



COVILHA
DONA MARIA



Clean & Safe Requirements

Our main priority is the health, well-being and safety of our guests, employees and partners. Therefore, we guarantee the fulfilment of the criteria of the "Clean & Safe" certification attributed by Turismo de Portugal, the official Portuguese tourism board, and in accordance with the recommendations and procedures issued by the Portuguese Health Authorities and the World Health Organization.

General considerations:

- The entire team was adequately trained on the containment and mitigation measures related to the COVID-19 pandemic and how to comply with all the recommendations of DGS and Turismo de Portugal;
 - An internal Contingency Plan was created in accordance with the measures in force, which are known to all our collaborators and available for consultation at the Hotel reception;
 - We encourage more frequent cleaning of the hands of all our staff members;
 - Cleaning of all surfaces and especially those with a higher risk of contamination and transmission was reinforced, such as door handles, tablets, tables, benches, TPA's, among others;
 - All staff members are provided with personal protective equipment according to their function;
 - Guest attendance procedures are organized with signage to keep the distance of 1.5 / 2 meters between guests and staff members whenever possible;
 - We provide dispensers with disinfectants in various public and internal areas of the hotel;
 - The presentation of the breakfast is made in buffet, but next to it is a collaborator, equipped with mask and gloves, who makes available the products requested by guests, being expressly forbidden to guests to serve directly from the buffet tables where the exhibition of these products is made;
On the floor, in front of the buffet and one meter away from it, a yellow ribbon is placed limiting the space to be used by guests;
 - In the restaurant, we've replaced the buffet service with an "a-la-carte-service";
 - We've adopted scheduled shifts to meals in order to reduce the number of guests in the dining room (whenever justified);
 - We've increased the spacing between tables in the dining room;
 - We do not charge room service fees during Restaurant opening periods;
 - Reinforcement of HACCP measures, by the entire F&B team were putted in place;
 - Guests can choose whether or not to clean their rooms during their stay;
 - After guest check out, all rooms are subject to natural ventilation for a minimum period of 24 hours;
 - There's an internal guideline procedure protocol to deal with guests or employees who came with any suspicion of possible contamination with COVID-19 or any other disease;
 - There are restrictions for the use of the swimming pool, sauna, Turkish bath and gym until the conditions are met to carry out its normal operation. However, our therapists are available to book treatments from the SPA menu (subject to availability).
- Use of a mask in the common areas of the hotel is mandatory;**

In case of doubt or in need of more information you can contact us through e.mail:
bookings@trypdonamaria.com.