

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



Our actual Covid measures :

- ***All persons from 18 years, must dispose about a valid Sanitary Pass, which has to be shown on check-in. Without a valid Sanitary Pass we have to refuse the access to the whole establishment. However, our General Selling Conditions stay maintained.***

Actually a valid Sanitary Pass consists in :

- *A negative PCR Test under 72 hours, “auto tests” are only valid with certification by qualified persons.*
- *A certified document about a complete vaccination scheme.*
- *A certified document about Covid recovery.*
A certified document that one of those points is medical contraindication.

- ***Following vaccination schemes are possible:***
 - *7 days after the second vaccination with Pfizer, Astra Zeneca and Moderna*
 - *4 weeks after vaccination with Johnson & Johnson*
 - *7 days after vaccination of a Covid recovery person*

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 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 eating and drinking, between the different services and while leaving the table the mask must be worn.

To make the contact-tracking possible, the contact information of the guests has to been notified (digitally or paper). Those information are kept during 14 days and are only used in this objective. In case of Covid suspicion the information will be sent to the competent authorities.

The information may be collected whether by scanning a QR-Code which sends directly to the official TousAntiCovid App or by filling an information sheet.

The Sanitary pass will be check with the app TousAntiCovid Verif. Your personal data don't will be communicated.

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.

CLEANING CHAMBER:

The rooms are cleaned up daily.

WELLNESS AREA:

The wellness area with inner pool and sauna is accessible between 7am and 8:30pm.

The steam bath stays closed.

Hygiene rules and distancing of 2 meters between the users is requested in the wellness area.

MASSAGES:

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