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São Lourenço do Barrocal

PREVENTION AND SAFETY MEASURES

CONDUCT MANUAL · COVID-19

To address the necessary containment and prevention of the new COVID-19 virus, São Lourenço do Barrocal has implemented a new Internal Protocol based on the recommendations of the World Health Organization, the Portuguese Government's Directorate-General of Health, the Tourism of Portugal (through the Clean & Safe initiative) and WorkCare, a company with which it actively works for Safety and Conditions at Work, and through which all employees obtained certified training focused on the new pandemic COVID-19.

In the year that the property celebrates 200 years, São Lourenço do Barrocal is more current than ever, reinforcing its commitment to actively contribute to the health and wellbeing of each of its guests and employees. In a 780-hectare estate, there is an outside world to explore and a variety of activities to do in nature, as well as al fresco meals, whose cuisine is increasingly sustainable and nutritious using organic food of its own production, from vegetables to beef, from olive oil to wine.

I. GUESTS

- Guests should disinfect their hands and wear a mask in the public areas of the hotel, as well as promote a safety distance of 2 meters with other guests and employees;
- Several disinfection stations were created, with alcohol-gel, disposable tissues, disinfectant wipes, and individually wrapped masks;
- A protection kit will be placed on arrival in the Rooms and Cottages (cotton bag with individually sealed masks, pairs of gloves, gel and disinfectant wipes);
- A Concierge Service via WhatsApp was created for the convenience of guests;
- Newspapers were removed from public areas;
- Gloves, masks, alcohol-gel and disinfectant wipes are available for purchase at the on-site farm shop;
- An Isolation Room is blocked, to be used in case of suspected contagion, with easy access to ambulances, and where the guest can wait for medical assistance in comfort.

II. STAFF

- All employees received certified training on prevention and infection control in relation to the outbreak of the Coronavirus COVID-19;
- They will have a social commitment to maintaining a distance of 2 meters between colleagues and clients, whenever possible;
- Each employee's body temperature will be measured and recorded when they enter the service, at which time they will also have to disinfect their hands and shoe soles, as well as putting on a mask;
- Each employee has their own individual protection kit, consisting of masks, gloves and hand sanitizer, and must disinfect their hands every 30 minutes and change their community mask every 4 hours;
- Uniforms are changed daily and washed at temperatures never below 60°C;
- Shifts will be maintained with the minimum number of employees necessary for the smooth running of the hotel and in accordance with the expected level of service quality;



- Each manager will be responsible for keeping a daily record of body temperature, cough, tiredness, sneezing, breathing difficulties and nasal secretions for each person on his team;
- A COVID-19 Security Team was created, composed of the heads that ensure the Manager on Duty, responsible for helping to maintain good practices throughout the hotel and being the main point of contact in case of any question or occurrence.

III. FRONT DESK

- A maximum of 2 guests is allowed in the Reception area;
- At check-in, check-out or close interactions with guests, employees will wear a mask and disinfect their hands (before and after each interaction);
- Keyboards, phone, desk, and pens will be subject to disinfection every hour;
- Any explanation will be made outdoors, including the one regarding outlets and maps, which will happen during the escort to the Rooms or Cottages, and also the one about the functioning of WiFi and AC, which will be made at the entrance of the Room or Cottage;
- Personal protection kits are available to facilitate to guests whenever necessary;
- Buggies are disinfected with each use and have available for guests on arrival individual disinfectant wipes, for cleaning hands and mobile phones;
- Suitcases are disinfected with an appropriate spray before being placed in the Rooms or Cottages, an action marked with a cleaning sticker and carried out after informing the guests;
- More payment methods are available to reduce the need for physical contact.

IV. HOUSEKEEPING

- Housekeeping service is performed only when guests are not in the Rooms or Cottages;
- The Turndown service is only available at the customer's request;
- Before entering a Room or Cottage, each employee will disinfect his/ her hands, put on a new pair of gloves, mask, gown and new disposable shoe protector (employee will always have alcohol-gel for individual use);
- Certified cleaning products are used to disinfect all areas and public spaces;
- Common surfaces such as door handles, switches, flushing toilets and other common spaces, such as the elevator, are disinfected with specific cleaning products every hour;
- The natural ventilation of common spaces is ensured by opening windows and/ or doors.

V. FOOD & BEVERAGE

- The capacity of the restaurant and bar rooms has been reduced according to the standards issued by DGS;
- The terraces of restaurants and bars have been increased to accommodate a greater number of customers outdoors;
- Menus are presented via QR Code and/ or in acrylics for easy cleaning;
- On the tables, in each place, there will be an individually sealed towel for the disinfection of hands;
- After each use, tables, chairs, and benches are disinfected with certified cleaning product;
- Breakfast is served à la carte, rather than in a buffet;



- The afternoon snack served in the hotel's main bar is served individually to each guest, to the detriment of the usual buffet-style;
- New Picnic and Room Service menus, as well as baskets with our agricultural production, ensure a more suitable and varied food and drink service.

VI. SPA, FITNESS & POOLS

- A maximum of 2 clients is allowed at the Spa reception;
- At the entrance to the Spa, information on the new procedures and necessary limitations will be provided;
- Customers will be asked to disinfect their hands and shoes on arrival and wear a mask in all Spa areas, except in the fitness studio;
- An immunity shot (natural drink) is offered on arrival;
- The products on display (testers) will be presented only with the support of the therapists;
- Saunas and hydrotherapy bath were temporarily closed;
- A maximum of 2 people is allowed in the Relaxation Room (with the window open);
- A maximum of 3 people is allowed in the Gym, who only access it by appointment; the use of a towel during physical exercise is mandatory; all machines will be disinfected after each use;
- Therapist and client will wear a mask whenever a treatment takes place in one of the treatment rooms, which will have the window open if possible; an interval of 30 minutes was implemented between each treatment, in order to guarantee the necessary cleaning and disinfection;
- The opening and closing of the Spa will always be carried out by the Spa's staff, and customers are not allowed to enter outside the Spa's functioning hours;
- The Spa treatments offer was readapted to focus, whenever possible, on outdoor spaces, treatments that allow less contact (scrubs, body wraps, detox treatments, lymph drainages, sports and classic massages, among others, manicures and foot care) and new workshops and wellbeing classes (tai chi & chi kung, pilates, stretching, yoga, personal training, guided meditation, herbal stamps workshop and their application);
- The number of sun loungers in the pools was reduced in order to guarantee the necessary distance.

VII. ACTIVITIES

- All activities provided by the hotel will be maintained, as they already take place in outdoor spaces; exception made to some Spa treatments, as well as to cooking and cocktail workshops (which may occur for a maximum number of 4 people, outdoors);
- Wine tastings will take place outdoors whenever possible, for a maximum of 3 people per tasting, with wines already served in the glasses;
- Bicycles will be washed daily, and will always have disinfected handles and saddles after each use;
- Each equestrian activity will have an interval of 30 minutes between them, in order to ensure the proper cleaning and disinfection of all materials and equipment; a maximum of 3 clients per tour was established;
- External suppliers will be provided with a guiding document on how to proceed safely and with an individual protection kit; they are asked to disinfect hands before and after the activity.