

| CASA MÃE



Wellbeing & Safety





| *Our utmost priorities: your Wellbeing & Safety* |

Lot of work behind the scenes with our c. 50 committed staff to redefine our standards in a war against this covid 'No Pasaran'!! It starts with extensive cleaning & disinfection – but also more privacy in the service, with tables, loungers separated by the necessary 2 meters, SPA occupancy limited to 2 at the same time (a treat!) and of course masks & gloves for our staff – but even if covered with masks, we will be attentive to your desires and count on us to make your stay the most memorable & relaxing experience!

We are certified Clean & Safe by Turismo de Portugal and have developed a comprehensive protocol with our safety consultant Norquali – you can find the summary below.

BLEACH AT YOUR BEACH HOUSE!

We've always been very meticulous on our cleaning standards and Portuguese are well known for their extensive use of bleach. This is even truer now. Our new protocol goes beyond the clean & safe label recommendations. Starting from the public toilets that are now cleaned 4 times a day, to the high touch points such as lift buttons, handles, menus, pool loungers, chairs, etc cleaned and disinfected as much as used. Clean, clean and clean again, our housekeeping team counts 9 members that received extensive training on how to disinfect and clean the right way so no virus can survive.

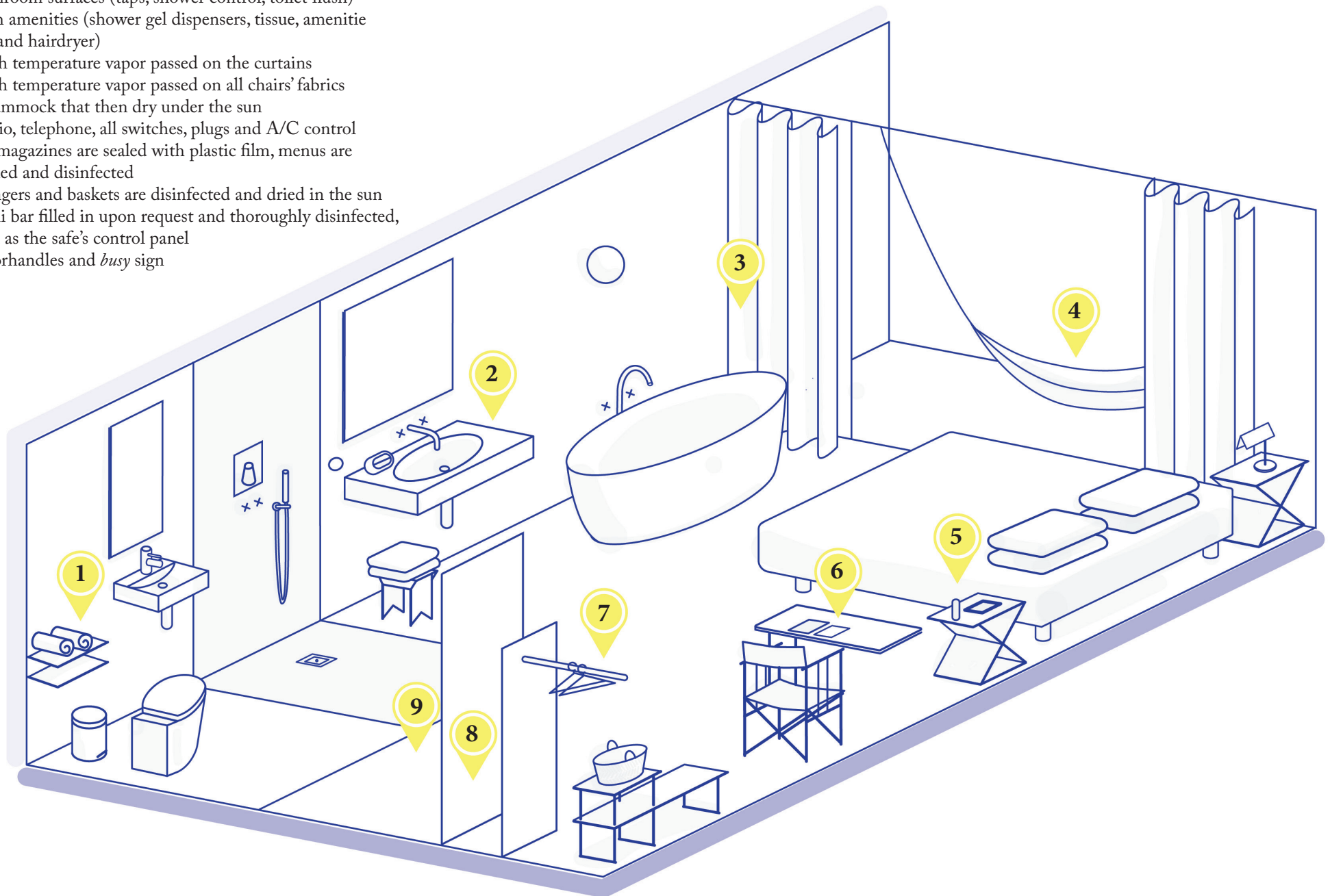


ABOUT YOUR ROOM

Your room will be thoroughly disinfected before you pass its door, with a special attention given to the high touch points. We have changed our vacuum cleaners for vapor ones that kill 99.99% of germs, bacteria and virus, in a 'natural way' without having to use detergent. The room will be aerated for minimum 8 hrs before a new guest can enter it. To also ensure that no one has entered your room once disinfected, a seal will be placed on the door for you to break it when you check in. We are also removing all the items from the mini bar, that will be available upon request to ensure they are only touched by you – same for the vinyls in the rooms of the estate house. If you do not wish housekeeping to enter your room once you have checked in, please just notify it to the reception, we will adapt housekeeping to each guest's wishes. A basket will be displayed in each room to receive the towels you wish to have changed. Beach/pool towels will be also placed in your room.

YOUR ROOM - DEEP CLEAN AREAS

1. Bathroom surfaces (taps, shower control, toilet flush)
2. Bath amenities (shower gel dispensers, tissue, amenitie boxes and hairdryer)
3. High temperature vapor passed on the curtains
4. High temperature vapor passed on all chairs' fabrics and hammock that then dry under the sun
5. Radio, telephone, all switches, plugs and A/C control
6. All magazines are sealed with plastic film, menus are plastified and disinfected
7. Hangers and baskets are disinfected and dried in the sun
8. Mini bar filled in upon request and thoroughly disinfected, as well as the safe's control panel
9. Doorhandles and *busy* sign





A WELCOME DRINK & A WELCOME KIT BECAUSE WE CARE

A stay at Casa Mãe always started with a Welcome Drink, a vinho verde or rose to start the unwinding process. Now, with the masks all around, unwinding may be not so natural, we will still of course offer the welcome drink - or the bottle in the room for our returning guests ;) – but we will also offer a *We Care Kit* including amongst others – a mask. Masks are very uncomfortable, that's a fact - and with the warm weather, even more but for social interactions, they have to be worn. Our front desks will be protected by acrylic panels but we recommend you to wear a mask for social interactions. In case you are not properly equipped, you will find in our *We Care Kit* a CITEV certified reusable mask with filter, an alcohol spray for the disinfection of your mask and a natural alcohol gel. As always, we are looking for eco-friendly & natural alternatives and have teamed up with our SPA partner, the Portuguese artisanal skincare expert Oliófora to create an Alcohol-Gel 100% plant based fully certified, *Tea tree & Lavender* with camomile flower water, so the hand disinfection becomes an agreeable hand beautifier routine. A 35ml bottle of this natural alcohol gel will also be part of your welcome kit because We Care!

YOUR PRIVATE CHEFS, YOUR PRIVATE GARDENS

The experience at our restaurant will be even more private than usual, those who have already experienced Casa Mãe know that we don't like the crowds and value privacy and space.

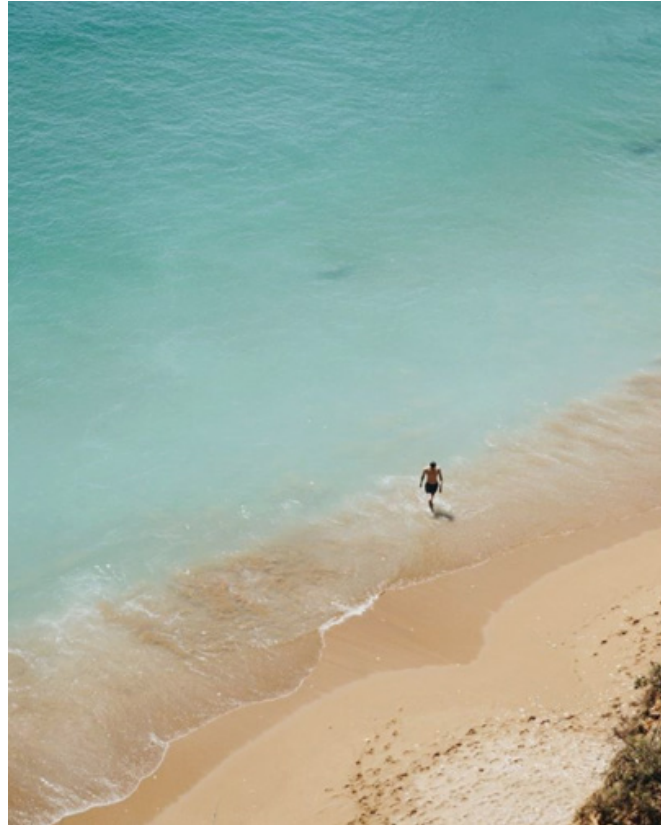
For the *breakfast*, we will keep our a la carte menu, and invite you to book a slot to have your breakfast between 8am and 12pm, we will limit the number of tables to 5 per slot. You will have also the option to pre select the items so the breakfast will be ready as soon as you sit down at your table. Some specials will be added, a take away coffee or tea could be delivered at your room or picked up at the time of your choice. If you wish, you will be also able to forage from 7am to 9am with our gardeners for your breakfast, some strawberries, tomatoes, figs – to be picked and handed over to our kitchen team so you can enjoy your very fresh findings from our gardens.

We will also encourage you to go and explore the beautiful great outdoors and take with you a *picnic* made by our Chefs, the take away options (packed in biodegradable & recycled packaging of course) will be tailored to your wishes so you can enjoy a relaxing moment on a secluded beach with your beloved one(s).

As for the *dinner*, we will ask you to book in advance as we will have limited seating. Our Chefs will be happy also to prepare bespoke menus for you if you opt for our half board options. We have always promoted the veggies from our orchards as well as local, sustainable, premium organic produce, our summer menu this year will be even more focused on providing fresh, healthy sun kissed plates for a full detox post confinement!

As for our food safety standards, we have always worked with the highest hygiene standards, our team will reinforce the strict cleaning procedures in our open kitchen, and on top of the gloves that they have been always wearing, they will also work with masks to ensure full safety.





THE GREAT OUTDOORS & 'SAFE & CLEAN' CERTIFIED PARTNERS

From June 6th, the Portuguese government has allowed the access to the beaches, with some social distancing rules though – Lagos is surrounded by beautiful beaches, finding a secluded one won't be difficult & our front desk will help you! Technology also helps, the new *Infopraia* app that the government launched indicates in real time the beaches' occupancies - red (full and not advisable), yellow (almost full) or green (accessible).

And if you are up for surf, surf lessons, private boat tour, hiking or simply looking for restaurant recommendations, our team will be there to help – with concierge services 24/7 by email and *Whatsapp*. We have thoroughly checked our partners to make sure they all have the 'safe & clean' label certified by the Portuguese authorities and a proper protocol in place – same for the restaurants.

We have also revised the Casa Mãe guide to Lagos that we give to our guests, to only include the restaurants that we know are strictly following the new rules and still provide quality service (& food!!). We are also adding a new map outlining Lagos coastline, and its hiking trails and best spots. Even though many beaches are at walking distance from Casa Mãe, we recommend renting a car as it is definitely the best option to fully explore the beautiful diversity of the region!



WELCOMING YOU AT YOUR SUNNY CASA

We have slightly changed the way to welcome you. One day prior to your check-in, we will ask you to send us your IDs / passport copies by mail to avoid that we touch them. As for your luggage, we ask you to leave them in your car, and our team will take care of them and disinfect them upon arrival.

We are also committed on receiving less guests – less turnover, less risks! – and are more than happy to give discount of up to 35% for direct bookings of stays of 7+ nights!

Finally, to facilitate the check outs, we will send you an email on the evening prior to your departure with your detailed consumptions and ask you if we can charge to your credit card on file. On check out day, we will just need your key.

A HALT ON OUR OPEN DOOR POLICY

To preserve your safety, anyone passing the doors will be checked. Since we started, our concept has been based on an open door policy, welcoming any kind of visitors and wanderers. This won't be the case this summer, anyone willing to enter Casa Mãe will have to have a booking (and full contact details of all guests recorded) and will go through a temperature check through our infra red thermometer. We are sad to restrain access, but your safety comes first.



YOUR PRIVATE SPA!

Finally, the bright side of those social distancing rules – our SPA, with its steam room, sauna, and rooftop pool will be open but with a maximum occupancy of 2, for an extra private well being experience. As for the treatments, for now, we do not know if we will offer massages, manicure and pedicure will be available though.

At the pool, the loungers will be separated by 2 meters, and we are increasing the lounging area, so that you have plenty of space to relax - and our pool bar at your service!

AND WHAT IF...?

If you feel that you have any of the symptoms of the COVID 19, cough, fever, please let us know as soon as possible and stay in your room and we will contact the national line *808 24 24 24* for them to come and check you.

Likewise, if any of our staff members report any signs of the disease, they will be immediately placed in quarantine in the dedicated room assigned for this and handled over to the national health authorities.



Establishment
complying
with Health Measures
Portugal





| *We can't wait to welcome you!* |