



Health, Hygiene and Safety Measures

The WHO declared the Coronavirus causative agent of COVID-19 as an international public health emergency. To avoid risks and infections, ensuring the existence of an internal protocol that defines the necessary prevention, control and surveillance procedures, **Quinta da Comporta - Wellness Boutique Resort** declares to comply with the requirements defined by Turismo de Portugal, in accordance with the Direction's guidelines -General of Health, that allow to consider it a Clean & Safe Establishment.



In addition to the mandatory measures implemented by the government, **Quinta da Comporta - Wellness Boutique Resort** has developed extra measures with the protection and comfort of our guests in mind. Discover them [HERE!](#)

Training provided to all our employees

All [Quinta da Comporta - Wellness Boutique Resort](#) employees received specific information and / or training on:

- The internal protocol for the COVID-19 coronavirus outbreak.
- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:

Hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.

Respiratory etiquette: cough or sneeze into the flexed forearm or use a tissue, which should then be immediately thrown away; Always wash your hands after coughing or sneezing and after blowing; Avoid touching the eyes, nose and mouth with your hands.

Social conduct: change the frequency and form of contact between workers and between them and our customers, avoiding, whenever possible, close contact, job sharing, face-to-face meetings and sharing of common spaces and facilities.

How to comply with daily self-monitoring to assess fever (measure body temperature and record the value and time of measurement), check for cough or difficulty breathing.

How to comply with the guidelines of the General Directorate of Health for cleaning surfaces and treating clothes in establishments.

Information provided to all our customers

The following information is available to all customers:

- Basic precautions for infection prevention and control to be followed in relation to the coronavirus outbreak.
- Internal protocol for the COVID-19 coronavirus outbreak.

At Quinta da Comporta we have:

- Personal protective equipment in sufficient numbers for all workers.
- Personal protective equipment kits available to customers (protective mask and alcohol gel).
- Proportional stock of cleaning materials for single use, including cleaning wipes, bleach and alcohol at 70%.

- Dispensers of alcohol-based antiseptic solution near the entry / exit points, at the entrance to the Restaurant, Spa and common sanitary facilities.
- Place to isolate people who can be detected as suspected or confirmed cases of COVID-19, which has natural ventilation and a mechanical ventilation system, and has smooth and washable coverings, bathroom, stock of cleaning materials, masks surgical gloves and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water and some non-perishable foods.
- In the sanitary facilities, equipment for washing hands with liquid soap and paper towels.

Our cleaning and sanitation protocol guarantees

- The definition of specific care for changing bedding and cleaning in the rooms, privileging two spaced intervals and with adequate protection according to the internal protocol.
- Machine wash separately and at high temperatures for employees' uniforms and bedding / towels.
- The washing and disinfection, in accordance with the internal protocol, of the interior and exterior surfaces where employees and customers circulate, ensuring the control and prevention of infections.
- Cleaning surfaces and objects in common use several times a day (including counters, light and elevator switches, door handles, handles, etc.).
- Wet cleaning should be preferred over dry cleaning.
- Regular ventilation of rooms and enclosed spaces.
- Reinforcing the hygiene of utensils, equipment, and surfaces in the areas of restaurants and beverages.

We also guarantee

- That there is always a collaborator at the service responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service).
- The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of being infected, especially on surfaces frequently handled and most used by the same, as indicated by DGS.
- The segregation of waste produced by patients, or suspected of infection, in a plastic bag that, sent to a licensed operator for the management of waste with biological risk.



Protection and Safety Measures for the Health of Guests and Employees

To guarantee the safety of our Guests & Employees, **Quinta da Comporta - Wellness Boutique Resort** decided to create a procedure plan with additional measures to those already required by the **Clean & Safe** certification.



Before arriving

1. Communication of the Covid-19 Contingency Plan of **Quinta da Comporta - Wellness Boutique Resort**.
2. Pre-check-in by digital means, with the sending of the necessary documents for the Client's mandatory registration.
3. Reservation of transfer services and local / regional visits individualized and limited in their capacity.
4. Definition of the PPE's of operational employees who are in contact with customers: masks, gloves, and disinfectants.
5. Transformation and reorganization of public spaces to ensure the safety distance defined by the DGS, including the installation of acrylic partition panels at the reception.
6. Cleaning records visible in public spaces.

The arrival

1. Car parking performed by the customer.
2. Sanitization of all guests' luggage at the entrance to the Hotel, and transport to the door of the room.
3. Implementation of the Digital Pre-Check-in procedure: Contact only with the delivery of the room key whenever possible, and forward to the room.
4. Implementation of a prepayment model, or non-face-to-face payment, whenever possible.
5. Implementation of a "Comfort at Home" concept in T1, T2 or T3 accommodation; Spacious rooms with kitchen or kitchenette, with breakfast stock (different ingredients, food and drinks) in generous quantities depending on reserved occupancy, which allow our guests to spend more time inside the rooms, as in the comfort of their homes;
6. Signs and information in public spaces on specific Covid-19 procedures and measures.

During your stay

In your room

1. A welcome kit with personal protective equipment (Mask and Alcohol-Gel) will be made available to all customers.
2. Food & Beverage Services without direct contact with customers:
 - Room Service Service "Takeaway" - Available from 12:00 pm to 6:00 pm - Letter of Room Service with defined offer and pre-booking.
 - Mini Bar / Grocery Store: delivery of Drink Packs to the rooms, on request, according to the list and prices available in the room.
3. In Typologies, T1, T2 and Pool Villas - Breakfast Included in the Room (Do-it-yourself)
 - Includes Milk, Coffee, Tea, Juice, Yogurt, Eggs, Bread, Ham, Cheese, Bacon, Butter, Rusks, Crackers , Sweet, Honey, Oranges and Corn Flakes.
4. Fresh bread delivery every day to your door!
5. Internal communication plan with customers based on digital and not in person (via telephone, information leaflets, etc.).
6. To limit the intrusion and the risk of contagion, the Cleaning of the Rooms will be done every 3 days, with the possibility of option to manage the replacement of the clothes of the rooms / towels.
7. Our cleaning process includes changing clothes, removing waste, completing stock the amenities, cleaning furniture, washing surfaces and floors, as well as disinfecting all areas of the accommodation with products certified for their effectiveness.
8. Offer of individual and disposable amenities kits;

At the restaurant

1. To guarantee the necessary social distance, we limit the number of people present simultaneously, thus ensuring that the required distance between customers is respected.
2. Entrance to the restaurant is done individually.
3. All customers must disinfect their hands when entering the restaurant, using the disinfectant dispenser placed at the entrance.
4. While trying to provide our guests with our best hospitality, our team has also been instructed to have minimal contact.

5. The menus, chairs and other equipment will be disinfected after each use.
6. All dishes and utensils will be placed on the table after the customer sits down.
7. Breakfast, Lunch and Dinner Services in the Restaurant, strictly under reservation and limited to the occupancy capacity, safely, in the following hour slots:

Breakfast at the Restaurant, with pre-booking and an additional cost of € 30.00 per person, at the following times, subject to availability:

- From 8:00 am to 8:50 am, from 9:00 am to 9:50 am and from 10:00 am to 10:50 am

- Lunch at the Restaurant with Snacks and Light Meals Service

- From 12:00 to 13:30 and from 14:00 to 15:30

- Dinner with à la carte service at the restaurant

- From 7:30 pm to 8:50 pm and from 9:10 pm to 10:30 pm

Note: (the spaces between the time slots are used to clean the space)

At the bar

1. Beverage Service

- From 11 am to 11 pm

Subject to limited space capacity

At the Pool

1. Snacks and Light Meals Service

- Drinks from 11am to 6:30 pm

- Meals from 12:00 to 18:00

At the Spa

Until conditions of greater security are established and allowed by law, the indoor pool area and the Spa will be closed. Entrance to the facilities is reserved for the use of the Gym.

Eventual visits to the facilities will be allowed, provided they are accompanied by a staff member, always respecting the safety and distance rules.

In the gym

The use of Gym equipment will be allowed, with a limitation on the number of people present in the space at any given moment, and with the allocation of time slots for their frequency / use. Consult us for availability daily.

The use of the changing rooms on the premises will not be allowed.

To avoid overcrowding, it is not allowed to remain on hold inside the premises. You should always wait for your turn abroad.

Opening hours - 8 am to 6 pm