

# Douro Cister

HOTEL & SPA

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## COVID-19 PROCEDURES AND INTERNAL PROTOCOL

In order to provide you with all the safety and hygiene in our hotel, we need to inform you of some procedures in our internal protocol in order to have the seal for Clean & Safe from the Portuguese Tourism Board.

All procedures are for the protection of guests and employees. All of our services are working but with limitations as recommended by the DGS - Directorate-General for Health.

- 1. Mandatory use of mask throughout the hotel including bar and restaurant;**
- 2. It is mandatory to wash your hands upon arrival at the hotel. There are various points outside and inside the hotel for this purpose;**
- 3. All customers must maintain a social distance of 1.5 to 2 meters between them (except for members of the same family);**
- 4. Your check in is done with all security measures;**
- 5. Breakfast is buffet, served by our members of staff. It is not allowed to enter the buffet area. Guests will be given a list of all the items that exist and inform the staff what they want. You can repeat as many times as you wish. There is a waiting area with a social distance of 1.5 to 2 meters;**

**6. Restriction of 12 people inside the pool (mask is not mandatory in the pool area);**

**7. Room cleaning - our chambermaids are properly equipped to clean rooms and all our staff use masks;**

**8. Cleaning and disinfection of common areas, corridors, elevators, restaurant bar and outdoor areas such as the car park, swimming pool and spa area will be done several times during the day.**

### IMPORTANT

If you feel sick with aches and pains, fever (38° or more) or a dry cough, please notify the Reception, any other collaborator or dial the number 777 from your room or anywhere in the hotel. This number is available 24 hours a day 7 days a week or contact the **24-hour health line 808 242 424.**