL

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