



## COVID-19 / FREQUENTLY ASKED QUESTIONS

### BOOKING & GENERAL CANCELLATION POLICIES:

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**Q1: My government/national health authority has declared quarantine/restrictions and I can't travel. What are my options?**

A: In case of *force majeure* we will assure a full refund or, if you prefer, we are happy to postpone your reservation free of charge, valid until one year after your reservation check-in.

**Q2: My plane was cancelled and I cannot make it to my hotel. Can I change my reservation?**

A: Yes it is possible. If you have booked with Pestana Hotel Group please contact us - [guest@pestana.com](mailto:guest@pestana.com). If you reserved through a third party, please contact them directly. New conditions may apply

**Q3: I don't feel comfortable to travel at this point. Can I cancel my reservation?**

A: Yes, all reservations between March 16 and April 30 at Pestana hotels located in countries that have been affected by COVID-19, may be cancelled or postponed without any cost and pre-paid reservations are refundable. Postponements are subject to the new dates' conditions and are valid up to one year after the initial check in date.

**Q4: I booked through a travel agency or an on-line booking system. What should I do if I need to cancel/change/postpone my stay?**

A: Kindly contact your party travel partner for dedicated assistance.

**Q5: Madeira's Local Government has declared obligatory quarantine to all its travelers. What are my options?**

A: Following the declaration of the obligatory 14 days quarantine/social isolation, for all passengers disembarking at Madeira's airports, from 00:00, March 15 to March 31, 2020, we recommend that our guests avoid travelling to Madeira during this period. All cancelled or changed reservations will not be penalized and are refundable. Should you still wish to travel to Madeira, Pestana Hotel Group will ensure your lodging under the defined quarantine restrictions.

**Q6: Azores Local Government has declared obligatory quarantine to all its travelers. What are my options?**

A: Following the declaration of the obligatory 14 days quarantine/social isolation, for all passengers disembarking at Azores airports, from March 15 to March 31, 2020, we recommend that our guests avoid travelling to Azores during this period. All cancelled or changed reservations will not be penalized and are refundable.

**Q7: My Pestana Priority Guests points expire on April 30<sup>th</sup> and I don't wish to travel until then. What are my options?**

A: We've extend the expiry of your PPG points, so you can use them freely whenever you need them, until the end of the year.

**AT THE HOTEL:**

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**Q5: Can I get hold of a protective kit (mask, gloves, sanitizer, other)?**

A: Please contact the Reception for a list of local trusted partners' contacts, where you can purchase those items.

**Q6: I'm not feeling too well. How can you assist me?**

A: Please go/stay in your room and establish contact via telephone with the Reception. Our teams are trained and prepared to help you, in complete respect to the National health authority guidelines.

**Q7: I suspect another person can be infected. How should I proceed?**

A: Please contact the Reception straight away and follow their instructions thoroughly.

**Q8: Can I extend my stay in case of a severe disruptive transportation situation or if my country of origin is in quarantine?**

A: Yes, depending on availability. We will also do our best to maintain previous conditions (rate, type of room, etc.).

**Q9: I need to get back home earlier. Can I reduce my stay?**

A: Yes, we're happy to accommodate your early departure, only charging the days you stayed with us. If you booked through a third party travel company you should contact them first.

**TRAVEL RECOMMENDATIONS:**

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**Q10: How can I protect myself while travelling/staying at the hotel?**

A: Pestana Hotel Group is aligned with the recommendations of the World Health Organization (WHO) and other National authorities. It has highly reinforced hygiene

and cleanliness procedures as well as recommends all guests follow these simple rules, to protect yourselves and others and prevent the virus spread:

- Keep a safe social distance to other people;
- Wash your hands frequently;
- Cover your mouth and nose when sneezing or coughing;
- Find out the WHO recommendations in [this video](#)
- For more information regarding each destination healthcare recommendation at:

Argentina <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/plan-operativo>

Brazil <https://www.saude.gov.br/saude-de-a-z/coronavirus>

Cape Verde <https://www.minsaude.gov.cv/>

Germany <https://www.bundesgesundheitsministerium.de/>

Morocco [www.sante.gov.ma](http://www.sante.gov.ma)

Mozambique <https://www.portaldogoverno.gov.mz/por/Imprensa/Noticias/COVID-19-Mocambique-reforca-medidas-de-vigilancia-contr-eventual-surto-de-coronavirus>

Netherlands <https://www.rivm.nl/>

Portugal [www.dgs.pt](http://www.dgs.pt)

São Tomé & Príncipe <http://ms.gov.st/>

South Africa <https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html>

Spain <https://www.mscbs.gob.es/>

UK <https://www.nhs.uk/>

USA <https://www.usa.gov/coronavirus>

Venezuela <http://www.mpps.gob.ve/>