

# ESTORIL EDEN

HOTEL APARTAMENTOS



Estoril . Portugal

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# Covid-19 INFORMATION

## RECEPTION

- Hotel Entrance: control and disinfection procedure for guests;
- *Check-in*: check-in online available;
- Cleaning Regime: greater cleaning frequency of surfaces, guest supplies and optimization of air circulation;
- Temperature: all guest will be ask to check body temperature at the check-in;
- Protection distance: separation of check-in and check-out flows and distance marking;
- Customer service: digital information about the hotel via QR Code or Virtual Assistant;
- Express *check-out*: sending invoice by *e-mail* and preference for “*contactless*” payment method;

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## ROOMS

- Cleaning Protocol: reinforcement of disinfection and sanitizing procedures;
- Textiles: bed linens and towels are washed at 60C<sup>o</sup> using anti-virus products - Certified by our external laundry supplier;
- Customer service: all in-room materials and hotel information have been converted to a QR Code and further assistance is available by *Whatsapp*;
- Simplified: both turndown and minibar services are only available upon request;
- Kichenette service - Available on request;

## COMMUN AREAS AND ELEVATORS

- Hygienic Protocol: cleaning and sanitizing more frequently of surfaces and objects and optimization of air circulation;
- Capacity management: common spaces limited in order to maintain social distance;
- Hand sanitizer is available in all common areas, bathrooms, and inside lifts;
- Elevators: occupancy limited to 50% capacity, greater frequency of cleaning and disinfection, maximum capacity of 2 persons;

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## RESTAURANT/BAR

- Reduced Capacity: minimum spacing of 2 meters between tables;
- Table Capacities: maximum of 4 persons per table, exceptions made for families;
- Operation: extended operating hours and reservations required. Dining turns may be introduced if necessary
- Hand sanitizer available at the entrances and bathrooms;
- Digital Menu: easily accessible via smartphone, single use menus also available and at the entrance to the restaurant;
- Service Transparency: tables setup after guest arrives, cleaning of table and chairs once guest has left;
- *Room Service* available on request and charged;
- Take Away Service at Bellevue Restaurant or Snack Bar Bistrot - available between 11am and 9pm - free of charge.
- Cleaning and Security: compliant with HACCP protocols;
- Breakfast service with the option of *Grab and Go Box*;
- Available à la carte service or daily menu;
- *Buffets*: not available;

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## SWIMMING POOL AND FITNESS AREAS

- **Outdoor Pool (prior reservation in morning or afternoon periods);**
- Reduced Pool Occupancy: Occupancy limited to less than 50%;
- Sun Loungers: 2 meters spacing between loungers, cleaning and sanitization between guests;
- Cleaning and disinfection: following international protocols;
- **Gym, Sauna and Indoor Pool - CLOSED;**

## CLIENTS

### EXTERNAL GUESTS | IN-HOUSE GUESTS

- Masks: Masks are obliged throughout the common areas of the hotel;
- Social Distancing: Compliance with social distancing recommendations;
- Hand Hygiene: Wash your hands well and often;
- Hotel Estoril Eden internal protocol available to the guest;

### INTERNAL GUEST | COLLEAGUES

- PPE: Personal Protective Equipment as suitable for each department or function;
- Social Distancing: compliance with social distancing recommendations
- Hand Hygiene: hands washed well and often;
- Health Aware: daily temperature control and colleagues must notify if any symptoms appear;
- Access to Hotel Estoril Eden internal protocol;