

## 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.

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, a region with low incidence 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, or just enjoy the stunning Sunset at the top of the Tower with a glass of Torre de Palma wine.**

## **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.



- Due to all the cleaning, hygiene and safety measures recommended by DGS, the check-in time may vary between 15:00 and 16:00 hours;
- It is necessary to use a mask in common indoor areas.
- The Hotel offers security kits “on request” (contains 01 mask and alcohol gel).
- We recommend that you keep a safe distance in the different areas of the Hotel, including the pool area.
- The Hotel offers the services directory and room service menu by QR Code in the rooms.
- It is necessary to inform the reception daily, the preferred times to proceed with the daily cleaning of the rooms (morning and afternoon). Daily cleaning, as a preventive measure to COVID-19, may be optional and alternately scheduled for stays longer than 01 night, always at the discretion of the client.

### **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.
- Check-out is until 12:00am on the day of departure, and the same can be done not in person, making the Hotel available for payments by MBWay or credit card.
- During your stay, all communication with the Hotel Reception can be done via WhatsApp by calling +351 936 004 264.

### **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](#).
- All meals at Restaurant Basillii, work by appointment.
- It is necessary to inform the Hotel reception daily, about the time for breakfast, as well as the location (Room, Restaurant or Terrace of the room when applicable)
- According to the Council of Ministers of March 11, 2021:
  - From April 5, 2021, the terrace tables can accommodate a maximum of 4 people, unless they are cohabitants.
  - From April 19, 2021, restaurant tables can accommodate a maximum of 4 people, and terrace tables a maximum of 6 people, unless they are cohabitants.
  - From May 3, 2021, restaurant tables can accommodate a maximum of 6 people, and terrace tables a maximum of 10 people, unless they are cohabitants.

### **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.
- To use the indoor pool the guest needs to book at Reception, for exclusive use during 1 hour.



## 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;
- The face treatments are not available as a preventive measure.
- The jacuzzi and Turkish bath are out of service according to the local authorities guidelines.

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, Luísa Rebelo, [Lrebelo@torredepalma.com](mailto:Lrebelo@torredepalma.com).

For questions related to bookings please contact [reservas@torredepalma.com](mailto:reservas@torredepalma.com).

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