**OCEAN VILLAS LUZ**

**Special measures – Covid-19**

**We are delighted to welcome you to Ocean Villas at this ‘strange’ time!**

Cristina, our Housekeeping manager, has attended the “Clean&Safe” training from Turismo de Portugal and will implement all necessary measures for our guests to feel safe and at ease.

**Maid Service:** The rooms will be cleaned and disinfected on changeover days; at the end of one week for 1 week holidays, or at the end of second week for 2 week stays.  Cristina will leave fresh towels during the middle of your week when you are out of the villa/apt. Maid service will not be provided during your stay.

**Pool Area:** When sunbathing by the pool please take into consideration 1.5m distance.

**Sun beds:** Please use the sunbeds on your terrace as much as possible.When using the sunbeds around the pool, please use the same ones all day which are allocated to your villa / apt. They will be cleaned and disinfected at the end of your stay.

**Swimming Pool:** Only 5 people at a time allowed in the pool, unless you are a family or group travelling together.

**Masks:** You must wear a mask inside all shops, offices, in restaurants until you are seated, in taxis and on public transport. You can buy them in Luz. Only 1 family member in the supermarket at any one time! Both supermarkets deliver if requested.

Please read the Special Measures Info in your Villa / Apt.

**Let's all work together so that we can enjoy the summer to the fullest and have a great time.**

***Ocean Villas June 2020***

**Cancellations Policy**

**CANCELLATIONS** If you cancel the accommodation due to your disinclination to travel for any reason, including illness, your flight cancellations, Covid 19 or any other reason you will lose your Deposit as long as we are open to clients.  100% of total cost of accommodation is charged if you cancel less than 3 months prior to departure. All cancellations must be in writing. All occupants are responsible for ensuring that they have adequate Travel Insurance (including cancellation due to Covid 19) and a 24 hour Energency Tel. No.

If your cancellation is due to Covid 19 and you cannot claim through your Insurance Company we will do our best to transfer your booking to later in the same year. There will be £100 / 120€ Admin Fee.

Click here for Portugal Travel Insurance incase of Covid 19 <https://portugaltravelinsurance.com/>

**INSURANCE** Travel Insurance is compulsory under EU law. All occupants are responsible for ensuring that they have adequate Travel Insurance and a 24 hour Emergency Tel No. The use of the accommodation and amenities are offered on the condition that they are used entirely at the occupant’s own risk. We cannot accept responsibility for accidents, injuries, illness, death, robbery or theft, or loss or damage to users’ or visitors’ property or belongings, including motor vehicles, however caused. Cancellation charges may be covered by the Insurance.

**OCEAN VILLAS Special measures – COVID-19**

What is COVID-19 Coronavirus disease 2019 (COVID-19) is defined as illness caused by a novel coronavirus now called severe acute respiratory syndrome coronavirus 2 (SARS- CoV-2; formerly called 2019-nCoV), which was first identified amid an outbreak of respiratory illness cases in Wuhan City, Hubei Province, China.

**Please take the common health & safety recommendations seriously**

* **Social Distancing** Maintain the recommended safety distance of 2m from other people
* **Wash your hands** regularly with soap or alcohol based handrub
* **Disinfect surfaces** Increase ventilation by opening windows or adjusting air conditioning
* **Check yourself** for COVID-19 symptoms on a daily basis, measure your temperature
* **Don’t touch your eyes, nose and mouth** Cover your nose and mouth with your elbow bent or a tissue

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**Common Symptoms**

* Fever ¦ If anybody feels symptoms of Covid-19
* Dry Cough ¦ contact SNS24 Line (00351 808 24 24 24)
* Fatigue ¦ or Family Health Unit Line
* Breathing Difficulties ¦ or Personalised Health Care Unit.
* Aches and pains ¦ Also contact your Insurance Company
* Diarrhoea ¦ for advise.
* Loss of taste or smell ¦

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**What is Clean & Safe?**

Clean and Safe is a certification that was released by the Portuguese Tourism Board. We implemented new hygiene measures in order to meet the new standards and make your holiday with us both enjoyable and safe



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***Ocean Villas June 2020***