



Lawrence's

LAWRENCE'S HOTEL

Est. 1914

❖ Description

❖ Objectives

❖ Preventative Measures

❖ Contingency Plan

❖ Services

❖ Sintra, a place abounding in magic and mystery, where nature and man have merged in such a perfect symbiosis that UNESCO classified it as a World Heritage Site in 1995.

Amidst winding streets, woods, and hills, stands the historic Lawrence's Hotel, established in 1764.

A Haven,

A Paradise, a Dream,

A Retreat,

A New Start,

Our Reunion.

DESCRIPTION

LAWRENCE'S

Our 16 rooms, steeped in history, are a one-way ticket to distant destinations. Completely private, the rooms are refreshed by the breath of the Sintra Mountain Range.

With inviting balconies, four-poster beds, soft sheets, and warm fireplaces, our rooms keep families safe in total comfort.

- ❖ Tranquillity, charm, and the most pure positive energy.
- ❖ A place to slow down, to take a breath, to renew oneself, to reenergize, to rebuild.
- ❖ A place for meditation, reflection, and contemplation.

Here, a book and nature will be your best company.

* *

We are directing all of our efforts and concerns to ensure that your home with us is clean and safe. Our top priority will always be both your and our well-being, health, and safety. Rest assured that the warm welcome, the communion with nature, and truly unique experiences are still here and await you.

With the certainty that this experience will make us all even more united and resilient,

We look forward to seeing you soon!



OBJECTIVES

LAWRENCE'S

LAWRENCE'S HOTEL IS PRIVILEGED

- To be limited in size.
 - To be located in a small village.
 - With terraces overlooking the forest.
 - With accommodations with balconies.
 - With extreme safety measures in our food and beverage service.
 - With open ventilation in all the common areas and rooms.
-
- ❖ Our most important objective is the utmost safety and well-being of our guests, staff, and community. As such, we have adopted numerous temporary measures that follow the suggestions of the World Health Organization (WHO) and of the Directorate-General of Health of Portugal (DGS).
 - ❖ We have also been granted the “Clean & Safe” seal of approval, which was created by the Portuguese Tourism Authority (valid until April 30, 2021).
 - ❖ Depending on the evolution of the COVID-19 pandemic, these measures may undergo alterations, always with the intent of preserving the health of all.



PREVENTATIVE MEASURES



SOCIAL DISTANCING

The social distancing of at least 6 feet (2 meters) is always guaranteed for anyone using our installations. For this purpose, we have implemented the following policies:

- Reduction in the capacity of the restaurant, spa, and common areas in order to guarantee safe distances. We recommend advance reservations.
- Food and beverages served directly to the rooms upon demand.
- A reduction in the capacity of staff by zones.
- Temporary interruption of non-essential out-of-house services.

PREVENTATIVE MEASURES



PERSONAL PROTECTION EQUIPMENT

- We have provided our staff with the necessary personal protective equipment according to their functions as a way of guaranteeing the safety of everyone using our installations.
- We recommend that our guests bring their own personal protective equipment. However, we will be pleased to provide such equipment upon demand.
- Our staff and collaborators are obliged to use masks during their entire shift, from the moment they enter until the moment they leave our installations.
- ❖ The house maintenance team are duly protected with specific personal protective equipment (masks, gloves, and disposable gowns).
- ❖ The SPA therapists are protected with surgical masks and face shields.
- ❖ All suppliers and out-of-house service providers are required to use masks when on the premises.
- We recommend that our guests use masks in the common areas. The use of masks is mandatory when entering the restaurant at any time that meals are being served.

PREVENTATIVE MEASURES



CLEANING AND DESINFECTING

- ❖ Increased cleaning and disinfecting, throughout the day, in the common areas, with a special emphasis on high-contact spots.
- ❖ Utilization of disinfecting products that have been proven to be efficient in eliminating the virus.
- ❖ Constant fresh air ventilation in all rooms and common areas.
- ❖ Elimination of high-contact or hard-to-clean objects in the rooms and common areas.
- ❖ A reinforced attention to the handling and washing of sheets and towels.
- ❖ Guests may opt whether or not they wish to have their rooms cleaned and/or have turndown service by our housecleaning team during their stay.
- ❖ Hand sanitizers are available at hotel, restaurant, bar, and, spa entrances and restrooms.
- ❖ Whenever possible, guests will be placed in rooms with direct access from the outside or in rooms that have not been occupied on the previous day.

PREVENTATIVE MEASURES



TRAINING

All of our staff will receive continuous training on:

- ❖ All of the measures detailed in this protocol.
- ❖ All of the preventative and control measures for COVID-19, including hand hygiene procedures, respiratory etiquette and social behaviour.
- ❖ Daily temperature monitoring of all staff.
- ❖ Immediate action in case of a suspected case.

All of the requirements of the Directorate-General of Health of Portugal for our activities are implemented.

PREVENTATIVE MEASURES

LAWRENCE'S

SUSPECTED CASES

- We encourage our employees to monitor their health and the possible appearance of symptoms associated with COVID-19 on a daily basis. For this purpose we have a thermometer for fever control available, that can also be used by our guests.
- Any suspected case will always be monitored and assisted by the Operations Department, available 24 hours a day. The suspected case will be taken to the isolation zone, where the necessary support materials will be made available.
- Lawrence's Hotel has direct contact and specialized support from the local health authority – Hospital Amadora-Sintra.
- Disinfection, waste routing and control of close contacts procedures will be immediately initiated, in accordance with the rules of the Directorate-General of Health. All identified suspected cases are subject to internal registration.

SERVICES

LAWRENCE'S

- ❖ Accomodations
- ❖ Food and Beverage
- ❖ SPA
- ❖ Other Services



ACCOMMODATIONS



- Whenever possible, guests will be accommodated in a room with direct access to the outside and which has not been occupied the night before.
- Guests will be able to choose different services in or outside their accommodations, which will contribute to a greater or lesser social isolation.
- Guests will always have to make prior reservations for breakfast, lunch, dinner and SPA treatments.
- Reinforcement of cleaning and disinfection procedures in all accommodations.
- Breakfast will be served individually but maintaining all the quality and variety of a buffet.



FOOD AND BEVERAGE

LAWRENCE'S

- Restaurant and bar with outside seating.
- Decrease in restaurant and bar seating capacity in order to guarantee the safety distance.
- Advance booking for lunch and dinner.
- Room service available upon request.
- New menus adapted to the current dynamics of the service.
- Reinforcement of HACCP Plan Measures (Analysis and Control of Critical Points).
- Cleaning and disinfection of the areas used by guests after each meal.



- Access to the SPA is limited to a maximum of 2 people from the same room for each use and subject to booking.
- Disinfection and cleaning of the room after each treatment / massage.



OTHER SERVICES

- Preference given to “Clean & Safe” suppliers.
- Events subject to the rules of the Directorate-General of Health. Each event will have tailor made measures, respecting the event's profile and the state of the pandemic.



Rua Consigliéri Pedroso, 38-40

2710-550 – Sintra

+351 219 105 500

geral@lawrenceshotel.com