



To our valued guest,

I wanted to take this opportunity to express our concern and support for you and your loved ones wherever you are in the world today. Please know that the team at The Magnolia Hotel is thinking of you all right now.

Our hearts go out to all those who have suffered loss as a result of the Covid-19 outbreak and we hope our guests will understand the measures we have put in place in response to the developing situation.

We have heard today that the Government have extended the State of Emergency for a further two weeks. We understand that you will be feeling the strain of this confinement and the uncertainty of how long these restrictions need to be in place will be stressful for many. Nonetheless, these measures are vital to safeguard ourselves and one another in this time of unprecedented challenge. That is why we have taken the decision that The Magnolia Hotel will remain closed beyond this two week period, until the end of April, where we will then assess the situation and look at how we can begin to reopen.

We know that this is disappointing for many of you who have bookings with us over the coming weeks. The health and safety of our colleagues and guests and their families is our absolute priority, and this is the most responsible measure we can put in place to safeguard that. That being said, we are sincerely sorry and saddened that you will not be joining us here at this time.

Presently, The Magnolia Hotel is scheduled to reopen on the 30th April 2020. If you have a booking with us before that date, we will gladly change the scheduled dates for you free of charge. We have contacted all those with reservations, and ask you to please get back in touch so we can arrange this for you.

For those of you hoping to join us here at The Magnolia Hotel later in the year, we have created flexi-booking options to allow you to change your dates if needed and have complete peace of mind when making your reservation.

As a very small gesture of gratitude to healthcare and emergency service workers, PURE café is offering a free takeaway coffee and breakfast every morning. We are very much indebted to the great work that these people are doing at our local hospitals and Quinta do Lago is committed to supporting these hospitals over the following weeks to help support them financially in their fight against Covid-19.

Once again, we hope you understand our decision and we very much look forward to welcoming you to The Magnolia Hotel and the beautiful Algarve as soon as we possibly can.

Hoping that all our guests and their families are safe and in complete health.

Sincerely,

Mark McSorley
General Manager Hotel & Residences

GENERAL MANAGER