



WELCOME TO HOTEL CAJU
WELL-BEING WITH SAFETY AND CONFIDENCE



At Hotel Cajú, we make a commitment: total priority in the safety and well-being of our guests, customers and employees.

In the context of the current pandemic of the SAR-Cov-2 virus and the disease called COVID-19, we have adopted very strict measures that have allowed us to meet the guidelines and recommendations issued by national and international public health authorities.

The adoption of high standards of hygiene and cleanliness in our hotel was recognized through the validation of the “Clean & Safe” seal of Turismo de Portugal.

For better information and understanding of the measures adopted, we summarize in this document, for each service area, the measures, recommendations and restrictions adopted by Hotel Cajú.

Together, with your cooperation, we remain all safer.

Thank you for your contribution!



> RECEPTION

P.4

> ROOMS

P.5

> ELEVATORS AND PUBLIC AREAS

P.6

> BREAKFAST

P.7

> RESTAURANTS

P.8

P.9

> SPA & GYM “LE PETIT GYM”

P.10

> TOGETHER AND SAFER

P.11

RECEPTION

- > Pedal-operated gel dispensers at the hotel entrance.
- > Your luggage is disinfected on arrival by our employees.
- > Disinfection Protocol for surfaces and objects with high frequency and after each use by guests.
- > Check-in: Immediate allocation of rooms upon arrival to allow the recommended isolation of guests waiting for the result of the Covid-19 test carried out at the airport.
- > In addition to the immediate allocation of the room upon arrival, the hotel has a Room Service that is available to accept requests until 11:30 pm.
- > Check-out: Payment terminal with “contactless” function.



ROOMS

- > Covid-19 individual kit available free of charge in your room upon arrival (mask and alcohol gel). Kits also available for sale at Reception.
- > Daily cleaning and disinfection and between client stays according to the special protocol implemented.
- > Textiles (bath, bed) washed at 60°C with specific antivirus products, regular disinfection of curtains and surfaces.
- > General information made available through your TV's internal channel (reduction and elimination of paper communication).
- > Troubleshooting: Service will only be performed when the customer leaves the room, disinfection protocols being followed before the customer re-enters the room. In case of complex breakdowns, a change of room will be proposed to avoid embarrassment for our guests.

ELEVATORS AND PUBLIC AREAS

- > Limitation of the use of the elevators to 2 guests.
- > Regular and frequent disinfection of surfaces, handrails, knobs, handles and buttons.
- > Limitation of common spaces to 60% of capacity and control of simultaneous use.
- > Optimization of air circulation, regular and frequent ventilation.
- > Provision of gel alcohol dispenser in several access points.



BREAKFAST

- > Breakfasts are served daily from 08h00 to 11h00 at the Prima Caju Restaurant (Level 0).
- > Due to seating restrictions during the pandemic, guests will be invited to indicate desired time for their breakfast at check-in.
- > We thank your cooperation to respect the times indicated.

RESTAURANTS: “PRIMA CAJU” E “UVA RESTAURANT & WINE BAR” (HOTEL THE VINE)

- > Capacity reduction and 2 meters spacing between tables.
- > Preference for the use of outdoor spaces (terrace).
- > Limitation on the use of tables to people of the same family or cohabitants.
- > Alcohol gel dispensers at the entrance.
- > Digital menus accessible using a smartphone or on single-use paper.
- > Payment terminals with “contactless” function.

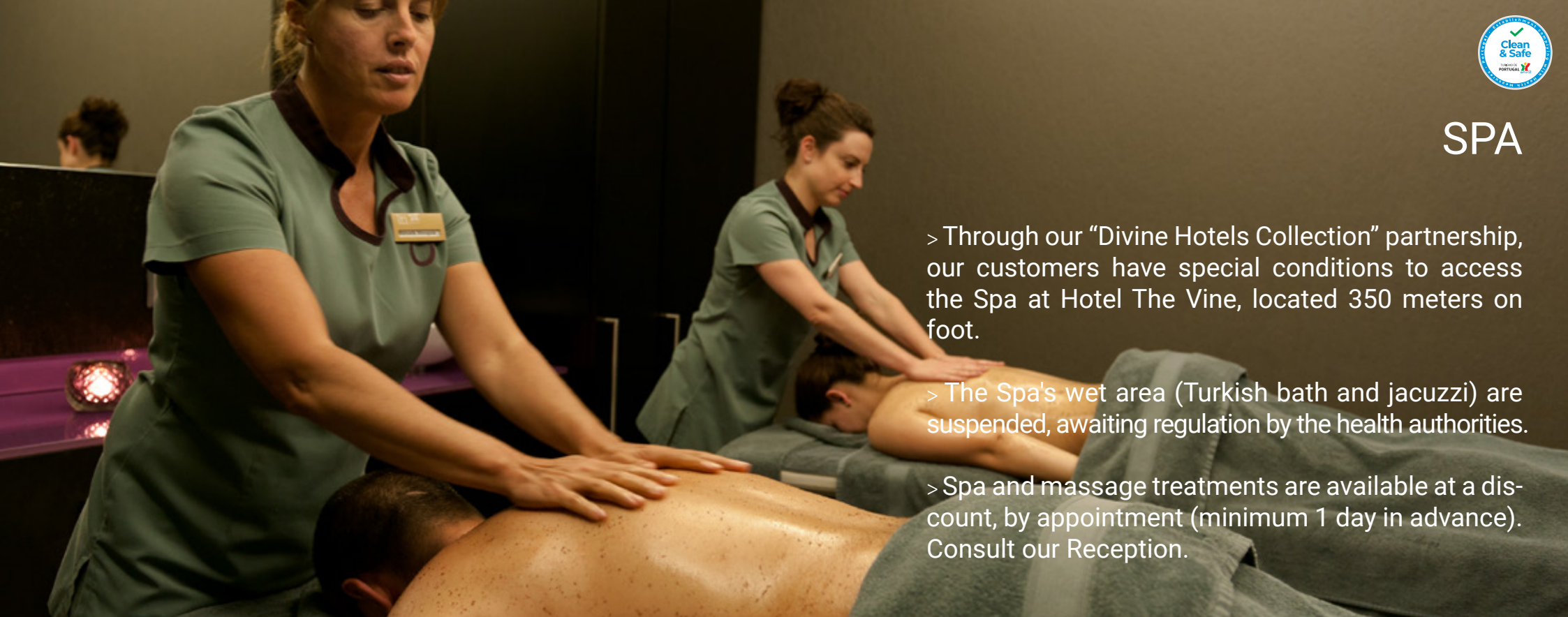
RESTAURANTS: “PRIMA CAJU” E “UVA RESTAURANT & WINE BAR” (HOTEL THE VINE)

> Table set only after the arrival of the customer and disinfection of tables and chairs between use by different customers.

> The Room Service service is temporarily limited, but we are flexible and want to do our best. Any special requests can be requested from the Reception until 11:30 pm.

> For dinner, the "Uva Restaurant & Wine Bar" at our "Hotel The Vine", 350 meters away (walking distance), is available every day of the week, offering quality cuisine in complete safety. Book your table at our Reception.

SPA



- > Through our “Divine Hotels Collection” partnership, our customers have special conditions to access the Spa at Hotel The Vine, located 350 meters on foot.
- > The Spa's wet area (Turkish bath and jacuzzi) are suspended, awaiting regulation by the health authorities.
- > Spa and massage treatments are available at a discount, by appointment (minimum 1 day in advance). Consult our Reception.

GINÁSIO “LE PETIT GYM”



- > In the gym “Le Petit Gym”, located on floor -1, the use is limited to a maximum of two people at a time.
- > Use only possible by prior booking through our Reception to allow disinfection between customers.

TOGETHER AND SAFER



We thank our guests and customers for their commitment to:

- > Use of a mask whenever traveling through the common areas of the hotel.
- > Compliance with social distance and recommendations provided by our staff.
- > Hand hygiene frequently.

Our employees are committed to:

- > Use of Personal Protective Equipment according to the protocol defined for each function.
- > Ongoing training and updating of our “Well Being with Safety and Trust” program.
- > Social distance.
- > Hand hygiene and compliance with the respiratory etiquette.
- > Surveillance and alert: temperature control, symptom alert and immediate notification, regular testing every 2 weeks until totally vaccinated.

