

Our response to COVID-19

The Well'Come! Hostels and Guesthouses' team is fully committed to welcome travellers with the utmost care of hygiene and safety to provide a secure and safe stay at our properties.

Check-in and Check-out

Protective face mask is mandatory in our reception.

Limited access to reception to avoid crowds. Please wait for your turn outside following the safety distance recommendations.

Check-in and check-out times must be respected and it is not possible now to attend requests for early check-ins and late check-outs.

Please schedule the check-in prior to arrival.

We have streamlined check-in process to minimize contact – bookings with more than 5 guests must fill an online form prior to arrival to collect data.

Housekeeping

All our *staff* has personal protective equipment according to the task their performing.

We have cleaning guidelines and hygiene protocols according to the recommendations given by the National Health Authority (DGS), World Health Organization (WHO) and Turismo de Portugal.

We clean and disinfect several times during the day with certified products thus some areas/equipment can be temporarily restricted.

Cleaning in rooms, dorms, bathrooms, kitchens and social areas requires no guests inside or using the services.

Services

Reception has reduced working hours.

Luggage storage, Exchange Book, Laundry Service and the Free Food Box are temporary unavailable.

Rooftop access is not allowed between 10pm and 9am.

Rooms

To prevent contagion and for greater protection and safety, we have removed most of the decorative elements from our private rooms.

We've reduced the dorm's capacity and assigned beds that keep the social distance between travellers.

Facilities

Hand sanitizer available in different areas.

Information on what to do to prevent virus spreading and how to recognize the symptoms is posted in around the house.

Protective face mask is mandatory while in shared areas and around other guests and *staff*.

We've defined a capacity limit in kitchens, living rooms and rooftops to ensure the recommended safety distance.

Shared bathrooms are now assigned to specific private rooms or dorms.

What to do if you suspect you have been infected?

Our *staff* is fully trained and equipped on how to spot, deal, and help prevent a Covid-19 case.

Don't hide any symptoms if you feel ill in any way, let us know and we will ensure to protect you and others with our pre-planned procedures.

In case you suspect you have been infected, please immediately inform Reception by phone call, e-mail, or message. *Staff* will contact the person responsible to accompany the guest to the Isolation Room (or meets the guest at his/her room), gives assistance and contacts the National Health Authorities.

If a guest needs to be isolated during the stay and this eventually exceeds the *check-out* date, we will do our best to provide accommodation. However, it is subject to availability and the guest must bear the cost.