

## *What the Martinhal is doing to adapt to Covid-19?*

### **Martinhal Clean & Safe Room Seal:**

Our housekeeping team follows strict hygiene and disinfection procedures and standard work procedures of our Clean & Safe certification. Please [click here](#) to watch our clean & safe video.

Cleaning and disinfection of all our accommodation in all properties takes place in 2 steps by two separated teams.

**First** – Removal of used laundry and ventilation for at least 2 hours with the fresh breeze instead of using Air-condition.

**Second** – Cleaning and disinfection of the accommodation with a steam jet at 170°C of all interior and exterior furniture, mattresses, sofas and fabrics to kill any viruses and bacteria.

All housekeeping staff wear uniforms with long sleeves, disinfect their hands before putting on disposable gloves and only enter the guest house with shoe protectors. Cleaning is only done when guests are not in the room.

In room Magazines are temporarily removed from all rooms and you will find a clean and safe health certification in your villa/room.

After the room has been thoroughly cleaned, the final inspection is carried out by the housekeeping manager and the Clean & Safe seal is placed at the door confirming that your accommodation has been fully disinfected prior to your arrival.

### **Get Digital:**

Reducing paper has always been a concern at Martinhal and we will re-launch our webservice portal Mymartinhal.com replacing even more items like pen, paper, hotel directory, service brochures, restaurant menus, telephone, booking of activities, etc... making them available on guests private mobile devices to increase contactless interaction.

### **Communication:**

Communication with the concierge will be through our WhatsApp channel 24/7. When you do need to interact with our family concierge team at reception, you can do so in a safe way as they will have a mask on and there will be acrylic protection panels to increase safety.

### **Caring pack:**

Welcome amenities for villa arrivals to include safety masks and sanitizers. More will be available for purchase either at our Mercado or through reception depending on guest needs.

### **Contactless check-in and check-out:**

Check-in and check-out will be completely online whenever possible. Scans/ photos of guest passports will be sent online to our team prior to arrival. Even the rooming procedure will be contactless and when possible we will have videos to the guest explaining what is in the room. Any items that the guest has, for example, room keys, will be thoroughly disinfected prior to use.

**Safety first transfer service:**

Our airport transfer partner will ensure that drivers wear masks and gloves, and that cars and car seats are disinfected for each guest.

**Safe Restaurants:**

We will control the number of guests during service and use more outdoor dining spaces, ensuring safety & hygiene standards. We will further enhance this safety by providing digital menu selections coupled with Martinhal team members serving with masks and gloves.

**Villa Dining Concept:**

We will have an increased variety of services for in-house dining, take away, breakfast delivery.

**O Mercado, our in-resort shop (Sagres and Quinta):**

Our O Mercado Deli & Bake will be revamped and reorganised to face these new times. The convenience store on site will operate a cashless payment system – with all services on room charge or credit/debit card only. The number of guest in the shop at the same time will be limited, with all shopping trolleys and baskets to be disinfected between guests. The entrance doors, fridges doors as well as surfaces will be disinfected regularly. Pre-order and delivery services will be available to limit your trips to the shop. Hand and disinfectant gels and gloves will be available for sale. Reusable masks for adults and kids will also be available for sale.

**Secure Play & Leisure Fun:**

We will ensure sufficient social distance between guests at Pool Hangout area, by distancing sun loungers from each other. Our reception desks will be equipped with acrylic protection panels. We will focus on outdoor activities rather than indoor and we disinfect all equipment regularly. We have hygienically clean towels available for each guest when needed. We have a private hygienic Beach Hangout area with access control – available to Martinhal Sagres guests only. We will be closing our indoor pools during these times but our outdoor pools (most of them heated) will be open with the approved recycling and chlorination levels for safety in these times.

**Clean and safe team:**

All our team members will have had intense classes on Covid 19, extensive hygiene training, the use of disinfectants, and other matters relating to COVID19. Everyone will wear masks, gloves and have sanitisers will be available at all times. All outlet receptions will have acrylic protection panels and signs at counters reminding of the recommended safety distance. We will be using disinfecting mats for certain sensitive areas for our little ones so that the soles of shoes are disinfected prior to entry into the space.