

COVID-19 INFORMATION AND GUIDANCE

Dear guests,

First of all, we would like to express our happiness to welcome you!
Below you will find the service restrictions established until further notice to preserve the sanitary safety of our guests and employees.
Thank you for your understanding and your confidence during your stay.

GENERAL MEASURES THROUGHOUT OUR HOTEL FACILITIES



Wearing the facial mask is required in the complete hotel, inside and outside.
We ask for keeping one meter between each person to preserve social distancing.
On key points you may find hydroalcoholic gel on your entire disposal.
The sanitary facilities and public areas are more frequently cleaned and disinfected.

OUR STAFF:

The whole staff is wearing a facial mask in permanence. Furthermore, the kitchen brigade wear head protections and the service team wear gloves to handle the cleaned items and to set the tables.

ACTIONS IN THE ROOM, AT THE WELCOME DESK AND IN THE RESTAURANT:

As precaution, we decide to remove not essential items, like the welcome tray for example, however on request the missing items are still available. For same reasons, we remove newspapers, magazines and the menus in the restaurant.

CUSTOMER WELCOME:

We schedule our guests' arrival and departure to avoid queuing and to guaranty the social distancing.
Please contact the front office in advance to agree the settlement and modalities of your invoice.

LIFT:

Using the lift is allowed for max. 4 members of a same "social group" at the same time.

LUNCH OR DINNER IN OUR RESTAURANTS OR AT THE TERRACE:

Please make a reservation as we do not automatically keep tables for our hotel guests.
The actual menus are screened on our website. On spot you may also find them on our internet portal by connecting on Wifi and also by scanning the specific QR Code.
The mask can be removed while sitting at the table but have to be put on again once leaving it.
The consumption of food and beverage is only allowed on table. It is forbidden to consume in standing position, also at the bar.



BREAKFAST:

Please inform us before arrival, at least at the front-office, about your wished breakfast time for next day:

IN BREAKFAST ROOM "SALLE JULIE":

The breakfast buffet is available following the sanitary measures.

IN YOUR ROOM:

Hang your fulfilled order on the outside of your door before 2am or submit it at the front desk.

Your order will be set down in front of your door at the requested time.

MINIBAR:

Actually, we have stopped our minibar service, in return we offer one bottle of water on your arrival.

CLEANING CHAMBER:

To avoid contact, the rooms were actually cleaned every second day.

If necessary, to refresh or change items, like towels, do not hesitate to inform the front office.

WELLNESS AREA:

The swimming-pool is limited to 12 and the sauna to 4 persons (same social group) upon reservation done at the reception or before arrival. The steam bath and lockers stay closed, so you have to change in your room. The sanitary facilities are cleaned and disinfected more regularly.

We recommend to communicate before arrival your wished schedules for the swimming pool and sauna, following our disposal.

MASSAGES:

The massages are still proposed. You will be informed about the conditions during your reservation.