

COVID 19

Dear Friends of Quintinha São João,

As the impact of the coronavirus continues to evolve, all of us at the Quintinha de São Joao wish to guarantee that your safety and wellbeing are our utmost priority. As a temporary measure, presently we are not accepting reservations for arrival dates prior to the 15h June 2020.

We continue with our commitment to provide a safe, clean, and hospitable environment with a team of staff taking care of maintaining our hotel for our future guests.

Flexible Travel Options:

- If you have already made a reservation and need to reschedule, please let us know so that we may offer you our assistance;
- If you are planning to stay after the 15th June 2020, or have yet to make a decision, please know that we are anxious to welcome you. We are here to do everything possible to help you get the maximum enjoyment from your home away from home in Madeira.

Planning for future travel:

- For our guests wishing to plan a future stay with us after the 15th June 2020 but are concerned with the possibility of something happening, please see our Terms and Conditions on our website.
- Our present policy is to guarantee that, whatever amount paid, you will be reimbursed in the case of cancellation and that there is total flexibility to alter dates with no further cost.
- In short, you may alter your plans without incurring any penalties up to 48 hours prior to your date of arrival.

How we are preparing for your visit:

- We will use highly effective products and protocols to sanitize our hotel, following the regulations and advice of competent entities;
- We will increase the daily number of scheduled disinfections and sanitizations for all areas in and around the hotel;



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- We will pay vigilant attention to “high touch” areas such as door handles, banister railings, bathrooms and counters;
- We will enforce the importance on frequent and effective hand washing protocols for staff, before, during, and throughout their shifts;
- We will install sanitation and disinfection stations throughout the hotel including our offices;
- We will continue to monitor the situation and follow any new guidelines as they become available.

How guests are able to prevent the spread of virus:

- Stay home if sick, except if it is necessary to obtain outside medical care;
- Wash hands frequently with soap and water for at least 20 seconds, especially after having been in a public place, after nose blowing, coughing, or sneezing;
- If soap and water are not readily available, use a hand sanitizer containing at least 60% alcohol. Cover the total exterior of hands and rub together until dry;
- Avoid touching eyes, nose, and mouth, particularly with unwashed hands;
- Avoid close contact with people who are sick and find other fun ways to greet people without the habitual hand shaking or kissing;
- Turn away from others and cover the mouth and nose with a tissue when coughing or sneezing. Alternatively, turn your head away from other people and use the inside of your elbow or place your head inside your shirt;
- After coughing or sneezing, immediately throw used tissues in the bin and wash hands with soap for at least 20 seconds;
- Use a mask whenever leaving home.

To all of our friends who have been with us before and those we have yet to meet, we wish you and your loved ones health and peace of mind. We are anxious to welcome you soon.

If we may be of service to you in any way, please do not hesitate to contact us by email at info@quintinhasaojoao.com.

With best regards,

André Barreto
General Manager
Quintinha São João

