

# la réserve

## COVID-19 related protective measures

*Caring for your health and well-being has always been and is now more than ever our absolute priority. You can be certain that we welcome you under prevention and social distancing conditions aligned in every respect with the health requirements and regulations in force to protect you. Our teams work on this subject in close collaboration with the physicians of the clinics composing our affiliated company Swiss Medical Network, in order to ensure constant vigilance within our establishments as well as to implement the governmental regulations and advice issued by public health authorities.*

### **Before and during your arrival**

- Request for documents by email to be filled in and thus facilitate the check-in procedure
- Check-in on the lobby terrace facing the sea, no desk

### **Throughout the establishment**

- Thorough training of each staff member in terms of preventive measures and compliance with health regulations in the workplace
- Masks worn by all employees
- Systematic personnel temperature checks at the start of each shift
- Hand-sanitizer dispensers available in all areas open to the public and in all staff areas
- Masks provided for guests and people from outside the hotel
- Minimum distance maintained during each interaction
- Regular disinfection of common areas following a strict protocol and using certified equipment and products
- Re-organization of customer and employee traffic flows

### **In the restaurants**

- Hand sanitizer available at the entrance
- Required minimum distance maintained between tables
- Option of viewing the menu via the QR code on

*the table*

- Printed menus (plasticized and disinfected after each use) available on request
- Furniture systematically disinfected between each service

### **In rooms and suites**

- Provision of a sanitary kit with mask and hand sanitizer in your room upon your arrival
- No contact with or handling of guests' personal belongings
- Daily disinfection of the rooms following a strict protocol and using certified equipment and products

### **Room service**

- Menu available exclusively via the in-room TV
- Orders taken by phone
- Information about the room delivery procedure provided when the order is taken

### **Inside the Spa**

- Disinfection of treatment rooms and fitness equipment after each use in accordance with a strict protocol and using certified equipment and products
- Staff hand washing in front of clients
- Masks provided for clients who wish to wear one
- Brochure made available via a QR code

