



REALHOTELSGROUP.COM

Dear guests and partners,

At Real Hotels Group, the safety and well-being of our guests and staff are the top priority so, in response to the situation at COVID-19, we are taking the utmost precautions, following the recommendations of the WHO and local health authorities, to make you feel completely safe with us.

We obtained the Turismo de Portugal Clean & Safe Certification and implemented new procedures to prevent the spread of the virus, that allows us to achieve the highest standards of cleaning, disinfection and hygiene.

GENERAL



We have activated response teams to provide assistance 24 hours a day;

In case of suspected infection, we already have procedures to deal with it efficiently. Communication will be immediate and clear to guests and staff;



We have placed hand sanitizing gel in all service areas to help prevent the spread of viruses and bacteria;



We have implemented the mandatory use of a protective mask in the circulation of public areas, which will be available for purchase at the reception;



When cleaning, we pay special attention to areas of frequent contact, such as door handles, buttons, tables, counters and light switches;



We were advised on which cleaning products and protocols that are effective against the virus;



There may be situations of limitation to circulation and permanence in some areas, to ensure that there is no accumulation of people, as well as the suspension of certain restaurants and bars;



Invoices will be sent by email, with the client's permission;

ROOMS AND APARTMENTS



The rooms are empty 24 hours, after being cleaned and disinfected, after each stay; and they are assigned, maintaining social distance and leaving empty rooms between occupied rooms;



During the stay, daily cleaning in the rooms is optional, and the client can choose the desired frequency;



The change of bed linen and towels is done every 2 days;



Cleaning of the occupied accommodation is done 20 minutes after the client leaves the room;



PUBLIC AREAS, LIFTS AND BUSINESS CENTER



Public bathrooms and lifts are cleaned every hour;



Public areas are cleaned six times a day;



The maximum capacity in each lift is 2 people;



Social distancing rules will be followed in the organization of meeting rooms;



Meeting rooms are cleaned and disinfected after each use;

RESTAURANTS AND BARS



We have reduced the furniture in bars and restaurants, in order to limit the number of people and apply safety distances;



We frequently review the food and beverage service in accordance with current food safety recommendations;



We have implemented the shift system in restaurants, with the client having to pre-book the place and time, and having tables and chairs cleaned between each use.



The Continental breakfast, served in the Main Restaurant, is served at the table when the customer arrives;



We have replaced the buffet services with an à la carte service and a personalized show-cooking;



Paper napkins will be used, instead of fabric napkins;

HEALTH CLUB, SPA AND ENTERTAINMENT ACTIVITIES



We have suspended the operation of our Spas, Health Club, sauna, Turkish bath, jacuzzi, and indoor pools;



We have temporarily suspended entertainment activities and events, such as Family Brunch;

We believe in responsible and safe travel, while being vigilant and following the recommended procedures and protocols. Our mission is, above all, to provide guests and external and internal partners with experiences with meaning and value, supported by a quality service, which translates into business sustainability, the personal development of employees and a positive contribution to the society.

Real Hotels Group appreciates your support and loyalty.