

la réserve

EDEN AU LAC

ZURICH

COVID-19 related protective measures

Caring for your health and well-being has always been and is now more than ever our absolute priority. You can be certain that we welcome you under prevention and social distancing conditions aligned in every respect with the health requirements and regulations in force to protect you. Our teams work on this subject in close collaboration with the physicians of the clinics composing our affiliated company Swiss Medical Network, in order to ensure constant vigilance within our establishments as well as to implement the governmental regulations and advice issued by public health authorities.

Before and during your arrival

- Request for documents by email to be filled in and thus facilitate the check-in procedure
- Check-in directly in the room

Throughout the establishment

- Thorough training of each staff member in terms of preventive measures and compliance with health regulations in the workplace
- Systematic personnel temperature checks at the start of each shift
- Hand-sanitizer dispensers available in all areas open to the public and in all staff areas
- Masks provided for guests and people from outside the hotel
- Minimum distance maintained during each interaction
- Regular disinfection of common areas following a strict protocol and using certified equipment and products
- Re-organization of customer and employee traffic flows

In the restaurants

- Hand sanitizer available at the entrance
- Masks worn by teams in both the kitchen and dining areas
- Required minimum distance maintained between

tables

- Option of viewing the menu via the QR code on the table
- Printed menus (plasticized and disinfected after each use) available on request
- Furniture systematically disinfected between each service

In rooms and suites

- Provision of a sanitary kit with mask and hand sanitizer in your room upon your arrival
- No contact with or handling of guests' personal belongings
- Daily disinfection of the rooms following a strict protocol and using certified equipment and products

Room service

- Menu available exclusively via the in-room TV
- Orders taken by phone
- Information about the room delivery procedure provided when the order is taken

Inside the Fitness room

- Disinfection of fitness equipment after each use in accordance with a strict protocol and using certified equipment and products



MICHEL REYBIER HOSPITALITY