



Prevention, control and surveillance measures for COVID-19 Torre de Palma Wine Hotel



Certified
Company



This document aims to disseminate the hygiene and safety procedures taken by the Torre de Palma Wine Hotel team in the context of the COVID-19 pandemic.

The reopening of the Hotel, Winery and Basilio Restaurant is planned for **June 5, 2020**.

Torre de Palma is a certified company in Quality by ISO9001 and certified in Sustainability by Biosphere Responsible Tourism. Torre de Palma complies with the requirements defined by the Tourism of Portugal according to the guidelines of the Portuguese General Directorate for Health, which makes it a “Clean & Safe” hotel.

The owners and managers of the Hotel, Isabel and Paulo Barradas Rebelo, both pharmacists, have been working all their lives with very demanding standards of Quality, Hygiene and Safety Management. Strict hygiene and safety standards have guided Torre de Palma's activity since the beginning of this project in 2014. In the current context, it is of extreme importance to guarantee and reinforce the safety of our guests and employees.

This document was produced based on the [guidelines of the Portuguese General Directorate for Health](#) and the [World Health Organization considerations for the accommodation sector](#), as well as the guidelines of Tourism of Alentejo and Biosphere. The document will be permanently updated to better respond to current contingencies.



Physical characteristics of the Hotel

The hotel is located in Herdade de Torre de Palma, in Monforte, Portalegre district, Alentejo, the region of mainland Portugal with the lowest number of COVID-19 cases.

The Torre de Palma property has 14 hectares, with several green areas (vineyard, olive grove, pine forest, orchard, arena), and has 11 autonomous buildings.

The Hotel has 19 rooms with a maximum capacity of 50 guests. The rooms have direct access to the outside.

The circulation around the entire property is very fluid, with no overcrowd spaces.

Outdoor activities are the favorite of those who visit us! In Torre de Palma you can enjoy walking, cycling or horseback riding in the vineyards, horseback riding lessons, picnics in the countryside, star gazing, agriculture workshops in our garden, orchard and vineyard, grape harvest activities, open-air cinema, or just enjoy the stunning Sunset at the top of the Tower with a glass of Torre de Palma wine. In addition, we adapted some of our experiences for the outdoors, for example the wine tasting and meals can be enjoyed in the various outdoor spaces of Torre de Palma.

General rules:

- The entire Torre de Palma team received adequate training on COVID-19 and how to comply with the basic precautions for infection prevention and control, namely training on correct hand hygiene procedures and increasing its frequency.
- The Housekeeping team was trained on strict disinfection measures for all spaces, particularly, the guest rooms, common areas and sanitary facilities.
- There is an internal Contingency Plan with various levels of responsibility according to the Hotel's Self-Protection measures.
- Dispensers of alcohol-based antiseptic solution are placed in all rooms, in the common areas, reception, restaurant, bar, cellar, shop, stables, spa and all public bathrooms;
- Employees are provided with PPE such as disposable masks and gloves, and other protective articles, depending on the employee's role.
- Regarding cleaning and disinfection, surfaces with a higher risk of transmission are properly disinfected very frequently throughout the day. Examples of these surfaces are: door handles, light switches, telephones, tablets and computer keyboards, controls, washbasin taps, flushing handles, tables, trays, benches, chairs, handrails, cabinet handles, payment terminals, money, among others.
- The Hotel has a Medical service that can be requested by guests and the nearest Hospital is 20 minutes away (Hospital Distrital de Portalegre).



- The cancellation policy has been adjusted to the current context. All reservations made with a flexible rate can be canceled free of charge up to 48 hours before check-in.

Front Office

- The internal hygiene & safety protocol is sent to guests before arriving at the Hotel;
- Before arrival at the Hotel, a form is sent by email to fill in data for the pre-check-in, in order to reduce the check-in time;
- The valet parking service is optional and implies additional measures to protect all surfaces in contact with the driver;
- The hotel has a WhatsApp contact provided to guests to request services during their stay;
- The hotel has a MBway service for remote payment whenever the client wishes;
- The hotel has PPE kits for customers that include a mask and a pair of disposable gloves, whenever requested;
- The surfaces of the Reception area are disinfected in between each service.

Restaurant

- The meals' schedule has been extended in several shifts allowing the maintenance of the social distance of 2 meters between tables in the restaurant.
- The menus will be presented to the customer through digital means, with no menu handling;
- Room Service is available at all meals as an alternative to the Restaurant and Bar;
- The Hotel has several private rooms where guests can have their meals as an alternative to the Restaurant and Bar.
- All the suites will have the possibility of dining on the terrace in front of the room.
- All services performed at the Restaurant and Bar comply with the [guidelines of the Portuguese General Directorate for Health 023/2020](#).

Housekeeping of Common Areas and Rooms

- All cleaning and disinfection procedures have been reviewed and are strictly in accordance with [guidelines of the Portuguese General Directorate for Health 014/2020](#).
- According to the request of the guests, the hotel provides the technical data sheets of the products used, how to use them and the records made daily.
- The frequency of daily cleaning and disinfection of all areas is increased.



Pool

- Torre de Palma Wine Hotel's pools are disinfected daily and automatically with chlorine solution.
- Disinfection levels for swimming pools are within the maximum limits recommended in accordance with WHO standards.
- Cleaning and disinfection of swimming pool facilities and equipment is done daily and after each guest use.

Spa

- During treatments, therapists use the recommended PPE;
- The therapist washes and disinfects the hands before and after each treatment;
- All contact surfaces are properly disinfected between each treatment;
- Treatments are only carried out after validation of an epidemiological questionnaire.
- The indoor pool, jacuzzi and Turkish bath will be closed at an early stage as a preventive measure.

All these measures are implemented in order to guarantee the health, hygiene and safety of our customers and employees, maintaining the recognized excellence service of Torre de Palma Wine Hotel.

In case of questions and additional doubts we are completely available to answer through the email of the owner and General Manager, Isabel Rebelo irebelo@torredepalma.com.

For questions related to bookings please contact reservas@torredepalma.com.

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