

Service Guide



CHECK-IN | CHECK-OUT

CHECK-IN | CHECK-OUT
from 02:00pm | until 12:00am

- For your comfort, we have improved the Check-in and Check-Out services, creating:

Online Check-In:

You will receive a link 24h-72 hours before your arrival date.

Online Check-Out:

You will receive a link 24 hours before the departure date.

- At the reception, you will find two different areas for Check-In and Check-Out.

PARKING
24/7

- For any exceptional situation, the reception must be consulted.



ELEVATORS

- We recommend the individual use of the elevators and with a protective mask;
- Elevators are allowed to have up to 2 guests simultaneously.

BEDROOMS

All rooms after cleaning and sanitizing will be sealed with the tag SANA | SAFE

Only the equipped and trained staff will enter your room.



AMENITIES

If you need extra amenities (adapters, kettles or others) contact the reception, through extension 9



CLEANING

During your stay:

The room cleaning service and change of clothes will be carried out by our housekeeping staff

If you want to choose one of the following situations, call the reception, extension 9:

- If you decide to cancel the cleaning service;
- If you prefer to change your own sheets and towels, we can provide you with a set of clothes.

To minimize contact, cleaning the rooms should be done in the absence of guests. Please inform the reception when you leave the room.

The room must be empty for at least 2 hours to ensure cleaning as recommended.

If you have any questions about room service schedules and procedures, please contact reception, extension 9.



LAUNDRY SERVICE

Laundry procedures and products are certified according to the requirements of health authorities.

If you plan to use the laundry service, follow the instructions:

1. Use the laundry bag and the order form, available in your room's wardrobe;
2. Put the clothes and the completed form in the bag and close it completely;
3. Contact reception for collection.

For orders placed after 10 am, the return is made the next day until 2 pm

The delivery of clothes will be made to your room under the conditions indicated.

 **APPLE CORNER**
24/7

- Space capacity is limited;
- The use of the mask is recommended;

RESTAURANTS & BARS

All food and beverage spaces were readjusted with the implementation of measures in accordance with the guidelines of official and health entities.

Hand hygiene and the use of a mask during access and circulation through spaces is mandatory

The management of seating arrangements and accompaniment to the table will always be ensured by a waiter\waitress.

 **RESTAURANT**

1. Possibility of temperature measurement;
2. The capacity of restaurants is readjusted, as well as the number of people per table, to ensure safe social distance;
3. Advance booking is recommended for: **Breakfast - Lunch - Dinner;**
4. All food and beverages are made, packaged and delivered according to the guidelines and guidelines of the official and health authorities.

Service availability for each meal was adjusted to the hotel's space and occupancy:

- a. **Breakfast:**
From 7:00 am to 10:30 am
À la carte, assisted buffet and Take Away Box
- b. **Lunch:**
From 12:30 pm to 3:30 pm
À la carte
- c. **Dinner:**
From 7:30 pm to 10:30 pm
À la carte

 **BAR**
8:30 am to 3:00 am

1. Possibility of temperature measurement;
2. Access to the Bar does not require prior reservation;
3. Capacity has been adjusted according to the guidelines of official entities.

GYM & FACILITIES

Temporarily changing rooms are not available for guests, access to the shower before and after using the facilities should be in your room;

The use of a mask is necessary to access the space. It can be removed during the use of some facilities.

 **GYM**
From 10:00 am to 8:00 pm

- The capacity of people at the gym simultaneously is limited;
- Access is made by prior reservation at the hotel reception, through extension 9;
- We invite you to read the security rules posted at the entrance;
- You should go to the gym already equipped;
- Usage is limited to 45 minutes per guest, followed by a disinfection and hygiene period of 15 minutes;
- The towel service is given to you directly at the hotel reception;
- When you finish your workout, we recommend that you go directly to your room.



INDOOR POOL

From 10:00 am to 8:00 pm

You will find a safe environment that meets the legal requirements for cleaning, sanitation and disinfection.

1. The access to our indoor pool is done through prior reservation, contact the reception extension 9;
2. You should access the space already equipped with a bathrobe, slippers and swimming suit ;
3. Currently the arrangement of the sunbeds is in accordance with the recommended social distance;
4. Temporarily, the capacity of the indoor pool is limited;
5. Please consult the information board posted at the entrance of each facility;
6. The use of facilities is limited to 90 minutes, with a period of 30 minutes between users for disinfection and cleaning.



SAUNA – TURKISH BATH

For health and safety reasons, the sauna and Turkish bath are closed until further notice.

CONFERENCES AND MEETINGS:

The hotel offers spaces and facilities for holding events.

The services were adjusted according to the guidelines of the official bodies.

For detailed information, please consult our events department through the email Carina.bernardes@evolution-hotels.com or to +351 211 590 200

RECOMMENDED PERSONAL HYGIENE PRACTICES

Basic hygiene measures to help protect your health, of your family and all users:

The use of a mask is mandatory in all interior public areas of the hotel.



DO NOT TOUCH YOUR FACE

Avoid touching the face, eyes, nose and mouth



SNEEZE ONTO YOUR ELBOW OR A TISSUE

You should then dispose it in the trash right away



KEEP A SAFE SOCIAL DISTANCE

You should keep a distance of about 2m from the people around you



WASH YOUR HANDS FREQUENTLY

it is the best line of defence. Do it with soap and water for at least 20 to 30 seconds.

If using hand sanitizer, confirm that it contains 60 to 80% alcohol, ensure coverage on all parts of the hands and rub them for 20 to 30 seconds until they are dry.

WHAT TO DO



IF YOU FEEL SICK

1. Put on the mask;
2. If you are not in the room, return immediately and call the reception;
3. Prepare your identification and health card, in case it is requested by legal authorities

If you are unable to return to the room alone:

1. Isolate yourself wherever you are;
2. Ask a collaborator for help or call the hotel reception and follow the instructions.

The hotel has prepared adequate contingency spaces for the need for isolation

A team was formed, prepared to deal with emergency situations, until the arrival of the health authorities.

Follow our instructions carefully until healthcare professionals arrive at the hotel.

