



1. ONLINE CHECK-IN & CHECK-OUT

- Pre-arrival procedures
- Online check in formalities are available and recommended prior to arrival at the resort
- Digital check-out, settling bill via online payment



2. VIRTUAL CONCIERGE

- Contact Concierge Team via Whatsapp (00351 915 253 624) for more information about hotel, location, activities and tours
- You can also e-mail us to conciERGE.quinta@martinhal.com



3. SAFETY NETWORK

- From guest transportation services, goods suppliers to leisure partners, all Martinhal supplier network follows the hygienic mandatory procedures
- Third parties have implemented COVID new practices
- Medical assistance available upon request



4. GUEST ARRIVAL

- Handshake-less warm greeting
- Hotel staff is wearing face masks and gloves
- Code of Conduct information provided
- Itineraries\activities confirmation sent by e-mail or WhatsApp
- Guest luggage is disinfected when stored in our storage



5. PUBLIC AREAS

- Lifts, staircase railings, door handles and other high touch surfaces are sanitized regularly several times a day
- Disinfection material is available for guest use



6. RESTAURANTS

- Spaced out seating at the outlets
- Digital menus via QR code
- Take-Away & Delivery available
- Enhanced sanitation at dining and kitchen areas
- Additional protection equipment for the culinary team



10. MERCADO DELI & BAKE

- Pre-order and delivery service available
- Limited number of guests allowed inside the shop at the same time
- Compulsory to wear a mask and use hand sanitizer before entering and at the cash counter
- All baskets and trolleys are sanitized between usage



9. KIDS CLUB

- Pre-booking required
- Book sessions online via MyMartinhal
- Sanitation of the Kids Club after each session
- All toys are disinfected regularly
- No shoes inside the room, limited number of children allowed



8. GUEST ROOM

- Guest room is disinfected to ensure higher hygienic levels
- Clean&Safe seal indicates that the room has been sanitized
- Housekeeping team follows all Clean&Safe mandatory procedures allowed



7. POOL AREAS AND FITNESS ROOM

- 2 meter social distancing norm is respected
- Hotel provides disinfectant material at the pool area
- Fresh and clean towels are exchange by hotel staff
- Gym machines are sanitized regularly and disinfectant and wipes are available for guest use

