



COVID-19: Supplementary information for guests

Thank you for choosing Ruby Charm Houses. We look forward to welcoming you and we will make everything in our reach to make you feel safe during your stay.

For your safety, as well as for the safety of all the staff, please read this information carefully.

If you have any questions do not hesitate to contact us.

Cleaning and disinfection

- To ensure the proper cleaning and disinfection, we are not accepting early check-in or late check-out. This means that you can only arrive after 3 p.m. on the day of your arrival and will have to leave the apartment by 11 a.m. on the day of departure.
- After check-out, all windows will be opened for air circulation.
- All surfaces are cleaned and disinfected with products based on sodium dichloroisocyanurate or alcohol solution, paying special attention to frequently touched areas such as the kitchen counter, bathroom, door handles, switches, remote controls, cabinets, keys, etc.
- All our mattresses, pillows and bed cushions are sanitized with a steam machine and have waterproof guard that is changed after each booking.
- All sheets and towels are washed at high temperatures.
- Curtains, sofas and other fabric items, are sanitized with the steam machine and disinfected with a disinfectant spray suitable for fabrics.

Preparing your stay

- We advise you to make a Travel Insurance to cope with any unforeseen cancellations or interruptions of your stay.
- All guests must bring a face mask. In Portugal, all public confined spaces require the use of face masks.
- If a guest does not have a mask at check-in, they can purchase a Kit from us. The kit has a cost of 1,50€ and includes 1 face mask and 4 alcohol wipes.
- Because it is necessary to report all suspicious cases of COVID-19 to the authorities, it is necessary that you have a functional phone number while in Portugal. In a suspicious case, we have an active protocol and we will be here to assist you in any way we can.

Check-in

- We will continue to do the check-in in person, with the appropriate adaptations (social distancing and wearing face masks).
- Please tell us your arrival time until the day before and keep us informed in case you need to change the agreed time.
- Guests are advised to register in advance by completing the form submitted for this purpose. Unfortunately, we have no other way to receive the amount of the tourist tax, which must be paid in cash or through APT on arrival.
- The rulebook can be found in the house. Please read this book carefully and contact us if in doubt.

Inside the property

- All our properties have available alcohol gel at the entrance and soap dispensers in the W.C. Please wash your hands thoroughly every time you enter the house.
- Our properties are cleaned and disinfected according to the recommendations of Turismo de Portugal and Direção Geral de Saúde. During your stay, please keep the space clean for your safety. All houses have cleaning items inside.
- If there is any problem inside of the property, a member of our team can go to the house, always with your permission. During this period of stay inside the property, all people (staff and guests) must wear a face mask.
- Consider leaving at least 1 window open for air circulation.
- Use common spaces using mask whenever it is justified and keeping the social distancing.

Suspected COVID-19 case

In case any guest experiences any of these symptoms:

- Cough
- Fever
- Difficulty breathing

Contact us immediately:

- i. Phone: +351 965255945 or +351 965584054 (Phone and WhatsApp)
- ii. Email: geral@rubycharmhouses.com

We will assist you in contacting health line 24 at 808242424. This number only works from a number Portuguese.

In case you must stay in isolation, an extension of your stay may be possible upon availability. The costs of this extension will have to be borne by the guest.

On the day of departure (check out)

- Inside the wardrobe of each room you will find 2 large (yellow) garbage bags. Before leaving we ask you to put:
 - In one bag: all sheets and pillowcases used. Tie a knot in the bag. Please fold the comforter and leave it on top of the bed, avoiding contact with the sheets and allowing an easier removal from our part.
 - In the other bag: all used towels. Tie a knot in the bag.
- Collect all the waste (including the recyclable) and place it in the respective containers located on the street.
- Do not leave food in the fridge or on the counter.
- Unless there is rainy weather, please leave the windows open for air circulation.
- At check-out close the door, making sure that the door is tightly closed by pushing from the outside and leave the keys in the safe next to the mailboxes. Send us a message indicating that you have already left the house.