

Vila Monte Farm House / Praia Verde Boutique Hotel / Douro41 Hotel & Spa / Azor Hotel / Furnas Boutique Hotel / Villa C Boutique Hotel / Santiago Hotel Cooking & Nature / Monchique Resort & Spa / Monte Real – Hotel & Spa / Montado Hotel & Golf Resort / Ramada Lisbon / Laguna Resort / The Crest

**DHM - Discovery Hotel Management** has been monitoring all developments related to the pandemic caused by COVID-19, as well as the guidelines from the health authorities and the Portuguese Government. Therefore, several hygiene, safety and team training measures were applied, in order to contain the spread of the virus, as well as to ensure the health of our customers and employees.

Taking into account the recent developments, as well as the new guidelines following the State of Emergency declared by the Portuguese authorities, allied to the increasing limitations related to the movement of people or the control of land and air borders, **DHM - Discovery Hotel Management** decided to close all its operating hotels. The hotels will close as soon as possible, gradually, following guest communication and relocation protocols, for an indefinite period (subject to constant reassessment), according to the pandemic evolution and instructions from health authorities.

This decision has not been taken lightly and is aligned with the measures and restrictions imposed by the authorities, which we accept and understand in accordance to our sense of responsibility, to the several social awareness actions and to the defense of public health.

Throughout this process, DHM's main concern and priority is and will always be the safety and well-being of everyone with who and for whom we work daily, from employees to customers and partners.

All guests with reservations made for stays during the closing period will be contacted and given the possibility to change their booking dates to another period this year (upon advances reservation and availability).

For any topic related to dates rescheduling or the impossibility of booking in a later period, please use the reservations' channels of the hotel:

**Email:** [reservations@douro41.com](mailto:reservations@douro41.com)

**Telephone:** 00351 255 690 160 (from 9am to 6pm)

As soon as our hotel open again, we will inform in advance and prepare ourselves in the best possible way to welcome you as always - with a wide smile.

We are confident that together, with an enormous spirit of responsibility, solidarity and mutual help, we will soon overcome this global scale challenge.

Thanks.

**Duarte Cunha**

General Manager of Douro41 Hotel & Spa