

1 OUR COUNTRY HOUSE

Our concern is the well being of our guests and our team, so, given the situation that we're going through, Terra Rosa is taking every precaution to keep our home even more clean and tidy, so that you always feel safe with us.

At Terra Rosa you will have peaceful days where you can enjoy life, people you love, nature and everything that surrounds it, create memories and spend a simple and happy moment in safety!

A TIME, WITHOUT RUSH, DOING EVERYTHING OR DOING NOTHING.
A PLACE TO (RE) DISCOVER YOURSELF...

2 WE ARE PRIVILEGED TO BE

- A farm with 70 hectares of nature, vineyards and fresh air
- A small, hardworking and dedicated team to keep our home clean and safe
- A country house with 7 comfortable rooms with direct exits to the outside
- A country house with exclusive access for guests
- Recognized by Turismo de Portugal, with the "Clean & Safe" seal

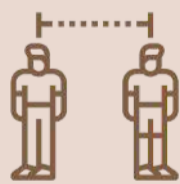


3 RESERVATIONS AND CANCELLATION POLICIES

- If you are considering canceling your booking due to the pandemic, we have made our cancellation policy more flexible if valid reasons related to Covid-19 are presented
- If the reservation is canceled only 2 days in advance, the total amount of the reservation will be deposited so that it can be used at a later date, valid for 1 year and subject to availability



4 SOCIAL DISTANCING



- Do not establish physical contact in greeting
- Respect the rules for staying in common spaces and keep a distance of 2 meters between people who do not share the same room
- Capacity reduction of common areas to 1/3

5 PREVENTION MEASURES

- To avoid waste, we recommend that our customers bring their own protective equipment
- We recommend washing and disinfecting hands when entering and leaving our country house
- Mandatory use of a mask in common spaces and when contacting employees and other customers
- Antiseptic solution available in all of our areas



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CONTINGENCY MEASURES

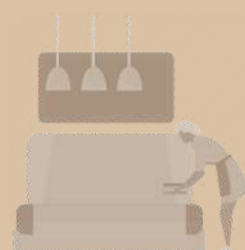


- Cleaning and disinfection of contact surfaces in public areas and objects of common use with disinfectant solution
- Reinforcement of cleaning and disinfection with products with proven efficacy for virus elimination
- Regular air renovation in closed spaces

7

ACCOMMODATION

- To prevent people, who are not in your household, from entering your room, we give you the option of choosing the cleaning periodicity



8

FOOD AND DRINKS



- Meals and breakfast will be served by appointment to reduce the number of guests in the dining room
- We provide our guests with gloves, tweezers and all the necessary material for breakfast service
- We offer the possibility of having breakfast in your room on request

9

OUR TEAM

- We received information and specific training on the internal protocol for COVID-19
- We wear a mask throughout our shift
- We keep the distance between employees and customers and avoid physical contact



10

OUR SUPPLIERS



- No suppliers can enter the hotel areas (except the unloading area)
- We privilege suppliers with "Safe & Clean" seal
- We apply safety procedures in the treatment and storage of goods

WELCOME TO OUR HOME!

WE WILL WELCOME YOU WITH OPEN ARMS,
EVEN WITHOUT THE HUGS WE USED TO
GIVE YOU BEFORE!

