

NEW HEALTH MEASURES

Your health and safety as well as the one of our team members is our priority. Only together can we guarantee responsible behaviour to ensure safety while keeping the uniquely calm atmosphere in our hotel, secluded in the heart of nature.

To give you enough space for social distancing, we will only allow reservations for one-third of our hotel rooms. Our swimming pool, sauna, hammam will not be accessible until further notice, but we will offer many complimentary leisure activities.

We invite you to learn about the preventive measures put in place for our reopening. Thank you in advance for your understanding and collaboration, and we look forward to welcoming you again.

General:

- Reminder of basic safety measures throughout the hotel
- Hand gel dispensers have been placed at all strategic points in the hotel and in each meeting room
- Pedal bins have been installed in the hotel
- Please respect social distancing of 1.5 m:
 - Public spaces (lobby, bar, restaurants, outdoor furniture) have been reorganised into seats to accommodate couples and families while ensuring a minimum distance of 1.5 m from other seats or passages, and in front of points of sale without social distancing screens.
 - "Restricted" zones have been created with boundaries marked.
 - Protective, anti-splash social distancing screens have been installed as stands or visors in the hotel reception, the Cinq Mondes Spa, the conference centre and restaurant.
 - If guests or a family member has a cold or flu-like symptoms, please stay at home and call a doctor.

Measures for our team members:

- Staff canteen accessible to a limited number of people. Strict timetable for access to be respected.
- Communication with team members to raise awareness of the importance of hygiene measures.
- Training and awareness of team members on the different disinfection and protection procedures
- Disposable masks distributed to all team members unable to respect the 1m50 social distance with guests and staff members
- Where possible, staff members will work from home if social distancing measures cannot be applied.
- Non-essential gatherings in the hotel will be limited and social distancing rules will be implemented if a gathering is essential.

New cleaning procedures:

- Room use rotation to reduce contamination risk.
- Spray bottles used to disinfect a room before the maid cleans it.
- Regular, spotless cleaning of all spaces.
- Use of one-way traffic paths to limit crossings in busy areas.
- Regular disinfection of contact points (door handles, elevator buttons, electronic payment terminals, room keys, etc.) or after each customer visit (electronic payment terminals, room keys, chairs, tables, etc.)
- Team members uniforms are replaced daily and washed at 60°C on site
- Disinfection of outdoor games equipment available to customers after each check-out
- Use of specific disinfection and anti-germ products.
- Hand towels are replaced by single-use disposable devices.
- "Maximum security" kits are provided to ensure cleaning and disinfection to avoid any contamination if a COVID-19 case is confirmed
- Smart laundry management flow in and out (no crossing, different trolleys, effective sorting) – cleaning company approved in terms of hygiene.
- On-site washing of staff uniforms and customer linen at 60°C (excluding dry cleaning)
- Room use rotation to reduce contamination risk.
- Increased sanitary disinfection passages.
- Restricted capacity in the hotel's public toilets

Reception:

- Contactless payments encouraged.
- Early check-in and late check-out offered to streamline customer queues at reception
- Simplified hotel services: No luggage services
- Provision of hand gel and device to ensure social distancing and customer safety.
- Room use rotation to reduce contamination risk.
- Communication with reception via WhatsApp to limit direct contact.
- Luggage storage temporarily closed.
- Meticulous disinfection of the following contact points (non-exhaustive list): Electronic payment terminals, room keys, pens, etc.

Rooms:

- To allow reservations for one-third of our hotel rooms to enable room rotation and thus reduce contamination risk.
- Certain items usually found in the room have been removed for health reasons: note pads, pencils, writing paper, bed covers and ornaments. All information concerning your stay is available in the Room Directory section of the TV menu.
- Increased cleaning time in rooms
- Team member training in the following areas:
 - How to wash your hands
 - How to use masks
 - Social distancing explanation
 - Explaining the different procedures implemented at the hotel
 - How to disinfect surfaces and contact points, on-site demo with products, etc.
 - Raise awareness of the importance of respecting procedures and protocols.

- Meticulous disinfection of the following contact points (non-exhaustive list):
 - o Door handles
 - o Switches
 - o Remotes
 - o Tables
 - o Lamps
 - o Window handles and sills, railings
 - o Thermostats
 - o Safe box
 - o Drawers
 - o Refrigerator, fridge
 - o Kettle
 - o Tea and coffee trays
 - o Wardrobe, hangers
 - o Ironing boards and irons
 - o Trash cans and bag changing
 - o Luggage rack
 - o Bedside tables
 - o Armrests for armchairs, sofas, chairs
 - o Telephones
 - o Hair dryers
 - o Marble basins and shelves
 - o Toilets and toilet doors
 - o Showers, bathtubs and shower doors
 - o All basin, shower and bathtub taps
 - o Tissue boxes
 - o All soap and shower gel dispensers
 - o VIP amenities (if applicable)

Dining areas:

- The Argan restaurant and its new terrace is open for residential and external customers upon reservation only
- A one-way route will be created to limit crossings and respect social distancing
- Boundaries around available tables, floor markings and removal of places to accommodate couples and families while guaranteeing social distancing
- Creation of a ventilated outdoor dining area (summer garden and in the parks around the hotel)
- Setting up a service that limits the number of people involved (ordering, preparation, service, clearing, etc.)
- Continental breakfast will be served at the guests table. An egg choice will be proposed with a supplement.
- Packaging of catering products in single-use packaging and distribution in "drive through" form so customers can collect their orders and take them to their table or room
- Disinfection and sorting of deliveries
- High-temperature, on-site dishwashing
- Increased kitchen frequency cleaning
- Protective measures against germs, control and monitoring of standards in force (HACCP, AFSCA, etc.) – depending on the situation.
- Safe waste management
- For long stays, specific tables are allocated for each family
- Table linen will be temporarily replaced by disposable paper
- Removal of menus and limited dining offer
- Meticulous disinfection of the following contact points (non-exhaustive list):
 - o Tables
 - o Chairs
 - o Buffets
 - o Cutlery
 - o Tableware (salt, pepper, etc.)
 - o Door handles
 - o Pens and pencils
 - o Bill holder
 - o Menus
 - o Computers, tablets (micro tablets)
 - o Electronic payment terminals

Cinq Mondes Spa and recreational activities:

- The wellness area, including the indoor swimming pool, sauna, hammam-and group lesson room are closed
- Fitness equipment is offered in 2 rooms to respect the social distance of 1.50m
- The Cinq Mondes Spa is open and products are available for sale in the boutique and online in the [gift shop](#)
- Cinq Mondes Spa treatments will be available to residential and external customers by appointment only
- The Spa Cinq Mondes hammam is not accessible
- Installation of basic safety measures (masks, visors, social distancing screens, etc.)
- Provision of disinfection products for customers and staff
- Treatment schedule adjusted to avoid congestion and waiting times
- Ventilation between customers
- Cleaning and disinfection sheets
- In order to thoroughly disinfect the treatment room before your arrival, we ask you an additional 10 euro, whatever the duration of your treatment
- Meticulous disinfection of the following Spa Cinq Mondes contact points:
 - o Door handles, keyboards, telephones, worktops, fabrics (towels, curtains, bathrobes, etc.), treatment material and different products, showers, etc. (non-exhaustive list)
- Many activities are available outdoors and are free for our residential customers (pétanque, tennis, table tennis, bikes, electric bikes, basketball, badminton etc.): equipment will be disinfected after each use

Conference Centre:

- Different set up to enable social distancing
- No glasses, sweets on tables, but available on request.
- Water in glass bottles replaced by water in individual packages (Earth Water)
- Increased hall disinfection
- Hand gel available inside and outside each hall
- Option of setting up virtual meetings
- On-site technical support trained in hygiene measures while respecting social distancing
- Meticulous disinfection of the following contact points (non-exhaustive list):
 - o Door handles, switches, remote controls, laser pointers, chairs and tables