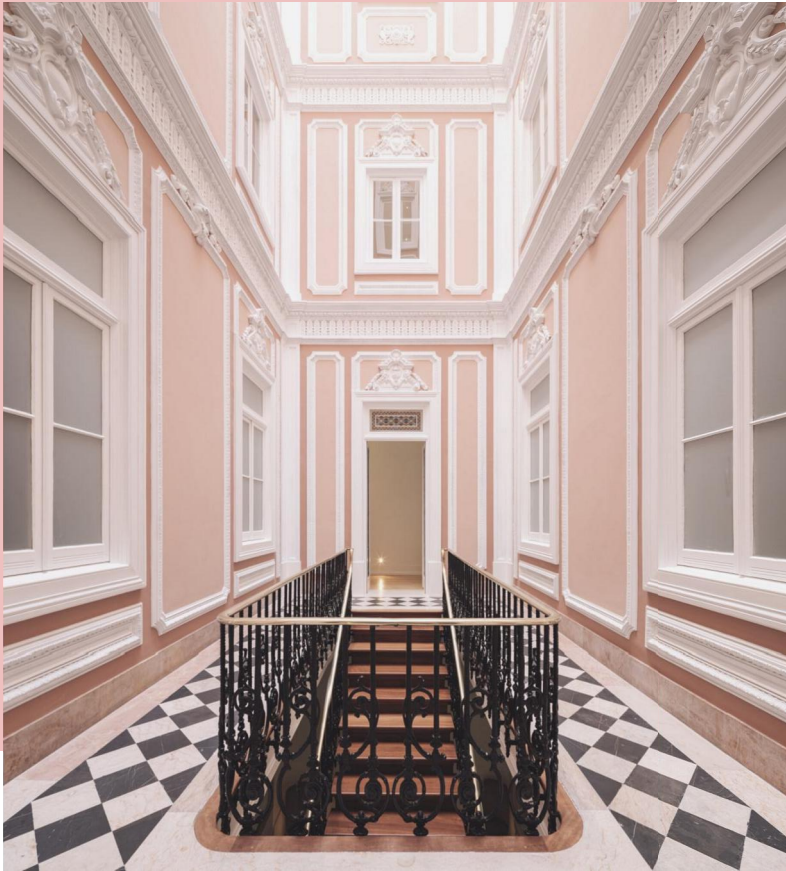




COVID19 PROTOCOL



**PALÁCIO
PRÍNCIPE
REAL**



WELCOME

Suddenly it was time for the world to stop... and breathe.

Now, we can start to live again but we have to adapt to a "new" reality, to keep us all safe whilst at the same time enjoying our re-found freedom to travel. Let us explain how our team at Palacio Principe Real are following the World Health Organization guidelines and implementing enhanced measures of hygiene to guarantee all of our safety - both guests and team alike.

SPACE IS THE NEW LUXURY

We are lucky. In days gone by, people enjoyed larger living spaces and at Palácio Príncipe Real you will continue to live like the nobility of the 19th century. We have large rooms and 5 rooms have direct access to the extensive garden, one has it's own private terrace. Both inside and out we can all keep a safe distance. For now, we will only open a maximum of 10 rooms that will be scrupulously clean and we guarantee that every room will have been free of a previous guest for 48 hours before you check in.



Before arriving

CHECK-IN

Our team offers a completely personalised service. We will contact you in advance of your stay to confirm how best you would like us to welcome you. Whilst keeping a safe distance always, we will be waiting for you with a welcome drink to be enjoyed in the garden or in your room. We will never enter your room whilst you are inside but will be happy to deliver service safely to your door, and once you have arrived, we will make up your room on subsequent days, at your request.



The background features a repeating geometric pattern of interlocking hexagons and pentagons in shades of orange, red, and blue. A semi-transparent pink rectangular overlay covers the center of the image, containing the text. The overall aesthetic is classic and elegant, with architectural details like door frames and moldings visible in the background.

Hotel open 24 Hours

Breakfast is served all day - à la carte - in your room, on the terrace, under the shade of a palm tree - you tell us.

BEM-VINDO a CASA

When you enter the sanctuary of our Palácio you will still be in the open air and a member of our team will greet you and assist with disinfection of your luggage and footwear, you will also be able to wash and disinfect your hands before going into the garden. We will have disinfection gels for your use on every floor and at the garden entry doors - although - weather permitting - these will be open for your free access.

A member of our team will be available 24 hours a day to assist you with any questions or suggestions you may have about our security protocol.

Your safety - and that of our team - is our utmost priority.

We would ask that you respect the distancing guidelines of 2 metres from the team and other guests.



Feel the breeze

Palácio Príncipe Real was built in 1877, long before the days of aircon. It is a "smart" building, and we are amazed at how it seems to maintain a perfect temperature inside, winter and summer. However, it is now 2020 so we have a brand new aircon system throughout the building - but if you prefer (like we do) - just open the window of your room and feel the breeze blowing in from the Tagus river. And breathe..



IN-HOUSE LAUNDRY

We have our own laundry facilities and therefore we can guarantee that all bed linen, towels and dressing gowns will be washed on-site at high temperatures, never leaving the building.

Walking around the building

Disinfection

All common bathrooms and surfaces will be cleaned and disinfected every 3 hours.

Parking

Private parking is available in the garden.

At the moment we will not be able to valet park your car for you.

LIFT

Only one person is allowed in the elevator, unless they are sharing a room. However, we have two staircases distributed in different points of the Hotel that also give access to the rooms.

TERRACE AND GARDEN

The tables on the terrace will be located at a safe distance from one another. Should you wish us to move a table, please ask and we will take care of it for you. We are lucky to have plenty of outside space for everyone to enjoy.

SUNBEDS

We will allocate sunbeds to you on a daily basis and disinfect them every evening.

SWIMMING POOL

Our infinity pool has space for all of our guests to feel comfortable at any given time, however we would ask you respect safe distancing rules.

SPA ROOM

Our Spa facilities are currently closed: however we can provide Yoga classes in the garden and massages in your room with regard to all safety and hygiene procedures.



RESERVATIONS

We will be delighted to assist you with restaurant recommendations and reservations - at the places we personally know and trust - and we have a long-standing relationship with an airport transfer company who will whisk you safely from the airport to our doors.

Nothing is too much trouble - we look forward to welcoming you.

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*WE LOVE TO SPOIL OUR
GUESTS*

- PPR Team