

ROYAL MANSOUR MARRAKECH COVID – 19 POLICY

The safety, health and well-being of our customers, visitors and employees are our priorities, and are even more so today. In this context, we join in all health prevention actions by strengthening protection and hygiene measures. Thus, the following precautionary and emergency measures allow us to continue to provide you with a healthy and safe environment:

- Temperature checks are performed at all key points of entry into our establishments for both employees and clients.
- Protective and preventive measures are communicated and their implementation is mandatory for all at the hotel. We kindly ask you to adhere to social distancing where possible.
- Face masks are compulsory for our employees and clients.
- Hand sanitizer dispensers are available at all points of contact for our clients and employees.
- All our employees are tested for Covid-19 on a regular basis. If you wish to be tested, we can organise a 24h test for you at a local laboratory with which we have an agreement.

In the riads

- An ozone treatment is used in our riads after the departure of each of our guests and we **also carry out a 'deep cleaning' using a dry steam cleaner at 120 degrees, the Vapodil**, certified by the Afnor NF T72-110 standard confirming its bactericidal, fungicidal and virucide properties.
- Our housekeeping service will remain to be provided according to the wishes and requests of the guests.
- Our linen will be handled with extreme care to prevent raising dust and potential contamination. Used linen will be washed at a minimum of 60°C to kill potential bacteria.
- Departure riads are carefully cleaned and disinfected with a virus-killing agent and remain free 24 hours before the arrival of new guests.
- Riad service: breakfast, lunch and dinner, 24h/24, 7 days a week.

In the restaurants

- Entrance flow to our restaurants are controlled by respecting social distancing measures, with a maximum number of people authorized in each of our restaurant.
- The number of tables is reduced to maintain social distancing norms.
- Conventional menu folders are replaced by single use menus and online menus downloadable on your smartphone via QR codes.
- Buffets are no longer allowed.
- Le Jardin (maximum of 4 guests per table): breakfast from 7.00am to 11.00am, all day dining from 12.00pm to 9.00pm, open 7 days a week.

- Sesamo (maximum of 4 guests per table): all day dining from 12.00pm to 09.00pm (last order 07.30pm), open 7 days a week.
- Le Jardin bar: from 11.00am to 8.00pm, open 7 days a week.

At the Spa Royal Mansour

- Access to the Spa facilities is limited, by appointment slots only.
- **Guests' flow will be controlled with two distinct access for entrance and exit.**
- Each therapist has their own personal protective equipment (gloves, masks, visor, protective gown).
- Flexible cancellation policy 24h before appointments.
- **Access to the Spa's indoor pool** is limited to a maximum of 4 people upon reservation and time spent is limited to 2 hours.
- The Fitness centre is limited to 3 persons maximum.
- Flip-flops are available and mandatory to access the swimming pool area.
- Single-use slippers are offered upon your arrival at the Spa Royal Mansour.
- The changing rooms can only accommodate 2 people at a time.
- Packed Spa amenities are available in the locker.
- Le Spa Royal Mansour: open from 09.00am to 09.00pm, 7 days a week.
- The Fitness centre: open from 07.00am to 09.00pm, 7 days a week.

In addition to the general health measures introduced at Royal Mansour Marrakech, here are those applied prior to your stay:

- For a better welcoming, we will send you an email prompting you to fill out all of the information needed for your check-in, along with some additional details that will help us make your stay as safe and enjoyable as possible.
- Valet parking is no longer provided. Vehicles are disinfected before and after each use.
- Personal protective **equipment's** are available in our vehicles, our riads and our restaurants and spa.

In 2021, the Royal Mansour Marrakech has achieved GBAC **STAR™ facility accreditation** from the Global Biorisk Advisory Council (GBAC), a Division of ISSA – the Worldwide Cleaning Industry Association, to prevent and respond to outbreaks. GBAC STAR™ ensures that we are implementing the strictest cleaning, disinfection and infectious disease prevention protocols.