

SAFETY PROCEDURE FOR GUEST SERVICES

COVID 19



ONYRIA
QUINTA DA MARINHA
VILLAS

CASCAIS LISBOA PORTUGAL



SAFETY FIRST

The well-being and safety of everyone is our top priority in the Onyria group. Therefore, we have made adjustments to the hotel services and facilities, and implemented new safety and hygienic practices, that you can read below. We want to assure our clients that we are enforcing and acting according to these measures, and we are committed to control that rules are complied, to be up to what we most value, our clients trust.

ARRIVAL



- All guests entering the hotel will be required to check their temperature upon arrival
- We have an isolated room in case any guest or member of the staff demonstrates any symptom of fever, breathing difficulty, coughing or sore throat.
- Luggage service: Client's luggage will be disinfected, whenever the client permits.

RECEPTION | RESERVATIONS



- We will collect as much information as we can about our guests during the reservation process;
- These procedures of health and safety will be send to every guest upon the reservation;
- Every check-in formality that it is possible to be conducted online, by telephone or e-mail, will be conducted that way;
- Our staff is educated to provide our guests with all the safety instructions, as well as the safety material whenever necessary;
- On our reception counter we have installed an acrylic barrier to reduce person-to-person, as well as distance marks on the floor to assure the social distance rules;
- The front office team is required to use individual protection such as masks during their duties and encouraged to apply alcohol-based disinfectant on a regular basis;
- Alcohol dispensers are available across all service areas.

SAFETY FIRST

CLEANING SERVICES



- During check-in, our guests will be informed about all cleaning and hygiene procedures of the Villa;
- We reinforced our cleaning process, and added a rigorous method of surface disinfection, for which are used proper chemicals;
- Further cleaning instructions can be given by our staff at any moment during your stay;
- After your room is cleaned and disinfected, you will find a sign on your door that seals and indicates your Vila is ready;
- All the Housekeeping team is required to use individual protection material available such as masks, gloves during their duties;
- Reading Material will not be available on the guest rooms;
- All common areas of the Resort are cleaned on regular basis.

RESTAURANTS



- The number of tables and seats has been reduced;
- We inform our guests to only go to the Restaurant if a reservation has been made, or if a member of our staff indicates there is availability;
- The traditional Buffet has been replaced by small stations where a staff member is on duty to serve our guests, as well as the a la carte service is available;
- The entire team is required to use the individual protection material available such as masks and gloves during their duties;
- All staff members whose duties include handling food, are educated for prepare and service according to our safety and hygiene practices;
- Alcohol dispensers are available at the restaurants and Bar.

SAFETY FIRST

POOL | SPA



- These areas will remain closed until further notice from the Government;
- We have alternative options available for our guests.

SAFETY PRACTICES AND STAFF PROCEDURES



- All employees are required to check their temperatures at the staff entry, as well as wash their hands;
- All the staff uniform garments are changed and washed everyday
- All employees are educated about COVID-19 symptoms, and are required to use the individual protection material during their duties. These same materials might be or not disposable and should be discarded accordingly.
- All the Onyria suppliers are informed of our safety practices and are aware that deliveries will only be accepted if the driver and remaining carriers are using masks, gloves and accept to check their temperatures upon arrival to the dock;
- All the supplies received are disinfected before being stored;
- The social distance rules and hygiene practices apply to all staff areas across the Resort.

Thank you



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LIFE DREAMED BY ONYRIA

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