



discover what's possible



HEALTH AND SAFETY PROTOCOL

In this new phase, Dolce CampoReal Lisboa, located in the breathtaking landscapes of the protected area of Archeira and Socorro Mountains, aims at ensuring that we are totally committed to receive our guests with maximum security, in order to guarantee their well-being and the well-being of our teams and partners. Everyone's health is our priority!

In compliance with recommendations from the Directorate-General for Health, the World Health Organisation, and Tourism of Portugal, measures have been taken through the "Clean & Safe" stamp in order to ensure that our services comply with the three core standards:

1. Restructure and adjust sanitisation actions;
2. Provide and ensure the use of personal protection equipment.

1. SANITISATION

In order to guarantee the safety of our clients, we have adjusted cleaning procedures regarding accommodation facilities, cleaning the units, in the hotel rooms and every three nights in the apartments and villas.

Hand sanitiser is available in all public areas and toilet facilities, such as reception desk, restaurants, spa, meeting rooms, swimming pools, etc.

We use products effective against viruses to sanitise and disinfect all surfaces and areas of contact.

We have increased the frequency of sanitising and disinfection of all public areas of the resort.

We have also increased cleaning and disinfection of all water systems, air conditioning and ventilation, to ensure the safety of our guests.

2. PERSONAL PROTECTION EQUIPMENT

Our staff wear personal protection equipment in every interaction with the guests, subject to adjustment according to each area of the hotel and through an obligation defined by the Directorate-General for Health. This equipment includes: Mask and/or visor, gloves, disposable smock overalls or aprons, caps and shoe protection.

The use of the indoor jacuzzi, sauna and Turkish bath is subject to limited number of persons, thus the water circuit in our SPA is subject to prior appointment. Please contact the reception desk to check available time slots. The SPA is open for treatments, subject to prior appointment.

The indoor pool and gym are subject to limited capacity. It is not mandatory to reserve the space. Sanitizing material for the gym equipment is available for our guests.

We do recommend prior reservations to attend our restaurants.

The use of paper materials or other objects has been minimized, thus avoiding unnecessary handling by several people. All the information you need is accessible through our website or by reading the QRcodes placed in the room mirrors.

3. OUR STAFF

All our staff received specific training, as follows:

1. Intern protocol and prevention measures for COVID-19.
2. Compliance with basic prevention and infection control guidelines for COVID-19 including hand sanitising procedures, respiratory etiquette and social behaviour.
3. Compliance with guidelines from the Directorate-General for Health regarding surface cleaning and clothes handling.

NOTE: THIS PLAN IS SUBJECT TO CHANGES DEPENDING ON THE EVOLUTION OF THE PANDEMIC OR NEW OBLIGATIONS IMPOSED BY LAW

We hope to welcome you soon in our resort!

Paula Duarte

General Manager