

# MEASURES

*Cleaning and Hygiene*

## A QUINTA DA AUGA

COVID-19

Vol 1 Num. 1

#sentirseseguro  
#feelingsafe

JULIO 2020

### *Cleaning Procedures*

New cleaning and disinfection protocols, including new cleaning equipment and products.

### *Training*

Specific staff training before the reopening.

### *Capacity Reduction*

The capacity in the different services and spaces has been reduced..

### *Check in*

Quick check-in, disinfected cards .

### *Terraces*

They are expanded for restaurant and cafeteria.

### *Valet*

Valet parking will be temporarily out of service.

### *New Protocols*

We have created a special prevention and maintenance plan.

### *Screen Protection*

Installation of protective screens in reception and Spa Reception.

### *Dispensers and prevention kit*

Hydroalcoholic solutions for hands are incorporated into the common areas. The client who wishes may purchase a prevention kit (masks, gloves and gel).

### *Payment*

Preferable payment by bank card.

### *Press and stationery*

All press, stationery and menus in paper format are temporarily removed.

### *Laundry*

If you would like to use the laundry service,, please contact our front desk.





## *Breakfast*

Our breakfast is served at the table instead of being buffet. However, it will have all the variety and quality as before.

Due to our commitment to the environment, we try to avoid individual plastic packaging by opting for more environmentally friendly containers.

In order to comply with the hygienic-sanitary protocols and imposed capacity, there are three breakfast shifts that will be previously reserved.

## *In your room*

- You can decide whether or not to use the cleaning service during your stay. Cleaning of the room will always be done in your absence
- Elimination of the minibar, we continue to have room service as before.
- The bins in the room are eliminated, keeping the one in the bathroom.
- Reduction of amenities in the bathroom, please request the ones you need from reception.
- Elimination of stationery.

## *In room temperature*

Our building is an energy-efficient building with underfloor heating and cooling. Please follow these tips to enjoy perfect temperature conditioning in your room.

During sunny hours, windows, shutters, and curtains (thermally insulated) should be kept closed.

Do not leave the windows open when you leave the room, our housekeeping department is responsible for proper ventilation when cleaning rooms.

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*We care about security*

## *Gym and the spa*

The gym has a maximum capacity of 1 person and works with prior reservation.

In the Spa the Turkish bath is out of order as well as the ice cabin.

