

# 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. We can assure you that we are welcoming you under prevention and social distancing conditions that are aligned with the governmental health requirements and regulations in order to provide you with the best possible protection. Our teams are working closely with doctors from our sister company Swiss Medical Network in order to ensure constant vigilance within our establishments as well as implementation and follow-up of all 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 with regards to preventive measures and compliance with health regulations in the workplace
- Systematic temperature checks of all employees at the beginning of each shift
- Hand-sanitizer dispensers available in all areas open to the public and in all staff areas
- Mask-wearing mandatory for all employees and all guests (except when the latter are in their rooms)
- 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
- Guests served only when seated at their respective

- Required minimum distance maintained between tables
- Option of viewing the menu via the QR code on the table
- Printed laminated menus available on request (disinfected after each use)
- 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 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
- Room service delivery information 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