

6<sup>th</sup> June 2020

Dear Valued Client,

**RE: IMPORTANT NOTES FOR YOU TO READ & COMPLY – HOLIDAY UPDATES (COVID 19)**

We hope that you are keeping well and in good health.

We are contacting you regarding your Rental Booking this year, in view of the Covid-19 global pandemic, everyone is obliged to comply with legislation and therefore we'd like to provide you with important notes and useful updates.

Like many of our regular Clients, we believe that you are optimistic, excited and wish to keep your booking in place, which is of course great news and we certainly look forward to you and your family returning for your annual holiday.

We have all been through uncertain times whilst experiencing similar circumstances, and now that many restrictions are being lifted at different times across many countries, we are all planning towards our holidays in the sunshine, peace, relaxation, fun and a time for families to reunite once again.

Travelling within Portugal seems to be straight forward, however those traveling from afar have many more requirements to investigate before leaving (principally due to flight schedules, available seats on flights, transport at either end, health guidelines, travel and health insurances, possibly a fourteen-day isolation period in some countries upon return), therefore we ask you all to double check and decide before progressing your booking reservation with balance payment.

For a multitude of reasons, we are liaising with the respective Property Owners, who are happy to reschedule Clients' holidays and transfer the deposit payment already paid to a later date, in some cases rolling over to 2021. Unfortunately, we should at this time remind you that, as per our Terms & Conditions, which include these types of circumstances that are beyond our reasonable control, if you simply decide to cancel the booking deposit payment is not refundable.

Nevertheless, we are happy to inform you that when laying down the rules and regulations for the Tourism sector under the current circumstances, the Portuguese Government has supported the alternatives we were already offering, as a fair compromise, thus releasing Decree-law no. 17/2020 on 23<sup>rd</sup> April, which states that if clients are unable to travel due to the Covid-19 pandemic, they can request a postponement of their booking or credit the amount paid to a future booking, valid until 31st December 2021.

Regarding postponing your holidays, we should advise that this will inevitably depend on future circumstances, i.e. available dates, change in price according to Season, if the same property will still be open for rental and not sold in the meantime. Nevertheless, subject to whichever situation, we will always do our very best to assist you with alternative and suitable solution, thus providing a favourable outcome for all concerned.

Please note that all these new additions supersede and substantiate any related on the original terms and conditions.

Indeed, we do realise that individual opinions vary and differ substantially, but we have a legal responsibility to comply with Portuguese Laws and Protocols. Hence, may we apologise in advance and explain to all our clients, that due to the PORTUGUESE PROTOCOLS in place resulting from the Covid 19 Pandemic, our STAFFING LEVELS for this Peak Summer period will be much lower than in previous years.

This is simply because it is not financially viable or operationally possible to have separate vehicles for small groups of maids, we certainly don't have the spaces available to safely and efficiently function within the facilities provided, whilst knowing and understanding that we must comply with protocols as necessary to protect the WELLBEING of JES EMPLOYEES, to maintain the safety of all our CLIENTS (families and friends), respect the wishes of our PROPERTY OWNERS and anyone else concerned.

May we remind you that all rental properties are SELF-CATERING and therefore on arrival your property will be provided with a Basic Starter Kit (i.e. a base quantity of toilet rolls, bin-liners, soaps, shampoos, dishwasher tablets), therefore you should arrange to purchase all items necessary for your holiday period. Apologies, we are not able to arrange food parcels prior to arrival, but you can order on-line with several local supermarkets that will deliver (after you have occupied your property).

The wellbeing of our clients is extremely important, therefore you should bring your own masks, gloves, sanitiser and anything else to keep you and your family safe. Equally as important are the health of all JES resources, therefore for the reasons mentioned, several important changes need to be noted and respected, as there can and **there will be no exceptions to the rules:**

- a) SYMPTOMS COVID 19 – If any member of your travelling party and family suspects or develops the symptoms related to the Corona Virus Covid 19 then **please do not travel**, this is the same for all those in the family party.

If anyone develops symptoms upon arrival, then **contact the health service helpline immediately:**

**NOTE: If you suspect you have COVID-19, call SNS 24 (808 24 24 24), available 24/7 before going to a hospital. Please keep reception updated of any news.**

In the event of such circumstances being confirmed whilst in occupancy of your holiday accommodation, then all local authorities will be informed, they will then implement their own protocols for those infected, the areas contaminated, and various notifications would be presented at that time. These are circumstances beyond our control and could result in a property contaminated being closed to allow decontamination and disinfection procedures to be correctly implemented.

Any persons being infected and asked to self-isolate for 14 days inside a property for longer than the agreed rental period, will need to pay for the extra period of stay and additional costs associated with the departure protocols, this is when the recommended health and travel insurance could be useful for you and your family, therefore in any event, you should take every measure to help compensate your additional costs.

Please note that in the event of any Transport Services or even a Council or Municipality area being closed in any emergency and preventing your return, you will need to find alternative accommodation and pay accordingly.

Nevertheless, in any such case we would have no choice but to cancel any incoming Clients planned holiday for this property with a refund, hence the reason for explaining the various circumstances above and recommending you take appropriate action before traveling.

- b) **HYGIENE** – Always use your sanitizers, wipes, and sprays in communal areas as you enter and leave (i.e. poolside areas, tennis court and practice golf zones).
- c) **ECO BIN ZONE** – Kindly dispose of your household waste in the appropriate Eco Bins at the entrance to São Lourenço, maintain personal hygiene requirements and respect social distancing.
- d) **RECEPTION** – We would prefer you to phone or email reception, as this is easier and safer way for JES to function and help you (video conferencing can be arranged with notice, but is subject to staffing levels).

However, if you do need to visit then please comply with social distancing rules in place, allow us to operate safely and attend to each person at a time, enter through the front door and leave by the side door (one-way direction), use your mask, keep two meters away from the person in front, use the hand sanitizer provided (desk or wall), and please come alone thereby preventing groups of people inside this small reception area.

Apologies, for safety reasons we are unable to store luggage or food in any of our facilities, these must be kept with you.

- e) **GENERAL SURFACE CLEANING** – The JES team will be carrying out various communal cleaning tasks at intervals throughout the day, which include handrails, poolside terrace furniture eco bin zone. Apologies, but communal toilet and shower facilities are closed, kindly use your own apartment facilities. Always wear footwear around communal areas. Please carry and use you own personal protection equipment and use it as necessary, this way you and the next user should be protected.
- f) **SUN LOUNGERS** – You will notice that poolside sun loungers, with sun umbrellas are spaced out in groups of two, families can add a few more across to accommodate their families, but please maintain social distancing when relaxing by the pools and respect others nearby.
- g) **POOLSIDE SERVICES** – There are no poolside staff and no refreshments available. Please do not take glassware to the poolside and comply fully with the safety signage instructions in place. Dispose of all waste before you leave in the waste bins provided or take with you.
- h) **SWIMMING POOLS** – Kindly maintain social distancing whilst using the swimming pools, please provide consideration to others and this way everyone can enjoy their bathing time in the sunshine. We recommend that you enter the pool on the right side and leave on the left side. Always allow young bathers and those not as mobile more distance and time. When outside showering, it's helpful that only one person at a time uses these facilities.
- i) **POOL HOURS FOR USAGE** – The pools are to be used and enjoyed between 08H00 and 22H00. No noise is permitted after 22H00 until the following morning at 08H00. Please respect and provide consideration to all others staying on holiday, especially those with young families. Kindly read the signs around the pools and fully comply with these instructions. If anyone is abusing the rules, causing and inconvenience or being a nuisance with anti-social behaviour, then please help each other and phone the numbers provided (especially if you see someone from outside of the resort), Vigiquinta 289 351 900 or JES 289 394 711.
- j) **TENNIS COURT** – Please always book in advance via reception and obtain the security code for the gate lock. Apologies, there is no tennis rackets or balls available at reception, therefore if you plan to use these facilities, we ask that you bring your own equipment. Kindly disinfect any surfaces before and after usage.

- k) PRACTISE GOLF PUTTING AREA – Apologies, there is no golf putters or balls available at reception, therefore if you plan to use this facility, we ask that you bring your own equipment. Kindly disinfect any surfaces before and after usage.
- l) CONDOMINIUM RULES – The information booklet inside each property contains useful information and explains all the condominium rules, therefore kindly read and may we remind you to avoid noise between 00H00 and 08H00 and kindly respect your neighbours in occupancy and on holiday.
- m) MAID SERVICE – **Important notes and changes:**

In order to comply with Portuguese Clean and Safe Protocols, the JES housekeeping teams will take much more time for your arrival, use additional equipment and products, being more stringent than before, which we're sure you'll understand our reasons.

We know that some will be disappointed, but we're also sure you'll appreciate and understand that we are complying with protocols, trying to provide a once weekly standard maid service throughout the summer period, with our available team of resources, keeping everyone safe and well.

In the case of increased confirmed Covid 19 cases prior to your arrival, we will immediately respond to these pandemic conditions and cease all maid service for occupied properties, protecting all concerned, focusing on departure and arrival cleaning. However, we'll be happy to provide a once weekly change in linen and towels. In this case, contact reception and let us know which day (am/pm), you would like us to collect and drop off a clean set of laundry items. Leave your laundry in the bag provided at the front door when ready. Apologies, we are not able to strip or make the beds during your occupancy period.

**Apologies, but there are strictly no exceptions to these rules.**

#### Departure

- On your day of departure, **please vacate no later than 09H30**
- Please fully comply with our guidelines and **thank you** for your assistance.
- Awake bright and early, prepare all your personal belongings, double-check nothing is left behind and vacate promptly by the latest 09H30, before the maids arrive.
- For those that plan to leave earlier than 09H30 to avoid traffic on roads, then please advise reception and this will allow us a little extra time to fully prepare for the new arrivals.
- For those with flights arranged a little later, then please plan your day at the beach, or shopping or site seeing, before returning to the airport.
- If anyone abuses the 09H30 departure rule, which reasons have been explained, then we will enforce a penalty of €100 from the damage deposit and happily give this to a local medical charity.
- The JES Housekeeping team will arrive on time and all sheets, towels and waste will be removed at this time. A team of maids will return, air the property and perform a full arrival preparation in accordance with clean and safe instructions.
- This way we can follow protocols and respect everyone's wishes.

#### Arrival

- On your day of arrival, **please only arrive after 16H30.**
- Please do not travel earlier and arrive sooner, access will be denied before 16H30.
- We suggest you travel later and take your time.
- Use any spare time to visit the restaurants, beaches, local shops, supermarket or site seeing.
- Of course, we appreciate that some clients will travel with young children and others may have food that needs to be refrigerated, however we are unable to help if arriving early.

Occupancy

- We will try to provide **once weekly** maid service during your occupancy, it is not possible to provide anymore, however we will change **linen and towels** during this visit.
- May we remind you that you must vacate the property, stay outside on the terrace, by the pool or spend a few hours at the beach or shopping centre. If this simple guideline is not respected, the maids have instructions to leave and not return.
- Due to staffing levels, the maids are unable to provide any other maid time or services.
- If you have any housekeeping concerns then always contact reception, please do not approach the maids or call at their on-site office.
- We are unable to provide any babysitters or nannies; you must make your own arrangements.
- Remember, you are staying in a self-catering environment and we are following Portuguese Protocols.
- There will be no exceptions to these rules and guidelines.

n) MAINTENANCE – If you have any maintenance concerns then always contact reception, please do not approach the technician, or call at their office. When the technician calls to investigate and help, you will be asked to leave the property. Kindly call reception later if you have any concerns. In the event of maintenance calling to attend to a problem, they may need to open up for fresh air whilst servicing the property, please do not enter whilst they are working inside the property, kindly maintain social distancing.

While navigating these unique conditions, please know that our aim remains the same – to always provide you with “*just excellent service*”, keeping you, your family, friends and our team of resources safe. We do hope that these updates are acceptable and helpful, but if you do have any queries or concerns, then please do not hesitate to contact us, as we are always available to answer any queries your concerns.

Before you confirm and make payment for your booking, we recommend that you fully check that all family members have no symptoms, implement your holiday, travel and medical insurance plans, check with your airline, ferry or transport link to ensure everything is in place and as planned, only then should you make your payment within the dates provided.

**NOTE: Only when you have read, double checked, agreed and signed each of these three pages, returning to us will we be able to process the booking and issue the invoice for the BALANCE PAYMENT to be made.**

Finally, I sincerely wish to apologise to all our valued clients, because I think it’s very important that we put on record that we have to comply with the above guidelines, follow all the rules and regulations that we are presently being obliged to implement in accordance with Portuguese Protocols in order to protect against Covid 19. These are very difficult and demanding times for us all right now, but hopefully once the threat of this pandemic is behind us, the JES and Quinta Rental team will hopefully be able to once again revert back to our long respected, well established levels of care and attention, offering you our normal enthusiastic welcome and hand of friendship, as opposed to all these regulations placed upon us at this present time.

We look forward to hearing from you and seeing you soon.

Keep well, stay safe and best regards,

**JES Management Team**

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|--------------------------|--|-------------|--|
| NAME REPRESENTING GROUP: |  | PRINT NAME: |  |
| PROPERTY RENTING:        |  | SIGNATURE:  |  |
| BOOKING REFERENCE:       |  | DATE:       |  |