

## EUGENIE'S "COVID-SAFE" RULES & PROCEDURES

### Our Guests

- **Please bring a face mask (paper or fabric) 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 chose 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 chose your housekeeping preferences, minibar filling and car valeting.
- We will clean your bedroom with extra care.
- Non-essential items will be removed to minimise any contamination risk (stationery, 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 abide by covid-19 protocoles**
- A Covid-Committee has been created to follow and enforce all these procedures
- All team members are required to wash their hands (or use alcohol-based hand rub (ABHR)) on a regular basis
- All team members are required to stay at home if unwell. A specific process with Public Health Authority 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 1-meter-distant contact and maintain social distancing, wherever possible

### Our Hotel

- Room service offer is enlarged
- Social distancing measures are in place in all common areas
- Lifts are 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 are provided at every key public area (front desk, restaurant, spa, swimming pool, gym, bar ...)
- Housekeeping is available on a request basis (through the pre-stay questionnaire)

### **Restaurants & Bar**

- We have modified the layout of tables in order to respect social distancing
- The highest food safety standards (HACCP) continue to be maintained
- Please respect the dining hour you will be given ; this procedure prevents 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 off as soon as you are seated.
- Single use menu will be provided at Michel Guérard Restaurant. The Bar Menu and Wine Menu are digitalised in tablets which are wiped and sanitised after each use

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

- At the swimming pool, deckchairs are set in compliance with the social distancing rule and shall not be changed by guests
- A maximum of 3 guests is allowed simultaneously in the Gym
- Gym equipment are disinfected by each guests before use
- Guests are asked to wear a face mask in the public areas of the Spa AND for some “close contact” treatments such as massages
- In spa treatment rooms, all surface, tools and equipment are disinfected between each client
- We offer bottled infusions and have removed all reading material
- Class sizes are reduced