



Celebrating reopening!
A warm welcome back to ROBINSON Club
Quinta da Ria. We are very happy to be your
host within this „new times“.

10 measurements for hotel operation.

Hotel Organisation

- 1) Online check-in: Holidaymakers can soon make check-in contactless at many hotels by checking in online via the hotel's website or via their smartphone.
- 2) Distance rule: In public areas such as in the restaurants, corridors or gyms, all employees are required to keep a distance of 1.5 to two metres between them and the guests.
- 3) Personnel planning: Staff will work together in fixed teams in order to reconstruct possible infection chains.

Capacity adjustment

- 4) Restaurant: To limit the number of guests in restaurants capacities will be significantly reduced. Tables will be set up at a minimum distance of 1.5 metres apart.
- 5) Extension of opening hours: In order to provide sufficient space for all guests, the opening hours of restaurants and other hotel facilities will be extended.
- 6) Entertainment and activities: Only events, sports and entertainments involving a small number of participants and without close contact will be made available. Golf or tennis, for example, can take place, but football tournaments cannot. The spa offer will be adapted and childcare will be organised according to new standards in line with the requirements of the destinations and guests' countries of origin.

Hygiene & Disinfection

- 7) Expansion of disinfectant dispensers: The number of dispensers will be significantly increased so that guests and employees can disinfect their hands at all important contact points. For example, all locations where food and drink is offered, sports facilities and in the lobby area.
- 8) Room cleaning: Extensive new cleaning practices will be put in place to provide the best possible protection. All rooms will be thoroughly deep cleaned before the arrival of guests and the same intensely robust cleaning protocols will be applied during every guest change over.
- 9) Restriction of self-service: Self-service offers such as buffets will be reduced to a minimum. Wherever possible, food and beverages will be served to guests by staff wearing protective masks.

Extensive training programme

- 10) Training by independent auditors of an international hygiene company: TUI will train all employees in its own hotels. The first training documents will be made available this week.

Further information and details will follow during the next weeks.

Together with our team we would like to
create carefree and relaxing days.

For further questions, requests and
information please do not hesitate to contact
us at any time.



Your Management- & Guest Relation Team

You will get more information about our daily
program and the club in our **ROBINSON App**:



Dear guests,

the safety and health of our guests and
employees is our highest priority. In the
current situation, this includes in particular the
effective prevention of infection risks.

Therefore, a comprehensive plan of action will
be implemented in the ROBINSON Club
Quinta da Ria until further notice that meets
the highest standards of hygiene in relation to
Covid-19. You will find the latest information
at any time in our ROBINSON App or on the
corresponding notices.

All guests are requested to wear a suitable
mouth-and-nose cover (mask, scarf, cloth)
where required and to take responsibility for
compliance and implementation of the
measures.

Your Team Quinta da Ria 2020



Clean & Safe

Establishment
complying
with Health Measures
Portugal

TURISMO DE
PORTUGAL

ROBINSON®

Main restaurant

Breakfast	07.30 – 10.00 a.m.
Late breakfast	10.00 – 11.00 a.m.
Lunch	12.30 – 02.00 p.m.
Bistroline	03.30 – 05.00 p.m.
Dinner	07.30 – 09.00 p.m.
Restaurant „Pousada“	from 07.30 p.m.

(at least twice a week, additional charges apply, advance notification)

Important:

We are using the inside and outside area of our restaurant. There is free seating opportunity. Cleaned and disinfected tables are marked with a sign.

You can sit together in a group within a maximum of 6 persons coming from a maximum of 2 households including children at one table.

Sports and activities

We are offering selected activities and sports with a limited number of participants and without close contact.

Please take a look to our daily program (sometimes advance notification) and have your mask with you. We are happy to welcome you!

ROBINStore

Yes – we are open! Please pay attention to the limited number of people inside the shop. You will find masks and board games as well besides our usual offer.

09.00 a.m. – 01.00 p.m. and 03.00 p.m. – 06.00 p.m.

Golf

Golf courses Quinta da Ria and Quinta de Cima are open alternately from Monday to Saturday. We are offering training lessons subject to distance rules.

Opening hours golf office:

07.00 a.m. – 12.30 p.m. and 13.00 p.m. – 15.30 p.m.

(Monday – Saturday)

09.00 a.m. – 13.00 p.m. (Sunday)

WellFit Aktiv

Gym 06.00 a.m. – 20.00 p.m.
(A maximum of 8 people may be in the gym at any one time)

There will be a maximum number of participants depending on course and location. You can register in advance via our app or (WellFit-Spa-) reception.

WellFit Spa

Reception 09.00 a.m. – 19.30 p.m.
Indoor pool 07.00 a.m. – 19.30 p.m.
Sauna 14.00 p.m. – 19.30 p.m.

We still offer a range of different massages/ cosmetic treatments. Actually it is neither possible taking a shower nor using changing rooms and lockers in the wellness & WellFit-Spa area. Bathrobe is provided upon request. We will bring it to your room after contacting our (WellFit Spa-) reception.

ROBY Club

We are offering a program for children on 6 days per week in the morning and afternoon 10.00 a.m.–12.15 p.m. and 15.30–17.30 p.m. (closing day Sunday)

The number of participants per program is limited. Children must be registered in advance for each program. Registration is possible either with our ROBINSON app or with our ROBY Club staff at the chessboard at the following time:

12.30 – 13.00 p.m. and 18.15 – 18.45 p.m.

ROBY will be present at 17.45 p.m. each day to dance with our little guests at the kids disco. (except closing day)

Children's meals are integrated into the main meals. There is no supervision by ROBINS.

Housekeeping

Rooms will be cleaned on a daily basis. Due to the regulations, guest cannot be in the room while it is cleaned.

A special cleaning in accordance with the Covid-19 hygiene regulations is carried out before each arrival.

Beach-/ Pool towels

We will provide beach towels in guest rooms upon arrival. It is possible to change beach towels at the reception or at the WellFit-Spa reception any time.

Outdoor pool / Beach

Beaches in Portugal are open. We also offer sun beds at the area on our beach platform as well as on the pool area. These are placed at the prescribed distance from each other. We still offering our shuttle to the beach area as usual as well as the solar boat to the sandbank.

Check Out

Cashless payment is recommended, i.e. by EC or credit card. It is possible to pay in cash also. You are welcome to check and pay your invoice one day before departure to avoid waiting times.

Please pay attention to signs and distance markings throughout the whole club. They point out the rules of conduct and legal requirements.

subject to alterations