



LILY OF THE VALLEY COVID-19 POLICY

Ever since it opened in July 2019, Lily of the Valley has been dedicated to providing you with moments of pleasure, well-being and serenity. We are committed to taking care of you, and within the context of the current global pandemic, this commitment is stronger than ever. That's why, over the past few weeks, we've been working closely with our consultant doctor, Dr. Fricker, so we can implement rigorous hygiene measures and ensure that you can stay with us safely. We can now welcome you to our hotel in pleasant and reassuring conditions, in the knowledge that we are doing absolutely everything to keep you safe with us.



Rigorous hygiene measures

In communal areas, our cleaning team regularly disinfects contact surfaces (handles, light switches, taps, faucets, etc.), in order to prevent transmission of the virus through contaminated hands. We've also strengthened our team so that, every hour, they can disinfect surfaces on couches, armchairs and tables in reception areas and restaurants. As for our wellness areas, our treatment rooms are thoroughly cleaned between treatments, all linens are changed, and the massage table is disinfected between clients and covered with a sterile material, which is changed for each new client.

Your room is disinfected every morning by the room service team, who are always wearing masks, face shields, gloves, and shoe covers. Particular attention is paid to contact surfaces, such as the TV remote control and the telephone. Once the room has been cleaned, it is "sealed" in order to indicate to other Lily of the Valley employees that it is no longer possible to enter the room without compromising the disinfection. The turn-down service is provided by staff members wearing protective clothing to avoid any contamination. Your room can be disinfected again in the evening on request. All hotel linens are owned by Lily of the Valley and are cleaned by our in-house laundry. This enables us to ensure they are handled by a limited number of laundry workers, while also allowing us to check that everything is thoroughly and efficiently cleaned.

Respecting social distancing

Restaurants have been rearranged to ensure a safe distance between tables. Similarly, deck chairs are spaced further apart so that you can enjoy the pool areas safely.

Waiting areas have been created, to avoid lines at the reception desk and in the wellness area. During busy times, we can seat you comfortably while you wait for a member of staff to take care of you.

We have also made the decision to *limit the number of people allowed in the fitness room at the same time*. This room is available exclusively for hotel guests. You are advised to book a time slot with the staff at our reception desk or wellness area, or with one of our coaches, so that you can enjoy your fitness session while respecting distancing measures. Throughout the day, our cleaning team regularly cleans the fitness room. All fitness equipment, as well as the floor, walls and contact surfaces, are kept disinfected.

To encourage guests to practice their fitness routines outside, where they can put aside any concerns about virus transmission, *we have increased our range of outdoor activities*, and have a wide selection available throughout the day. Accompanied by one of our coaches, you can now head to the Cap Lardier forest for some mountain biking (using an electric or standard mountain bike), go running through the vineyards (with your coach to encourage you), or discover the hiking trails in the region as you enjoy some walking meditation in the company of your coach.

Provision of protective materials

Whether you stay with us for a few days or a few hours, *Lily of the Valley will provide you with a protection kit* comprising two masks (per day and per person), latex surgical gloves, hydroalcoholic gel and disinfectant wipes. Hydroalcoholic gel is also available for you to use in the various communal areas (reception areas, restaurants, washrooms, cloakrooms, terraces, etc.).

All members of staff must wear protective equipment: gloves, mask, and face shield. This equipment is changed several times a day. Room service teams must change gloves and shoe covers every time they change room. The body temperature of our staff members is also checked when they enter the hotel.