



## GUEST INFORMATION

### CHECK-IN

We advised all our guests to inform the estimated arrival time for check in, which will start at 3:30 pm, in order to avoid gatherings in the reception area;

Information about Hotel procedures and outlet opening hours for all services will be provided to the guest.;

Hotel offers, at all access points and guest's passages, alcoholic base antiseptic solution dispensers.;

All hotel staff will be using masks and visors and had specific training on procedures and guidelines provided by the Portuguese Health Division;

Temperature measurement devices will be available at the reception if any guest needs to use it;

We are implementing "Early Check In" system for guest convenience. However, it is not yet available.

### ELEVATORS

Avoid sharing lifts with other guests. Please wait, keeping your distance or use the stairs;

We guarantee the surfaces and objects of common use (lights and elevator switches, door handles and counters), cleaning several times a day.

### ROOMS

We provide our guest with protective masks and alcohol-based antiseptic wipes;

All rooms are sanitized, and our employees are properly instructed and protected to proceed accordingly, using appropriate products;

We will prioritize the minimum contact with our guests, so daily cleaning will only happen if the sign (please clean) is on the room door handle. Towels will be changed daily, and bed linen changed every 2 days;

We will provide breakfast service in the room if requested to reception on the previous day. (please use the phone);

Continental breakfast will be served between 09h00 and 09h30. Information about this service is in the room.;

Accommodation units with kitchenette can request Home Delivery service from our menu.

### RESTAURANT / BAR

As precaution and for your safety, we have reduced the number of seats while keeping the distance between tables;

Its requested to book a table in advance for all meals (breakfast, lunch, dinner) for the available slots, in order to guarantee distance and quality service; Please call reception;

The breakfast in the restaurant will be served at the table and there are some products from the Buffet that will be served by our employees;

We privilege the room charge payment to be with visa card in our Contactless Terminal;

Your menu will be presented in a disposable format for your personal use only;

Snack service in the Bar can be Take Away and consumed in the exterior area of the Restaurant.;

We privilege the use of ecological disposable material in the bar/snacks service near the outdoor pool.

### **SWIMMING POOL**

Please respect the distance between sun loungers. Should be at least 2 meters;  
Mandatory wear of footwear in the outside showers, sanitary instalations and circulation areas;  
Keep the distance among the remaining guests;  
Un supervised pool.

### **INDOOR SWIMMING POOL / SPA**

Please respect the safe distance of 2 meters between sunbeds;  
The use of the indoor pool is restricted to 10 users and for periods of 30 minutes. The access must be requested at the Spa Reception according to the available time slots;  
Please note that, in case of delays, the limit time remains the same, as we have specific timings to disinfections procedures;  
Slippers and cap are mandatory;  
Jacuzzi, Sauna, Turkish Bath, Vichy Shower and Face Treatments are temporarily unavailable;  
The remaining treatments are available (massages and body treatments) and mask must be used during treatments;

### **GYM**

Restricted to 2 users at the same time. The use of the Gym must be requested at the Spa Reception;  
Please clean the equipment with antiseptic and alcohol-based wipes after using them.

### **CHECK-OUT**

Before proceeding with your check out, please do confirm your bill with reception, by phone or email. Make sure everything is in order before you proceed to payment at reception;  
We want your check out to be brief and safe, so please proceed with payment by Visa or Mastercard at our Contactless Terminal and your invoice will be sent by email.

We kindly request all our guests to respect these procedures for everyone's safety.

Thank you for choosing Água Hotels Spa & Resorts.  
It will be a pleasure to welcome you!



Know more about the Clean & Safe stamp  
and enjoy your stay in safety!