



SOLAR DE MÓS

Safety Protocols



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Solar de Mós

Dear Guest,

Due to the current situation, we have created this regulation based on the guidelines given to us by the Direção Geral de Saude and the Seal "Clean & Safe", to avoid contamination of Covid-19 in any of our spaces.

For the safety of all of our guests, employees and distributors, we have implemented prevention measures, reinforced hygiene, disinfecting common areas with greater frequency, and adopted new measures of physical safety, like distancing.

1

Check In - The use of a mask is mandatory in all common areas. Please use the disinfecting towels at the entrance of the reception. We have placed dispensers filled with disinfectant all throughout the hotel and invite everyone to use them with frequency. We suggest the taking of body temperature at the entrance. A contingency plan exists and can be activated at any time if need be. Access to the pool and permanence there is based on availability. Informing us of your personal information ahead of time will expedite your check in process. Please let us know your check out time as soon as it has been determined.

2

A space of 2 meters is expected between all persons as this has been determined to keep everyone safer.

3

The tables in the dining/living area and the terrace are assigned by room and reserved for only meal time hours. Dinner reservations must be made before noon.

4

After ordering and receiving your drink at the bar, please leave the area to avoid crowding.

5

The menu for our breakfast is available on our TV channel and on our APP. Please choose your meal, where you would like to have it, and at what time. We have removed access to the Buffet for safety concerns. The daily menus of snack items and dinners can be seen on the TV channel.

6

Room housekeeping will be done when the client isn't in the room, leave the sign in the door.

Leave the windows open and turn off the air conditioning before leaving.

The cleaning of the rooms is until 2:30pm. Bed linens are changed every 3 days. If bed linens are needed at a different frequency, please let us know.

7

The mini bar will be monitored daily by the housekeeping ladies. On your last day with us, if you had consumed anything from the mini bar, please let us know.

8

Laundry - Please use the bags provided to you in your room and fill out the form. The bag will be removed from the room itself and on the following day the clothes will be returned to you in your room. In case of urgency, please let us know.

9

Gym - Gym hours must be reserved and the key asked for at the reception. Disinfect your hands before entering and at the exit. The towel used must be placed in the bag and in the basket. Please return the key to the reception. Gym time has a maximum of one hour.

10

The Business Center is only ready for use when the sign on the table is green. After using the Business Center, flip the sign to the red side and let a member of staff know.

11

Pool - The pool is only available to you at the times it has been reserved for. Social distancing must be respected. Only one room is allowed inside the water at a time (maximum 4 people if a family) for 15 minutes at a time maximum. The maximum allotted time to use the pool area is 2 hours. Please leave your towel in the bag on the lounge chair. The showers in the changing rooms are closed. The use of a mask and shoes is mandatory.

12

The jacuzzi is closed for safety concerns.

13

Check out - Can be done online, we will debit the card provided before your departure and will send a receipt to

your email or can be done, if you prefer, at the reception. If you have used the mini bar after the daily check, advise reception. If leaving in the early morning hours, please do your check out the night before.

It will be difficult, but not impossible. With all these measures in place, there will be times that answers will not be as forthcoming or as quick, for that we apologize in advance.

Thank you for choosing the Solar de Mós, we wish you a wonderful stay.

Management.



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