

Covid-19 Safety Protocol – Accommodation

Dear Guest,

Your health and security are of paramount importance to our organisation, as well as your enjoyment of your stay and accommodation at our Centre. Towards these goals and considering the current pandemic situation we have written up this security protocol to guide us in your stay.

Your Health

1. It's important that you are well aware of your health status prior to visiting A ROCHA Portugal. Any symptoms acknowledged for this virus (persistent cough, breathing difficulties, fever, head ache, general weakness and/or muscular pains) should be monitored during the two weeks before coming to stay with us.
2. If any of these symptoms are present and you have not tested negative to the Covid-19 virus, we strongly recommend that you either cancel or postpone your visit until it can be guaranteed you are in good health.
3. Upon your arrival and in compliance with health recommendations, please excuse our decision to greet you without any handshakes or physical contact.
4. Because check in will be held outdoors, masks are not required, however, they are encouraged.

Our safety commitment

A ROCHA Portugal follows the instructions from the Portuguese Health System, which have proved during this whole pandemic to be very good. Our commitments toward your safety are:

5. Upon arriving at the Centre you will be greeted by a team member respecting adequate social distancing;
6. During this pandemic time we will not be allowing any indoor use of the Centre, other than your personal room, therefore your included breakfast will be held outdoors in the shade and with plenty of fresh air;
7. Kitchen use, like before, will not be permitted. But if you need use of the fridge, to store any personal goods, a team member's help should be required as you cannot enter the kitchen.
8. Your outdoor breakfast will be served by team members wearing masks and gloves to adhere to food industries current safety standards;
9. You will have access to enjoy all outdoor spaces on the Centre grounds, with confidence of a safety distance being upheld by team members;

10. During your visit a safety distance of two meters should be kept between all visitors and team members; if you are visiting with your family, please make sure that all children are respecting the two meter safety distance as well;