



Dear Travel Agents,

To reduce the spreading the virus, Vila Galé Hotels has taken some actions, that are necessary to minimize the risk to clientes and staff.

We feel the need inform of measures taken:

1) Most hotels will be closing provisionally from today until 09/04/2020:

Clients that have bookings, until this date, can opt to cancel without charge (advisable) or otherwise be offered alternative of staying at:

- . Vila Galé Ampalius or Vila Galé Cerro Alagoa (Vilamoura/Albufeira - Algarve).
- . Vila Galé Opera or Vila Galé Cascais (Lisbon/Lisbon Coast)
- . Vila Galé Coimbra (Coimbra)
- . Vila Galé Porto (Porto)
- . Vila Galé Evora (Evora)

2) All Hotels will be at minimum staff levels and some services will be closed:

- . *Spas & Health Clubs will not function (including indoor pool facilities)*
- . Entertainment has been suspended
- . Any meals booked or taken will be served at the table (no longer in the form of buffet with live cooking)
- . Seating in the restaurants of the hotel will be reduced in number so might cause some delays
- . Open and closing hours of the Bar & Restautant might have to suffer alteration and the number of seats available might reduce.

3) We have or in the process of closing sales for all hotels until 09/04/2020. From 10/04/2020 we are receiving reservation, but this situation might change.

I am sure you will understand that these are extreme circumstances and we are taking decisions on the facts are they are today and will keep you informed if things change and we have to take further measures.

Any formal communication will be posted in our site: <https://www.vilagale.com/en>

Please feel free to contact us for any issue. We are here to liase with our partners for solutions!

Kind regards

João Ferraz
Account Manager

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