



*Pinheiros
da Balaia*

Pinheiros da Balaia Villas 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.

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Pinheiros da Balaia villas 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 4 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: 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.

VILLAS

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/BAR

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

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

SWIMMING POOLS

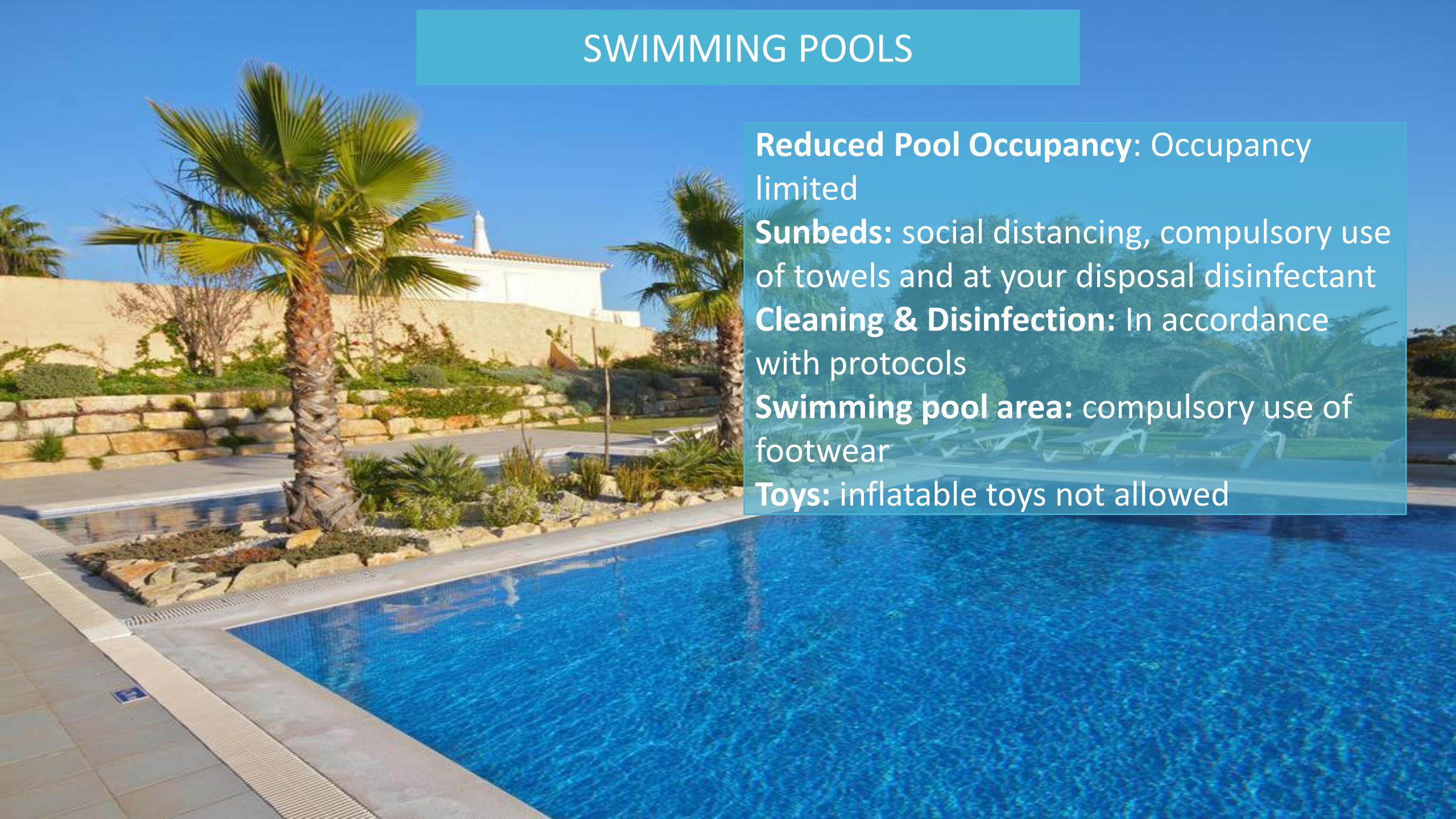
Reduced Pool Occupancy: Occupancy limited

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!