



COVID19 Protocol for our Guests

Now more than ever; We recognize the importance of providing a completely clean facility. At Quinta Mãe dos Homens, we believe in giving every guest a clean and safe experience for a worry free Holiday.

1. Checking In;

- The accommodation has been clean and disinfected in compliance with the Health and Safety measures from the Portuguese Tourism and the Health Authorities - DGS.
- All Keys are disinfected for your arrival.
- Thermometers are supplied for daily self-monitoring. We ask you to keep a record of your temperature.
- Please return thermometers together with your keys to reception at check-out.
- We will disinfect your suitcases on your arrival.

2. We can supply our guests with a mask and gloves on arrival, if required, free of charge. If you need more, you can buy them at reception.

3. Due to COVID19 Virus; We have taken out all decorative cushions and carpet for convenience of cleaning and hygiene purposes, including the Guest information booklet and the Mini Bar. The Mini Bar items are sold at reception.

4. Our Guest information booklets; These are now digitalised and are accessible on our website. www.quintamaedoshomens.com

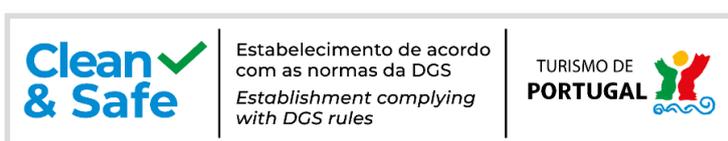
5. For the safety of our employees and other guests, we recommend all guests wear masks while outside their rooms, in all communal areas (including the pool area unless you are at a safe and required distance from other guests).

6. We provide hand sanitizer dispensers strategically placed near the entrances, and at the reception. Please use them before entering your accommodation and public areas.

7. We recommend you to comply with the following hygiene and respiratory etiquette measures laid down by the Portugues Health Authorities, DGS;

- Wash your hands frequently with soap and water, rubbing them well for at least 20 seconds; Reinforce hand washing before and after food preparation, after using the bathroom and whenever your hands feel dirty;
- You can also alternatively use an alcohol-based solution for hand hygiene;
- Cough or sneeze into your arm with your elbow flexed, not your hands, or into a disposable tissue. Clean your nose with disposable tissues, once only. Throw used tissues in a waste bin and then wash your hands.
- Avoid touching your eyes, nose and mouth if your hands are dirty or possibly contaminated.

8. Social distancing; Please respect a distance of 2 meters.





COVID19 Protocol for our Guests, cont.

9. **Pool area;** The pool area will be disinfected every morning before opening.
- The pool opening times are; **From 09.00h Until 20.00h.**
 - Our Sunbed Mattresses and Umbrellas have all been Cleaned and Disinfected! Please use them. On leaving the pool area, leave the mattresses in the trolley by the exit, so we can disinfect them again.
 - Please respect the social distancing, and keep within the recommended areas.

Our Facility Maintenance; We sanitize our resort daily using an aerosol spray with disinfectant on all touch point surfaces. This includes thoroughly sanitizing all door knobs, table tops, chairs, soap dispensers, counter tops in the buildings and in communal areas.

Employee Safety and Training; At Quinta Mãe dos Homens, we maintain strict pre-shift screening to ensure the health and safety of our employees. All staff members are required to wear cloth face coverings and gloves while on shift, and we train our staff on social distancing protocols to offer a secure working environment. Our Staff have been trained to clean rooms in line with the Clean&Safe certificate guidelines. We clean surfaces using soap and water and then disinfectant, laundering all bed coverings and pillow coverings. **We ask, if possible, that you may leave the room when they come to do the cleaning. Otherwise they cannot clean your accommodation in the correct manner.**

During your stay with us; We are working hard to ensure a clean environment for all of our guests. While traveling around the island, we recommend all guests follow our suggestions for their own safety. That is, to wear masks, frequent hand washing and social distancing. If you hire a car, remember to keep it clean and disinfected.

Protocol for Possible Infection whilst on the island of Madeira;

- If you are here at our Quinta and are exhibiting any signs of a fever, cough and possible breathing difficulties, please contact the General Manager immediately.
- If you are not at our Quinta, please call us immediately. Do not go to the health services, return to your accommodation without delay.
- We will assist you to the Isolation Room. We will proceed with the Protocol in case of infection. We will call the SNS24 Helpline - 808 24 24 24, and follow their instructions.
- **Call the General Manager, Marina Huber on 00351 291204410 or 00351 919269603**

