



BOAVISTA
guest house

Stay at the Boavista Guest House safely
and with the same old smile!



GUEST HOUSE CLEAN & SAFE

COVID Operational Plan

Our mission has always been to receive you in the best way. Now, more than ever, our priority is to ensure the safety of all our customers and employees and we are fully committed to achieving this goal.

Turismo de Portugal has awarded the Boavista Guest House the Seal of Clean & Safe Establishment for compliance with the recommendations of the Directorate General of Health (DGS).

Below you will find a summary of the measures implemented, which will be adapted whenever necessary, based on the indications from the Government, the Directorate-General for Health (DGS) and the World Health Organization (WHO). We apologise for any inconvenience caused by them, but they are just to protect us all.



General:

- Creation and implementation of the specific Contingency Plan for the Boavista Guest House;
- Specific information and training for all Guest House employees
- Availability of disinfectant mat at the entrance of the Guest House
- Availability of dispensers with alcohol-based antiseptic solution in all areas
- Public toilets are prepared with liquid soap, disposable paper wipes and non-manual opening waste containers and bag
- Defined place for isolation of suspicious cases, with the appropriate conditions for this purpose
- Provision of Personal Protection Equipment (PPE) for employees such as masks, visors, gloves, gowns and aprons
- Provision of Personal Protection Equipment (PPE) for customers
- Regular temperature measurement of employees
- Detergents and cleaning materials in line with WHO specificities
- Reinforcement of hygiene and disinfection of frequent contact points such as counters, switches, handles, doors, elevators
- Constant air renewal
- Use of equipment and products suitable for disinfecting and cleaning spaces, including if used for suspected and/or confirmed cases of COVID-19
- Choice of partners and suppliers who also comply with the standards and protocols established by the World Health Organization
- Changes to the procedures for delivering products to the Guest House, their verification, disinfection and packaging

Reception:

- Prior online check in. We will send you an email to fill in the necessary data, for your convenience
- New messaging service written by WhatsApp through the number: (+351) 924041500
- Availability of new contactless and MBWAY payment methods
- Health Support and Concierge

Breakfast:

- Assembly of tables only in the presence of the client
- Breakfast served at the table;
- Breakfast reservation required
- Decrease of room capacity to ensure distance
- Beverage and food menus will be available via email or message
- Possibility to book room service subject to the applicable surcharge

Housekeeping:

- The client will be given the option if he wants the daily cleaning during his reservation to be carried out, so it is necessary to schedule this service
- The change of bedding and cleaning of the bathroom will be done in advance of the general cleaning of the room, with a minimum interval of 2 hours, at Check Outs;
- A minimum differential of one day will be applied before a room is occupied again.
- The use of vacuum cleaners will be limited (certified according to DGS standards) to a minimum, with priority given to wet cleaning.

And it's never too much to remember...

We like to receive you informally and make you feel a "little at home" and you can always count on our smile. But at this point, we should:

Social Conduct | avoid physical contact with other guests or employees, always keeping that possible the recommended distance of 2 meters and using the PPE

Respiratory Hygiene | cough or sneeze into the flexed forearm or use a tissue, which should then be immediately thrown away; always clean your hands after coughing or sneezing and after blowing.

Hand Hygiene | wash hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% alcohol, covering all surfaces of the hands and rubbing them until dry. Avoid contact with eyes, nose and mouth before washing hands.

These measures will be adapted where necessary on the basis of government, Health Directorate General and World Health Organisation indications.



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