



Dear Guest,

Due to the new - COVID 19 epidemic and OMS regulations we were forced to make some changes in our regularly provided services. Below you will find some information that we hope will make your stay safe and pleasant:

- The use of facemasks is mandatory in all hotel public areas.
- There are hand sanitizers in all the hotel public areas. Please use them regularly to sanitize your hands correctly.
- At the arrival when you check in your body temperature will be measured. Temperature should not be any higher than 37,5.º C.
- Respect the social distances. There will be signs on the floor reminding you of this and helping you with the correct distances.
- All payments during your stay should be done by credit or debit card, preferably contactless.
- The only services provided at the moment are room and continental breakfast, snack Bar, Bar with limited hours, indoor and outdoor swimming pools. The wellness center that includes gym, massages and spa treatments and Jacuzzi are closed.
- The maximum capacity of the indoor swimming pool is 12 people and the outdoor swimming pool capacity is 30 people, according to OMS instructions. Please do not enter the pools if there are more than 12 or 30 other guests in these areas.
- The service hours have suffered some changes and may vary depending on the day of the week. Please confirm the schedules and services available at the reception when you check in or dial 9.
- Your room will be cleaned daily according to all health and safety recommendations and only when guests are not in the room. The staff will not enter the room if the Guests are in the room. To ease this procedure please Schedule your cleaning preferable hour at the reception. If you prefer not to have daily cleaning please inform the reception. You can request change of towels or garbage collection only. In both cases please leave it at the door to be collected.
- Laundry services will not be available
- Please avoid unnecessary contact with the staff. Use the phone available in your room dialing the number 9. The reception is open 24 hours.



- At the checkout please drop the key in the box available at the lobby.
- For health reasons we recommend you open the bedroom windows when possible. The Air Conditioning will be working normally and it's recommendable to keep the temperature around 24 ° C.

Looking forward to welcome you at Hotel Star In Peniche. We would like to thank you in advance for all the cooperation in trying to keep our hotel with a clean and safe environment and to meet all the OMS regulations.

Do not hesitate to contact us if you need any more information. Our staff has been properly trained to be able to answer all the questions regarding these new times.

Best Regards

Estela Candeias

General Manager

Hotel Star Inn Peniche