



## Pine Cliffs, a Luxury Collection Resort

Dear Guest,

Thank you for your reservation and confidence in us.

By means of this email we want to inform you on the preventive measures we are taking at this present moment, and which services will be available in the resort during your stay. Kindly note that these may change without further notice, as we are constantly monitoring the developments and keep a close eye on governmental regulations to ensure your and our safety.

At this stage not all services will be available immediately, and we will monitor developments closely and adjust services where possible. We do our utmost to provide a safe, clean and hygienic environment.

The Portuguese authorities certified us “Clean & Safe”.





## Great advantages of Pine Cliffs Resort

- Pine Cliffs is the ultimate “Look No Further” resort: numerous activities directly on the premises, all you need is right here from restaurant to leisure and sports
- Ideal for “multi generation” travel with our large inventory of 2- and 3-bedroom apartment and 4- and 5-bedroom villas
- Plenty of space for each individual guest, both inside and outside spaces as well as the gardens and beach
- Private direct access to the beach
- In addition to guestrooms at the Pine Cliffs Hotel we have a large array of self-catering facilities in the various apartments, villas and town houses.

## Preventive measures at Pine Cliffs Resort

At the resort we are taking measures to ensure a safe and comfortable stay.

### Commitment to Clean

- All rooms are disinfected and sealed prior to each check-in
- Rooms are fully serviced with a disinfecting procedure and sheets changed every 3 days
- Hand sanitizers are available in public spaces
- Medical support during certain hours on the resort premises and on call
- Social distancing measures are in place around the pools, gardens, beach and in all available restaurants
- Our team is trained on the latest hygiene standards
- All our guests have the opportunity to take a reliable profiled antibody test if desired, with a selected medical partner institute.
- To enjoy restaurants, bars, beach sunbeds and wellness services reservations are recommended.

## Services available at Pine Cliffs Resort

### Restaurant and food services

- Pine Cliffs Eats is available daily between 07:30 and 22:30
  - Take away & room delivery menu at Corda Café
  - In room dining with “oven ready” meals
  - For the Pine Cliffs villas, we have a special “Villa chefs & table service” concept for private a dining experience

**Some restaurant services require mandatory reservations.**

### Leisure & Sports

- Golf opens daily from 08:00 – 16:00
- Tennis opens daily from 08:00 - 18:00 for lessons and from 08:00 – 22:00 for court rental
- Porto Pirata opens daily from 09:00 – 18:00 and serves as playground with parental supervision

- Swimming pools open subject to governmental stipulations

#### **Beach**

- Beach towels are available in the Hotel gardens daily
- Sunbeds and sun umbrellas are available at the beach daily from 09:00 to sunset

#### **Beauty and wellbeing**

- Serenity - The Art of Well Being **Spa**: massages and beauty services such as manicure, pedicure and facials are available daily from 10:00 – 20:00
- Style – Hairdresser & Barber Shop opens daily from 10:00 – 19:00

**To enjoy beauty and wellbeing services reservations are mandatory.**

#### **Fitness**

- Private and group classes (max. 4 person per lesson) available to be performed outdoors.
- Classes available: Personal Training, Pilates, Circuit Training, Boxing, HIIT, GAP (Legs, Bum and Tums), Bootcamp, Abs Express, Running, Stretching, Yoga, Meditation, Sound Healing.

**To enjoy fitness classes reservations are mandatory.**

For all of the above listed services we comply with the rules and regulations stipulated by the Portuguese authorities. The resort reserves the right to open or close, increase or decrease services and facilities as the situation around Covid-19, governmental stipulations and/or business demand develops.

Please **book your resort credit package** by contacting our reservations team via email on [pinecliffs.reservations@luxurycollection.com](mailto:pinecliffs.reservations@luxurycollection.com) or via telephone **+351 289 500 102**.

In the unfortunate event you are required to change your travel plans, we kindly ask you to provide us with updates on your travel plans. If you wish to cancel or rebook please note that you have the following options:

- Rebook for another date in the future up to 31st December 2021. We will honor your existing rates for the same period unless our selling rates is lower.
- As per Portuguese decree 17/2020 we will issue a personalized voucher for any prepaid reservation. This voucher allows you to rebook the cancelled stay before December 31, 2021

We are looking forward to welcoming you to the resort.

Warm regards,

The Pine Cliffs, a Luxury Collection Resort