



Dear Member/Guest

We are looking forward to personally welcoming you to the Club. We know this year many of you will be making extraordinary efforts to travel to the Algarve. When you arrive, we want your experience at the Club to be as safe and enjoyable as possible.

The Algarve is reported to be one of the best & safest places in Europe to visit. (<https://apple.news/AWOvch1-ISrC4MIOApyCdTg>)

In the June's newsletter we tried to 'paint' a picture of what to expect when you arrive.

Sun, Fun, Safety & Friendships

As reported earlier, the Club is following all the Portuguese COVID-19 health and safety guidelines. We are all in this together, every nationality, every family, every guest... we emphatically ask that during your stay you do your part to protect yourself & everyone else at the Club. Preventing the transmission of the virus is key!

As a reassurance to every Member/Guest the following questionnaire will be requested at check-in.

1. In the past 14 days have you or anyone in your party experienced any of the following symptoms, Fever over 37 degrees Celsius, dry cough, sore throat, shortness of breath, loss of taste or smell? **YES** _____ **NO** _____

2. To the best of your knowledge, have you or anyone in your party been in close proximity to any individual who has tested positive to COVID-19. **YES** _____ **NO** _____

3. Do you have any reason to believe you or anyone in your party have been exposed to or has the COVID-19 virus? **YES** _____ **NO** _____

4. Should anyone in my party develop COVID-19 symptoms during our holiday at the Club we will stay in our apartment & notify reception immediately by phone.

INITIAL/SIGNATURE _____

We are here to support you. We are all in this together!

Please fill in the questionnaire prior to your arrival for speedy check-in.

See you soon.

Fernando Mota
General Manager

Club COVID-19 Users Guide

Quinta do Lago Country Club follows the guidelines of local health authorities and act according to our set-up routines and procedures in the event of a case of COVID-19 at any of local hotels. Our team members are trained to handle situations that may occur and we have confidence in their abilities.

At our Club, hygiene and cleanliness are always prioritized. We are also emphasizing the importance of good hand hygiene based on recommendations from local health authorities. We have strict hand hygiene policies for our team members before eating or preparing food and after using the bathroom. We also encourage guests to frequently wash their hands with soap and warm water.

What we do at our Club for securing the safety of our Members/users/guests:

- We follow the guidelines and recommendations of local authorities
- We have been provided with information about COVID-19 and management instructions
- Increased focus on hand hygiene
- Increased cleaning and hygiene protocols
- Regular disinfection of exposed surfaces such as door handles, card terminals and elevator buttons with anti-bacterial liquids
- Offer disinfectant dispensers in public areas to our Members/users/guests
- Observance of the internal procedures for dealing with colleagues and suppliers

Security precautions that anyone can take to protect themselves and others from COVID-19

- Frequent hand washing
- Have hand disinfection ready
- Avoid unnecessary hand contact
- Avoid touching eyes, mouth and nose
- Cover the mouth with the elbow when coughing and sneezing
- Keep at least two meters away from Members/users/guests
- The Club's main priority is safety and we are taking every precaution in order for our Members/users/guests to feel safe when staying or visiting us.

We also recommend:

- Always wear mask within the Club public areas
- During contact with our team members refrain from physical contact (hugging, kissing, handshaking)
- While your apartment is under cleaning remain with a safe distance from the cleaning staff and if possible, not be at the apartment while the service occurs
- You may also consider the possibility to have less cleaning service during the week (i.e. 3 times a week) and in this event please contact Reception
- Keep a regular control over your body temperature and in case of persistent cough, sneeze or fever contact our **Reception** or the Portuguese National Health emergency number **(+351 808 24 24 24)**



Apartamentos Turísticos Terraços da Ria Formosa ★★★★★

Quinta do Lago Country Club, Rua das Palmeiras - Quinta do Lago, 8135-024 Almancil

T: +351 289 352 352 | F: +351 289 352 374 | E: general@quintadolagocc.com | I: www.quintadolagocc.com

QPS, S.A. – Cons. Registo Comercial de Loulé 06490/20050411 – Capital Social €100.000,000 – Contribuinte 507 145 526