EPIC SANA
★★★★★
Lisboa

Service Guide

SANA SAFE
committed
to your safety

SERVICE GUIDE

SANA | SAFE

CHECK-IN | CHECK-OUT

CHECK-IN from 03:00pm | CHECK-OUT until 12:00am

- For your comfort, we have improved the Check-in and Check-Out services, creating:

  Online Check-In:
  You will receive a link 24h-72 hours before your arrival date.

  Check-Out:
  In order to check out directly contact the reception.

- At the reception, you will find two different areas for Check-In and Check-Out.

PARKING

24/7

- Valet Parking service is currently unavailable;
- For any exceptional situation, the reception must be consulted.

ELEVATORS

- We recommend the individual use of the elevators and with a protective mask;
- Elevators are allowed to have up to 4 guests simultaneously.

BEDROOMS

All rooms after cleaning and sanitizing will be sealed with the tag SANA | SAFE

Only the equipped and trained staff will enter your room.

AMENITIES

If you need extra amenities (adapters, chargers, extra bed or others) contact the reception, through extension 9.

CLEANING

During your stay:

The room cleaning service and change of clothes will be carried out by our housekeeping staff

If you want to choose one of the following situations, call the reception, extension 9:

- If you decide to cancel the cleaning service;
- If you prefer to change your own sheets and towels, we can provide you with a set of clothes;
- Turndown service or towel replacement will be done upon request on the day of arrival.

To minimize contact, cleaning the rooms should be done in the absence of guests. Please inform the reception when you leave the room.

The room must be empty for at least 2 hours to ensure cleaning as recommended.

If you have any questions about room service schedules and procedures, please contact reception, extension 9.

LAUNDRY SERVICE

Laundry procedures and products are certified according to the requirements of health authorities.

If you plan to use the laundry service, follow the instructions:

1. Use the laundry bag and the order form, available in your room's wardrobe;
2. Put the clothes and the completed form in the bag and close it completely;
3. Contact reception for collection.

For orders placed after 10:00am, the return is made the next day until 02:00pm.

The delivery of clothes will be made to your room under the conditions indicated.

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ROOM SERVICE
24/7

For better convenience you can consult our Room Service menu through the link.

1. Place your order by phone or via your mobile device;
2. When ready to serve, you will be informed by phone of the arrival of your order;
3. Food and beverages will be packaged in accordance with food safety standards;
4. The service will be delivered to your room door;
5. 6. When the meal is finished, place the tray outside and contact the room service through extension 9 in order to proceed with the collection.

MINI BAR

The minibar service will be done through the room service, extension 9.

BUSINESS CENTRE
On request | 24/7

- Space capacity is limited;
- The use of the mask is recommended;
- Possibility of temperature measurement.

RESTAURANTS & BARS

All food and beverage spaces were readjusted with the implementation of measures in accordance with the guidelines of official and health entities.

Hand hygiene and the use of a mask during access and circulation through spaces is mandatory

The management of seating arrangements and accompaniment to the table will always be ensured by a waiter\waitress.

RESTAURANT

1. Possibility of temperature measurement;
2. The capacity of our restaurant has been readjusted, as well as the number of people per table, to ensure safe social distance;
3. Advance booking is recommended for: **Breakfast - Lunch – Dinner**;
4. All food and beverages are made, packaged and delivered according to the guidelines of the official and health authorities.

Service availability for each meal was adjusted to the hotel's space and occupancy:

a. **Breakfast:**
7:00 am to 10:30 am
Assisted Buffet, Live Stations or Take Away Box

b. **Lunch:**
12:30 pm to 3:30 pm
À lá carte

c. **Dinner:**
7:30 pm to 11:00 pm
À lá carte

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BAR

From 8:00am to 1:00am (SCALE BAR)
From 9:00am to 8:00pm (UPSCALE BAR)

1. Possibility of temperature measurement;
2. Access to the Bar does not require prior reservation;
3. Capacity has been adjusted according to the guidelines of official entities.

GYM, SPA & FACILITIES

To use the Gym\SPA a reservation must be done in advance by calling the SPA reception on extension 3101;

Temporarily changing rooms are not available for guests, access to the shower before and after using the SPA should be in your room;

The use of a mask is necessary to access the space. It can be removed during the use of some facilities.

GYM

From 10:00 am to 9:00 pm

- The capacity of people at the gym simultaneously is limited;
- Bookings can be done through a 24h in advance reservation at the SPA\ Hotel reception through extension 3101;
- You should go to the gym already equipped;
- Usage is limited to 45 minutes per guest, followed by a disinfection and sanitation period of 15 minutes;
- The towel service is done directly through the Hotel\SPA reception;
- When you finish your workout, we recommend that you go directly to your room.

TREATMENT ROOMS

From 10:00 am to 8:00 pm

Get ready to go to the SPA:

1. Temporarily the SPA changing rooms are closed so you should use the bathrobe and slippers that are available in the wardrobe;
2. Wear a mask;
3. We wait for you 5 minutes before treatment starts;
4. Upon arrival, our therapist will receive you and accompany you to your room.

INDOOR POOL

From 10:00 am to 9:00 pm

You will find a safe environment that meets the legal requirements for cleaning, sanitation and disinfection.

1. Access is guaranteed by prior reservation. Please contact the SPA reception through extension 3101;
2. You should access the space with a bathrobe, slippers and a bathing suit;
3. The layout of the furniture, the sun beds are set up in a way that complies with the recommended social distance;
4. Temporarily, the maximum capacity within the indoor pool is limited;
5. Please consult the information board posted at the entrance to each facility;
6. The use of facilities is limited to 60 minutes per guest, with a period of 30 minutes between users for disinfection and cleaning.

SAUNA – TURKISH BATH

For health and safety reasons, the sauna and Turkish bath are closed until further notice.

OUTDOOR POOL

From 9:00 am to 13:30 pm
and from 2:00pm to 8:00pm

All pools comply with legal requirements for cleaning, hygiene and disinfection, in order to guaranty your well-being and the safety of everyone.

In the swimming pool 2 access slots are available, subject through prior reservation.

1. For your safety, we have reinforced the disinfection procedure and control of the water quality of the pools;
2. Please respect the access, circulation and exit circuits defined in the pool;
3. The towel service is managed by the hotel, please follow the directions of the staff members;
4. Temporarily, the maximum number of guests in the pool area and inside the pool have been adjusted in order to guarantee the recommended social distance. We appreciate your understanding. We invite you to read the security rules posted at the entrance;
5. The layout of the furniture, the sun beds, are set up in accordance with the recommended social distance;
6. Children must always be supervised by a responsible adult;
7. Enjoy the outdoor pools safely.

CONFERENCES AND MEETINGS

The hotel offers spaces and facilities for holding events.

The services were adjusted according to the guidelines of the official bodies.

For detailed information, please consult our events department through the email cristina.rosa@sanahotels.com or contact +351 211 597 308.

PREVENTION | ASSISTANCE

SANA SAFE

RECOMMENDED PERSONAL HYGIENE PRACTICES

Basic hygiene measures to help protect your health, of your family and all users:

The use of a mask is mandatory in all interior public areas of the hotel.

DO NOT TOUCH YOUR FACE

Avoid touching the face, eyes, nose and mouth

SNEEZE ONTO YOUR ELBOW OR A TISSUE

You should then dispose it in the trash right away

KEEP A SAFE SOCIAL DISTANCE

You should keep a distance of about 2m from the people around you

WASH YOUR HANDS FREQUENTLY

it is the best line of defence. Do it with soap and water for at least 20 to 30 seconds.

If using hand sanitizer, confirm that it contains 60 to 80% alcohol, ensure coverage on all parts of the hands and rub them for 20 to 30 seconds until they are dry.

WHAT TO DO

IF YOU FEEL SICK

1. Put on the mask;
2. If you are not in the room, return immediately and call the reception;
3. Prepare your identification and health card, in case it is requested by legal authorities

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If you are unable to return to the room alone:

1. Isolate yourself wherever you are;
2. Ask a collaborator for help or call the hotel reception and follow the instructions.

The hotel has prepared adequate contingency spaces for the need for isolation

A team was formed, prepared to deal with emergency situations, until the arrival of the health authorities.

Follow our instructions carefully until healthcare professionals arrive at the hotel.

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