

SPECIAL MEASURES

For the well-being and safety of all, POÇO E MEIO is governed by the measures described below. We assure our customers that these measures are complied with, and we will actively monitor their application, in order to live up to what we value most, the trust of our guests.

CHECK-IN AND CHECK-OUT:

You can arrive whenever you want from 09:00, we can store your luggage until the room is available at 16:00.

Check - in: 16:00 to 22:00.

Check-out: 08:00 to 12:00

If there is a possibility, it can be done until 16h00, without additional cost.

ENTRANCE

- Please be advised that the use of a mask by customers is recommended, it is only mandatory in common interior spaces, such as reception, the dining room and breakfast (except while eating or drinking)
- It is mandatory to check the temperature of all guests upon arrival
- We have an isolation space so that if a guest has temperatures above 37^o and needs to be isolated
- If the guest prefers, in addition to contacting us via phone, we can also create a WhatsApp group

RECEPTION | RESERVATIONS

- At the time of booking, we collect as much information about our guests
- We will send an attachment to the booking confirmation, these same security procedures are in place when checking in in person at Casa de Campo.
- All check-in formalities possible, can be conducted online, via email or phone
- We are prepared to provide all safety information to guests as well as personal protective material if needed
- In the reception area, social distance rules apply and we provide alcohol dispensers
- All staff members are equipped with the indicated personal protection material
- Most rooms have access with a digital lock, the code of which will be made available during the guest's stay and which can also be accessed via the TLock App (if you want us to send you the mobile key, you must download the application to your smartphone and register with the email provided on booking).
- In addition to the code, an access card can also be delivered.

COMMON AREAS

- For safety reasons, we appreciate that you always use the mask and clean your hands
- We provide alcohol dispensers in customer service areas
- We keep all reception work material sanitized regularly
- For security reasons, no reading materials will be available

EXTERIOR

- We appreciate that guests maintain social distance whenever possible, walk

through the courtyards, existing paths or lawn. It is forbidden to walk on the flower beds and on the slopes.

- Children must always be under adult supervision.

GUEST ROOMS | CLEANING SERVICE

- In addition to our usual cleaning process, we added a rigorous method of disinfecting surfaces and purifying the air with an ozone generator that allows us to restore the natural balance of the air we breathe, removing contaminants such as dust, pollen, animal hair, mites and even viruses and bacteria, invisible but harmful to the environment.
- Room cleaning is daily, only done with the room free, and the time is agreed from one day to the next. If the guest wishes, he / she may choose to dispense with daily cleaning during the stay, except for the change of sheets.
- Sheets are changed every 3 days, or exceptionally, on request.
- Towels are changed every 2 days, or exceptionally, on request.
- After the cleaning process is complete, you will find on the door of your room that the service is complete
- For security reasons, reading materials will not be available in the rooms
- There will be no Turndown service

BREAKFAST SERVICE

- Breakfast, place and time must be arranged on the previous day until 8 pm.
- There are several possibilities: in the bedroom / balcony, in the dining room or in the kitchen (marked according to availability)
- All staff use personal protective equipment available in all circumstances
- All employees who directly handle food are trained in accordance with our hygiene and safety practices on food preparation and service.
- We provide alcohol dispensers in the Dining Room

LUNCH SERVICE, DINNER

- Lunches and dinners can be served, but always by appointment and in a place and time to be arranged at least 24 hours in advance.

SNACK SERVICE

- Snacks and drinks may be served according to availability

POOL

ATTENTION - Unattended Pool . Diving is prohibited

Special usage rules.

- Rest chairs are allocated per room, they are always cleaned at the end of the day.
- Only if they are from the same family can they join people from different rooms.
- The user must put the garbage in the existing containers for the purpose
- The use of floating objects is prohibited, with the exception of clamps
- Smoking is prohibited around the pool, (the grass is synthetic)

PADEL

PADEL COURT ACCESS

We inform that the Smash & Chiquita (padel court) will be open and available

to all guests, guests and members of the club.

Access to the field for everyone mentioned above requires pre-booking either online or by phone. (payment, if due, made at the time of booking)

To access the course, players must also fulfill the requirements below:

- Not being out of the country for the past few days
- Not being in a mandatory quarantine
- Do not show any symptoms of the COVID-19 virus
- Having made a pre-booking

RESERVATION, ARRIVAL TO THE COURT AND END OF THE GAME

- It is mandatory to make a pre-reservation and go directly to the Reception / or responsible person to check in.
- Players who make up the "Pair" must be family members or share the same room / residence
- Arrival at the field should not be made more than 15 min before the time
- Players must maintain social distance whenever possible (mandatory off the field except between players of the "same family").
- Between matches, there must be time to clean the field, we thank you for keeping the schedules.
- Players must sanitize their hands before and after each game, there is an alcohol gel dispenser at the court.

MATERIAL

We have padel rackets to lend.

We have padel balls for sale, as they are not easily sanitized

BICYCLES / BICYCLE WORKSHOP

- Whenever a guest intends to use a bicycle (we have several to borrow) he has to give some advance notice, in order to proceed with the verification of its disinfection. We also recommend the use of a helmet.
- Children cannot ride a bicycle without the company of an adult
- We have a bicycle workshop at your disposal, always with prior notice, in order to verify the disinfection of tools and accessories.