



Explanatory Health and Safety Procedures during the outbreak of “COVID -19” Pandemic Battle

Reservations Procedure | Policies and Procedures

Half of the year has nearly gone and, unfortunately the world is still assisting to a totally unique and / or lifetime event - a pandemic that is strong enough to stop the world. The world economy never got worse and so exposed to vulnerability than it is currently, by the threat of such an “Invisible Enemy”. In the lieu of the events of the Covid Battle, hundreds of people got tested positive on a daily basis in Countries all over and, the rampant form with which the virus spread has made the humanity to an unprecedented “lockdown” for weeks and weeks. Still is leaving a remarkable foot print in the untypical common human life.

The more confined life feels, the greater is the longing for the world outside. And even though things are still far from normal, the good news is that the world as we know it is cautiously returning and, this is also true for us.

Step by step we are expanding from a confined life to slow start to be back to some habits we all had in the past. As a matter of fact, hotels and other hospitality concept products are truly in the need of being creative and self assure to the guests that the places not only meet to the new standards of cleaning and hygiene, but exceeding in it in a way. And it goes without saying that we will not compromise the level of our service as we aim to maintain or, even develop for better our guest satisfaction. But as passionate travelers, we all know: even small steps will take us to where we want to go. And we are looking forward to this. We are looking forward to welcome you and to show how goof and committed we are in the whole contribution to the amazing world of hospitality.

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Q - Do you support the idea that our normal lives will be rescued one day in a near future ?

A - We at Casa Fortunato only believe we will be able to get it back our normal life. Somethings will change for sure, and some habits will be totally request to be changed. But above all we believe that this “lesson” was clear to show us how vulnerable THE MANKIND is. How weak the human being can be, the same way that can be strong and powerful. We believe in the science and in the capacity of the investigation in order to have not only the right treatment for Covid-19 but also, the vaccine to be available to everybody sooner than later.

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At Casa Fortunato we really take seriously the wellbeing and safety of all our guests and staff, in the same way we care about any of the members of our family. At the end of the day our House is your House, and we aim guests to feel totally confident about the hygiene of the entire place, the cleanliness of our kitchen and the improvements we have implemented in our day to day routine in all the departments to further remain as a Safe and Clean Zone in this battle against the new Corona Virus.

We will allow each room to have a minimum layover of 24 hours to not be booked and / or occupied in between departure and arrival of the next Guests. The 24 hours allow us to proper clean and disinfect all the room and pieces of furniture as well as other objects, according to the WHO's considerations.

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Q - How do you ensure to the guests that every single piece of furniture, or every single object such as books and magazines, remote controls, door handles and do on ... Are properly disinfected ?

A - Well, we have been really "picky" about that and one more time we had to make decisions which are not in favor with our aesthetics. However, we also need to look into the perception to be given to the Guests. So, we have been checking all the 9 rooms and taking out and stored, all single pieces of furniture and other decorative objects which we thought it would only have a decorative purpose and not have any purpose of usage. Contrary we actually think that each room looks better now, and looks more in accordance to the mindset of nowadays and we reduced dramatically other ways of possible transmissions. Besides the current turn downs that we have during the day we are constantly disinfecting around the house and its interiors, such as door handles, remote controls of any kind, the piano keys (for those who enjoy playing piano). The public rest rooms and stairs handle, as well as the yoga room and respective props are also cleaned several times per day. We all changed with this Pandemic experience and these are practices that we immediately started implementing since the beginning of the confinement.

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In the nowadays consciousness of the high-end traveler, we are truly committed to deliver a top quality service within and outside the premises of the hotel by having tested all the outsourced services that we currently offer. We guarantee that the social distance is applicable at all the times.



Taylor Made Programs are also available and to be organized upon request. This is the only way for us to have a full control of the outsourced services we have to contract to be part of the experience.

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Q - Why do you think Casa Fortunato can differentiate from the rest of the normal and typical and traditional hospitality products ?

A- Giving the current circumstances that the world suddenly and unexpectedly is going through, we start thinking if it would be us and our four children to go on holidays, we would rather pick a private house, even having all the hotel services included, like Casa Fortunato have. Because this way we would be able to better control the hygiene and if the safety precautions are being in place. So, this is the reason we truly believe. We have to prioritize private groups that will take the entire house, regardless the purpose of the trip.

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As more we go and feel the impact of all the current events, more clear picture forms in our minds to be able to anticipate our Guests needs and respective requests. Each request we receive we easily notice a reflex from us, as a family. We handle each request in the best way we can as our aim is to host you in the same way we love to be hosted.

For any enquiries, please contact us on +351 21 8 462 121 or by email to filipa@casafortunato.com

Looking forward to welcome you in Lisbon very soon please accept our best regards,

Filipa & António.