

# LES PRES D'EUGENIE

## COVID-19POLICY

### Guests

Please bring a face mask (paper or material) with you, as you will be required to wear a face protection whenever you use indoor public spaces (lobby, common areas at the spa, front desk, corridors ...).

You will be offered to choose between a traditional “physical” checkin and a “fast” digital checkin procedure.

You will be offered an “express checkout” service.

A pre-stay questionnaire will allow you to choose your preferences about Housekeeping options, minibar filling and car valeting.

Breakfast will be served in room exclusively.

They will clean your bedroom with extra care and sanitise it.

Non-essential items will be removed to minimise any contamination risk (stationery, directory, minibar drinks).

Please respect the social distancing measures in place.

Please wash your hands when returning to your bedroom and use the ABHR distributors in the public areas.

### The Team

All team members are trained to handle with covid-19 detection and protocols

A Covid-Committee has been created to follow and enforce all these procedures

All team members will be required to wash their hands (or use alcohol-based hand rub (ABHR)) on a regular basis

All team members will be required to stay at home if unwell. A specific process with Public Health reporting is followed in this case.

All team members are required to wear Personal Protective Equipment as appropriate (mostly face masks)

The team will follow a policy of 1-meter-distant contact and maintain social distancing, wherever possible

### **The Hotel**

Room service offer will be enlarged and provided at no extra cost

Social distancing measures will be in place in all common areas

Lifts will only be available for use by one guest at the same time (except for guests of the same family)

Enhanced cleaning programme in public areas with an increased frequency in disinfection of high touch areas

Hand sanitising stations will be provided at every key public area (front desk, restaurant, spa, swimming pool, gym, bar ...)

Housekeeping will be available on a request basis (through the pre-stay questionnaire).

### **Restaurants & Bar**

They have modified the layout of tables in order to respect social distancing

The highest food safety standards (HACCP) will continue to be maintained

Please respect the dining hour you will be given ; this procedure prevent guests packing in the lobby

You will be asked to wear a mask whenever you walk through indoor public areas such as restaurant and bar. You will be allowed to take your mask of as soon as you are seated.

Single use menu will be provided in Michel Guérard Restaurant. The Bar Menu and Wine Menu will be digitalised in tablets which will be wiped and sanitised after each use

### **Spa, Pool & Gym**

At the swimming pool, the layout of deckchairs is set in compliance with the social distancing rule and shall not be changed by guests

A maximum of 3 guests is allowed in the Gym

ABHR distributors will be in place in entrance of these areas ; please use them

Gym equipment will be disinfected by each guests before use

Guests will be asked to wear a face mask in the public areas of the Spa AND for some “close contact” treatments such as massages and facials

In spa treatment rooms, all surface, tools and equipment will be disinfected between each client

Work out mats will be sanitised after each class

They will only offer bottled infusions and remove all reading material

Changing Facilities won't be open ; Guests will use the robe and mule provided in their room

Class sizes will be reduced