

A PRACTICAL GUIDE ON WELLNESS CENTRE DURING COVID-19



Dear Guest,

In order to welcome you at the Vale do Lobo Resort with maximum security as well as ensuring the wellbeing of our teams, we have implemented precautionary measures according to available healthcare authority guidelines related to the coronavirus pandemic. We are committed to providing the highest standards of cleanliness, hygiene and safety for everyone visiting, living or working at the Resort. We have also updated our cancellation and booking policies to offer everyone that extra bit of flexibility and peace of mind in these unprecedented times. We wish you a wonderful and peaceful stay.

See you soon and **#STAYSAFE**

FITNESS CENTRE

The spaces where physical activity takes place, due to their characteristics, can be places of potential transmission of viruses, either by direct and / or indirect contact.

Additional measures must be taken to ensure that the transmission is minimized:

- According to the recommendations of the Ministry of Health, customers with Covid-19 symptoms (breathing difficulties, dry cough, fever, tiredness) will not be allowed in;
- If you have the symptoms described above, or have been in contact with someone infected, please cancel your training;
- Body temperature measurement may be requested by the trainer;
- The space can be used by appointment only and for a maximum period of 1 hour. Appointments should be made by digital means (e-mail): fitnesscentre@vdl.pt
- The client must come equipped and bring his own towel;



- The use of changing rooms is not allowed;
- Upon arrival at the Fitness Centre, please await at the entrance for the supervisor;
- The use of a mask is mandatory (supervisors and customers). The mask can be taken off only during the training;
- Disinfection of hands, must be done when entering and leaving the space;
- Keep the required social distance of 2 metres. When exercising, you should keep a distance of 3 metres;
- The maximum capacity of the space is 5 people (applicable for the use of equipment and for the classes);
- Physical contact is not allowed either between technicians, employees and practitioners, or between practitioners (except in emergency situations);
- Group classes (inside or outdoors) will have a maximum capacity of 5 people, in order to guarantee a physical distance of at least 3 metres between practitioners;
- Group classes: mats will not be available. Customers are responsible for cleaning and disinfecting their personal equipment after use;
- All equipment in the Fitness area will have a minimum distance of 3 metres between them;
- All equipment will be disinfected by the team of supervisors, before and after each use of each equipment.



ROYAL SPA

Following World Health Organization's recommendations, for the safety of our customers and employees unfortunately our Royal Spa facilities will be closed until further notice.

However, we have prepared an alternative menu of special treatments taking place outdoors.

Preserve your well-being and we hope to see you all again soon!

TREATMENTS SPECIAL MENU

MASSAGE TECHNIQUES:

- Therapeutic Massage (Localised) | 40 min. | €70,00
- Deep Tissue Massage | 50 min. | €89,00 | 65 min. | €99,00
- Aromatherapy | 65 min. | €99,00
- Manual Lymphatic Drainage (Localised) | 50 min. | €79,00
- Relaxing Massage (Full Body)
| 50 min. | €79,00 || 65min. | €89,00

HOLISTIC THERAPIES:

- Reflexology | 50 min. | €80,00

SPECIALIST THERAPIES:

- Physiotherapy | 50 min. | €89,00



Rules

If you have symptoms such as breathing difficulties, dry cough, fever and tiredness, or have been in contact with someone infected, deselect your treatment. Free cancelation. Please inform us as soon as possible of your cancelation.

- Body temperature measurement may be requested by the therapist;
- The use of a mask is mandatory for employees and customers. The Spa reception have masks available to purchase if you do not have one;
- Appointments should preferably be made at least one day in advance and by digital means (e-mail: royalspa@vdl.pt or phone: +315 289 353 480 / +351 289 353 475);
- The payments should preferably be made by card at the check-in in the spa reception or previously by email;
- At the SPA Reception, a dispenser of alcoholic gel for disinfection of hands is available, at the Client's sight;
- A transparent acrylic physical barrier was placed on the service counter;
- The treatments will be carried out outside at the Spa gardens;
- Temporary, the use of changing rooms is not allowed, to have a shower before or after your treatment please do it at the commodity of your villa;
- Access to the spa facilities such as: Turkish bath, hammam, sauna or indoor pool will not be allowed.



- If you have temperature, persistent cough or difficulty breathing, please contact the Reception at **+351 289 353 320** and stay at your property. Contact the National Health Service on **808 24 24 24** and seek further instruction.

Prevention, proactive measures and containment are the most responsible actions to be taken.
Thank you for your understanding and we wish you an excellent and safe stay.

Vale do Lobo Resort Administration

For more information, please consult: [DGS \(Direção Geral de Saúde\)](#) / [WHO \(World Health Organization\)](#)