



Commitment


COVID – 19 – Re-opening





Action Points


-  **Safety Protocol**


In all guest rooms and public spaces, surfaces are treated with disinfectants with increased frequency. Hand sanitizing stations are placed strategically across the entire property.
-  **Guest Contact**

Signage is used to remind guests to maintain social distancing protocols and to use masks in closed/internal social spaces. Furniture has been re-arranged to allow more space for distancing in the lounge, the dining room and the pool. Masks are available on-site.
-  **Food Safety**

Our chef is trained in safe food preparation, and service practices and compliance is validated by independent audits. In addition, new approaches to the buffet service have been designed.
-  **Personal Equipment**

The same grooming-set, saddle, saddle pad, and girth per guest will be used from the arrival of guests until their departure. Access to the tack room is limited to one person at the time.
-  **Lesson Format**

Social distancing implemented throughout. After the end of the lesson the equipment is cleaned as appropriate.
-  **My Room, My Temple**

All our guest rooms have private access. Guests may also decide whether they want to use the cleaning service or not during their stay.
-  **Staff**

Our in-house personnel will use masks, visors or gloves, whenever specifically required

Hygiene Rules and How to Behave



- Respect a 2 meter social distance at all times
- Avoid shaking hands
- Wash your hands regularly
- Use a mask in public outings (especially at the airport!)
- Protect yourself and others: do not travel if you feel ill/have symptoms

We are ready for you

We are delighted to be fully open now and looking forward to seeing you all again! Don't forget to make the most of our re-opening offer...

www.eealcaínca.pt



More information on measures and restrictions in Portugal available:

<https://www.visitportugal.com/en/node/421175>

