



COVID – 19



Dear Guest,

Welcome to the Four Seasons Country Club.

Due to the current status of the COVID-19 pandemic, we have put in place a number of procedures for your safety and security. These procedures are in line with the “Clean & Safe” Certification, issued by the Portuguese Tourism Board and abide by the Portuguese legislation that is in place during to date.

Please read this document carefully and let us know if you have any questions.

During your stay, we will work to the best of our abilities to provide you and your family with the best experience. We kindly ask for your understanding should there be any shortfall to normal. Should you wish to know more about the procedures in place, please ask at reception or speak to a member of the management team.

We sincerely hope that you do enjoy your stay with us.

General behaviour

Covering coughs and sneezes and keeping hands clean can help prevent the spread of covid-19, therefore recommended.

- **WASHING HANDS:** Wash your hands several times a day, for at least 20 seconds. If soap and water is not available use an alcohol based hand sanitizer that contains at least 60% alcohol to clean hands. We provide alcohol gel in several areas around the resort.
- **BREATHING ETIQUETTE:** Cover your mouth and nose with a tissue when you cough or sneeze. Tissues should immediately be thrown in a suitable waste container. If you don't have a tissue, cough or sneeze into your elbow, not your hands. Hands should always be washed after this.
- **FACE:** Avoid touching your face with unwashed hands or after touching contaminated surfaces or objects.
- **MONITORING SYMPTOMS:** In case you feel any of the related symptoms to COVID-19, please advise us immediately. We have procedures in place to react to this situation. Frequent symptoms are:
 - Body temperature above 38.0°C / 100.4°F
 - Cough
 - Headaches
 - Muscle pain
 - Tiredness
 - Short breathing
 - Loss of taste and/or smell

You can also experience a sore throat and running nose. You may be asked to have a temperature reading and we would appreciate your cooperation in that for your safety and for the safety of others.



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Useful information

THERE IS NO NEED FOR A MASK TO BE WORN.

It is no longer compulsory for a mask to be worn. The usage of the mask will be of your discretion.

Reception (ext. 9):

Working hours: 24 hours. All our employees are trained and informed on how to proceed should you have any symptoms. Reception should be your first point of contact in case you need any assistance.

Allocation of villas:

For everyone's safety, should you be positive, we have to avoid, as far as possible, villa moves during your stay i.e. where one week might be spent in one villa and then a move is made to another villa for the second week. Exceptionally for this year therefore you may not be allocated the villa that you own or, if you are renting, the villa that you might have expected. You will be given the same villa type, as near as possible to your normal location, but we will allocate villas as necessary to minimise the moves that need to be made.

Villas:

Your villa will be serviced daily with tight safety and cleaning procedures.

Swimming Pools:

Working hours: 07.30 - 22.30 Please follow all information and instructions provided by the lifeguards. When leaving, please leave your towels in the appropriate bins. Flip-flops or sandals are to be worn at all times.