


RESORT MAP

A SYSTEM SPEED LIMIT: 20km/h 



- RAPOSINHOS KIDS CLUB
- BABY ROOM & CRÈCHE
- FOX CLUB



- | | | |
|---|---|--|
|  Receção
Reception |  Bicicletas
Bike Station |  Raposinhos
Kids Club |
|  O Terraço
Restaurant |  Piscinas
Swimming Pools |  Football &
Basketball |
|  The Lounge
Bar |  Finisterra Spa &
Pool |  Pool Hangout
Open - June to
September |
|  MBar, not just
a bar... |  Ginásio
Gym |  Estacionamento
Parking |

MARTINHAL
CASCAIS LISBON



1. ONLINE CHECK-IN & CHECK-OUT

- Pre-arrival procedures
- Online check in formalities are available and recommended prior to arrival at the resort
- Digital check-out, settling bill via online payment

2. VIRTUAL CONCIERGE

- Contact Concierge Team via Whatsapp (00351 911 931 511) for more information about hotel, location, activities and tours
- You can also e-mail us to concierge.cascais@martinhal.com

3. SAFETY NETWORK

- From guest transportation services, goods suppliers to leisure partners, all Martinhal supplier network follows the mandatory hygienic and safety procedures
- Third parties have implemented COVID new practices

4. GUEST ARRIVAL

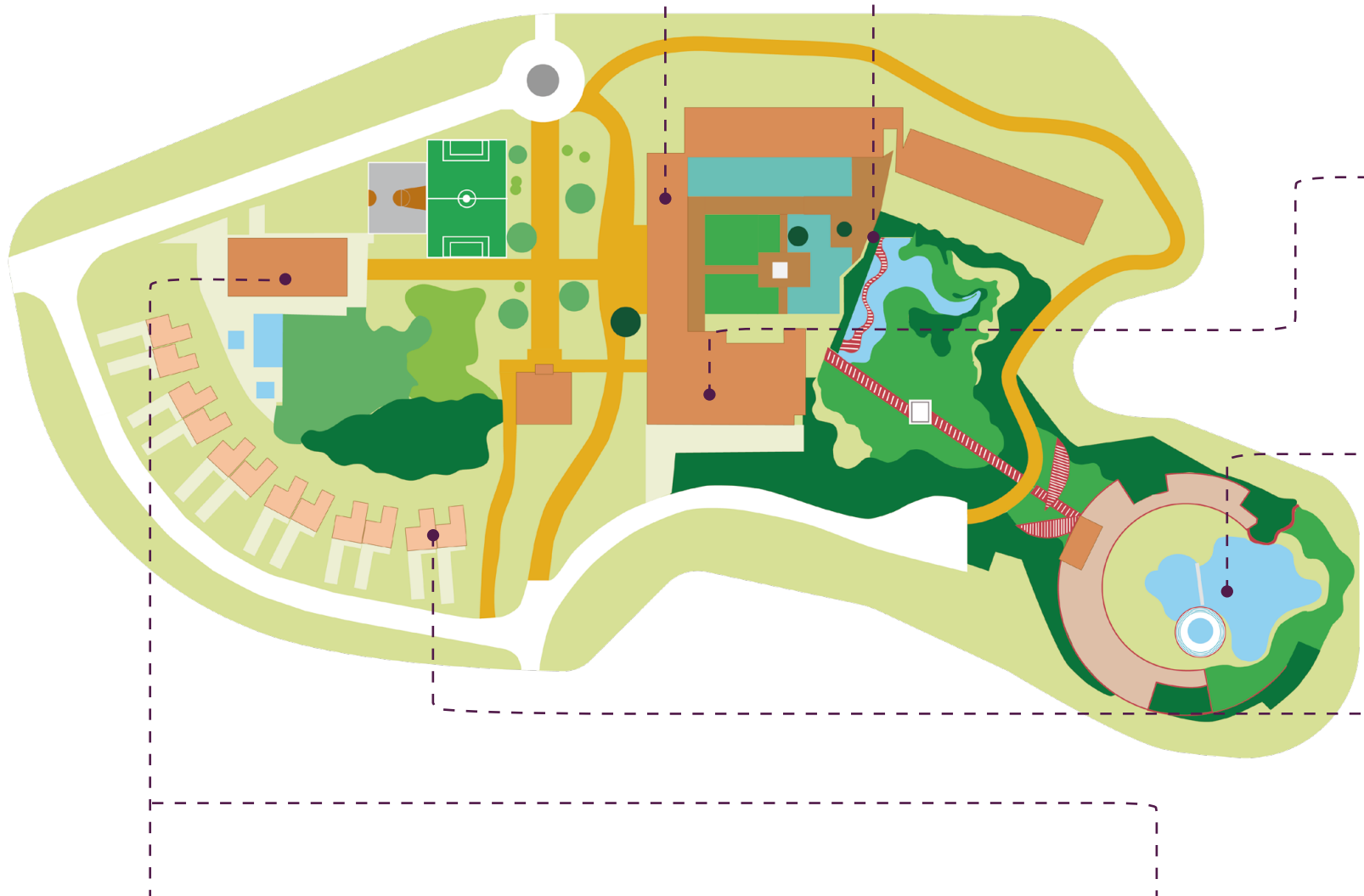
- Handshake-less warm greeting
- Hotel staff is wearing face masks and gloves
- Code of Conduct information provided
- Itineraries\activities confirmation sent by e-mail
- Guest luggage is disinfected when stored in our storage

5. PUBLIC AREAS

- Lifts, staircase railings, door handles and other high touch surfaces are sanitized regularly several times a day
- Disinfection material is available for guest use

6. KIDS CLUB

- Pre-booking required
- Book sessions online via MyMartinhal
- Sanitation of the Kids Club after each session
- All toys are disinfected regularly
- Attractive masks are provided to the children for the session



10. SPA, GYM AND BIKE STATION

- For guest convenience and safety, Spa treatments can be carried out in guest room or villa
- Gym machines are sanitized regularly and disinfectant and wipes are available for guest use
- Bikes are sanitized between usage and there will be a separated area to return and collect bikes

9. RESTAURANTS

- Spaced out seating at the outlets
- Digital menus via QR code
- Take-Away & Delivery available
- Enhanced sanitation at dining and kitchen areas
- Additional protection equipment for the culinary team

8. POOL AREAS

- 2 meter social distancing norm is respected
- Hotel provides disinfectant material at the pool area
- Two-way traffic from and into the pool
- Fresh and clean towels are distributed by hotel staff

7. GUEST ROOM

- Guest room is disinfected to ensure higher hygienic levels
- Clean&Safe logo indicates that the room has been sanitized
- Housekeeping team follows all Clean&Safe mandatory procedures

