

## How to travel during Covid -19

In light of these uncertain times, we're doing our best to increase flexibility wherever possible. We're here to help you make well informed travel choices, plan ahead without committing financially, and above all help you feel safe and secure on the road. And for those who wish to stay indoors— we're increasing our social media communication, we want to stay in touch with you.

### NEW EXTENSION PLAN



We've built a completely flexible extension plan. If you find a way to get to your next destination sooner than you thought, just cancel your extension stay at no extra charge.

- **Extend 1+night** - 15% OFF
- **Extend 2+nights** - get one night for FREE
- **Extend 3+nights** - get two nights for FREE

### LAST-MINUTE CANCELLATIONS



All non-refundable cancellations for stays from the 16 of March until the end of the quarantines can be changed to any date in the future within one year.  
\* Please note that changes to the reservation will be subject to availability and any rate differences.

You can now modify or cancel your flexible bookings 3 days before the day of check-in, our non-refundable rates are also more light you can book now and only pay 30% of the reservation and the remaining 70% will be charged 1 month before your check in date.

### NEW RESERVATIONS



For guests making new reservations for any future arrival date, including reservations with pre-paid rates, between today and June 30, 2020, we will allow the reservation to be changed or cancelled at no charge up to 24 hours before your scheduled arrival date.

### IMPORTANT INFORMATION



Some exclusions may apply. May exclude periods with special event restrictions or peak demand weeks. Please refer to the property's Rate Details for applicable terms or exceptions, if any, when booking or changing reservations.

Individual (transient) guestroom reservation refunds of any kind (e.g., cash or credit voucher) may take up to 90 days from the date of cancellation to be processed.

## New Covid era clean&safe rules

For the safety of all, we obtained the clean&safe certification, which ensures the necessary hygiene to avoid risks of contagion and guarantees safe procedures for the functioning of tourist activities. This is attributed by [Turismo de Portugal](#) with the recommendations of the [Direção-Geral da Saúde \(DGS\)](#).

You can check all the security criteria [here](#).

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and team. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures, that include:



### TEAM:



- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our team is reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols they are also completing enhanced COVID-19 awareness training.
- **Real Time Information:** Onj is on standby 24/7 to support and coordinate with local and regional authorities.

### CLEANING PRODUCTS:



- **Guest rooms:** New cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** Onj have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where the team work "behind the scenes," Onj is increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry rooms and staff offices.

### BREAKFAST



The number of guests in the restaurant taking breakfast at the same time will be reduced in order to maintain a safe distance between them, so, we will extend the breakfast period giving you time to appreciate the most important meal of the day;

We also encourage the customer to have breakfast in the room, just hang your breakfast card on the door the night before and we will deliver; it's not just safe but also comfortable and cozy.

### LAUNDRY



While staying with us you don't need to worry about your clothes, our self-service laundry service it's open 24/7, this means you don't need to maintain in your room anything that might be contaminated.

### ON ARRIVAL



Upon arrival at Onj, our guests are encouraged to follow all health and safety measures as established by global and local health authorities.

- Frequent handwashing with soap and water or an alcohol-based hand gel
- When coughing or sneezing, do not use your hand to cover mouth and nose, rather a flexed elbow or tissue. Discard the tissue immediately into a closed bin
- Maintain at least 1 meter (3 feet) distance between yourself and other people
- Practice general hygiene measures when visiting markets, wet markets or animal product markets

### COMMUNITY



We have been stepping up to the challenge of hosting caregivers or providing safe environments for our guests.

As we all watch the news unfold about this unprecedented event, it's clear that there is a need to assist and bolster healthcare workers and community caregivers who are on the frontlines working to contain this disease. To that end, we have established the following programs to aid in the urgent fight against the pandemic:

[www.roomsagainstcovid.com](http://www.roomsagainstcovid.com): hotel stays for healthcare professionals leading the fight against COVID-19 in Portugal. We are partnering with local entrepreneurs and neighbors to give support gifts to our doctors, nurses and care givers every week.

## TRAVEL PLANS CHANGE. WE'RE ALWAYS HERE.

We understand that now is an unpredictable time around the world. We're constantly monitoring the situation to ensure that we take timely action. We want you to know that we're here to answer any queries you may have — just contact our Reservation Team via [hello@holidayonj.com](mailto:hello@holidayonj.com) or Phone: +351 218 221 655