



CORPO SANTO

— HOTEL —  
★★★★

Lisbon Historical Hotel.

**ENJOY**  
your stay  
**WE** take care of  
**EVERYTHING ELSE**



**COVID-19: SECURITY AND  
PREVENTION MEASURES**

## INTRODUCTION

Our main concern has always been our employees and guests' comfort, safety and health.

At Corpo Santo Hotel we follow to the letter each and every one of the guidelines established by both World Health Organization and competent national and regional authorities. Apart from that, we have also implemented a wide range of control, hygiene and safety measures.

We are undergoing a new reality all around the world, which enforces us to face daily challenges that require carrying out additional measures.

How will we succeed in dealing with those challenges? With a team of highly trained professionals, capable of offering maximum security, while respecting your comfort, and at the same time guaranteeing high standards of service during your stay in what is your home in Lisbon.

**WE ARE BACK,**  
we're ready to welcome you!



## SHUTTLE BUS SERVICE FOR GUESTS\*

The occupied space in the vehicles will be limited, in accordance with current regulations.

- Vehicles will have acrylic panels that separate the driver from the passengers.
- Drivers will perform shuttle bus services using personal protective equipment (mask and gloves).
- It is compulsory for guests to use a mask.
- Inside the vehicle, antiseptic solution dispensers for hand hygiene will be available.
- After each one of the services, all vehicles will be disinfected.

\*(Service with additional cost)



## VALET PARKING SERVICE

This service meets high security standard

- Our employees will carry out the service using personal protective equipment suitable for this purpose.
- The vehicle will be disinfected both after the parking service as well as before delivering the vehicle to the guest.



## FRONT DOOR

Security, control and hygiene measures are designed to make you feel comfortable and safe from the very first moment you arrive at the hotel. Consequently, we have:

- A device for measuring temperature that does not require any physical contact.
- A disinfecting mat, soaked in antiseptic solution, at the Hotel entrance.
- An individual protection kit for all guests (mask, gloves and antiseptic solution).
- It is compulsory for all guests to use mask



## CHECK-IN AND CHECK-OUT DESKS

- We have two different areas: one to check in and another one to check out, to avoid unnecessary waiting times.
- In both areas, antiseptic solution dispensers for hand hygiene are available.
- Waiting areas are duly marked, respecting the obligatory social distance between guests and employees (2 meters).
- A CSH GUIDE is available in digital format at check-in desk; it will have all necessary information about services and activities that the Hotel offers you during the stay.
- To minimize social contact between guests, we provide a WhatsApp telephone number so you will be able to speak to our team whenever necessary.
- All surfaces are properly disinfected after serving each guest.
- Whenever possible, we recommend you to do check-in previously or online.



## PUBLIC AREAS

Public areas are scrupulously clean and sanitized. If our guests wish so, they will be able to obtain detailed information on the hygiene procedures performed.

- We carry out cleaning and disinfection of all contact surfaces with a suitable disinfecting solution.
- Public restrooms are cleaned and disinfected every 30 minutes.
- Provision of fresh air to public areas will be performed several times a day, ensuring the renewal of indoor air.
- Antiseptic solution dispensers for hand hygiene and disinfection are available at: check-in desk, elevator entrances, public toilets and restaurant.
- Public outdoor areas, adjacent to the Hotel, are disinfected at least once a week.



## ELEVATORS

Elevators, as common spaces with their own specificities, imply compliance with particular procedures; namely:

- Maximum elevator capacity will be only 2 people simultaneously.
- Before entering the elevators, you will find antiseptic solution dispensers for hand hygiene and disinfection.
- All elevator areas will be cleaned and disinfected every 30 minutes.



## ROOMS

To ensure proper hygiene and disinfection, the rooms are cleaned following a set of procedures. The General Manager is the person in charge of these procedures, who will be willing to give more information to those guests interested.

- Service hours will be defined. There will be a cleaning schedule for each room; guests will be previously informed so that they will be able to be absent during said service.
- Turndown service will not be performed, unless the guest requests otherwise.
- Inside the rooms, there will be hygiene and personal protection products that will complement the amenities.
- Rooms will be thoroughly cleaned with recommended antiseptic products, after each check-out.
- Rooms will be allocated in such a way to ensure the greatest possible distance between occupied rooms.



## RESTAURANT AND BAR

Bar and restaurant capacity will be limited, according to the guidelines of the health authorities; the minimum distance between tables will be 2 meters.

- Disinfection dispensers will be available at the restaurant entrance.
- To avoid social proximity, breakfast will be served à la carte, in the comfort of your room.
- Paper napkins will be used instead of cloth napkins.
- The restaurant menus are available in QR code. However, if you prefer, we also have menus printed on easy-to-clean paper.



## JACUZZI, SPA AND GYM

These areas are closed until their use is authorized and regulated by the health authorities.



## CHECK-OUT

At Corpo Santo Hotel, we guarantee your safety from your arrival until your departure.

During check-out, the same distance and hygiene measures as in check-in will be adopted

- To facilitate check-out, the guest's current account invoice will be sent by email on the day of departure; or the guest will be able to consult it in the TV menu.
- Payments should preferably be made electronically instead of cash.
- Payment terminals will be disinfected before and after each use.