



*Clean & Safe protocols –  
Registration from June 10<sup>th</sup>, 2020*

The world has changed. The Covid -19 health crisis has redefined our priorities and affected our behaviour and consumer habits. We have to think more like a community with solidarity. We have to work together to keep everyone safe.

With summer just a few days away, the Lausanne Palace is ready to welcome you, under a warm and welcoming sun.

Giving you a first-class break has always been our priority but keeping you and our teams safe is just as important. That's why we're supporting the measures decided by the Swiss Federal Council and Swiss Federal Office of Public Health.

Our colleagues have always followed precise and strict hygiene regulations to provide you with a safe and secure visit. In light of the current situation, we have reinforced certain measures. Here is a sample list:

**Health and safety - in the public areas of our establishments:**

- Social distancing measures must be followed by both staff and clients.
- Barrier gestures are communicated and their respect is required by all.
- The flow of traffic is managed, with a maximum number of persons allowed inside our establishment.
- Hand sanitiser dispensers are available at all points of contact for our clients and employees.
- Our establishment is regularly disinfected with virucidal products that are approved for use and effective against viruses, bacteria and other pathogens.
- Contact surfaces (handles, lift buttons, counters, etc.) are regularly disinfected.
- All employees are trained to follow the prevention practices recommended by the Federal Office of Public Health (FOPH).
- Distancing rules (1.5 metre minimum) are enforced, particularly in queues, lifts and areas where people move about.
- Protective mask is now mandatory within the hotel for customers and staff.



## LAVSANNE PALACE

SWITZERLAND

### **In the rooms – in addition to the overall health and safety measures:**

- To better welcome you, you will be sent an email before your stay to allow you to complete the information required for your check in, and will provide us with the information needed to welcome you under the best conditions possible.
- The valet service is available but follows strict hygiene rules. The staff wear disposable gloves that are changed after each vehicle.
- Room cleaning is carried out in accordance with the protocols confirmed by the Federal Office of Public Health (FOPH). All room services will be adapted in accordance with government regulations.
- Room service orders are taken by telephone and are left in front of the room door unless the client has given permission to enter the room.
- In case you have any questions or queries, you can contact us using your room phone.
- If you are not feeling well, please contact us and we will arrange for a medical team to come to your room.

### **In our restaurants**

- Arrangements have been made to allow for distance in the dining room, with an additional 1.5-metre table spacing.
- All our restaurants are equipped with hand sanitiser at each entrance: We thank you for your patience before being seated at your table.
- Bookings are highly recommended.
- Service at the bar counter are allowed – but groups of people are separated by 1.5-metre.
- All our menus are now digital, and can be consulted using dedicated QR codes or single-use paper.
- Given the exceptional situation, the cloakroom will not be available.

### **During our events**

- All function rooms and reception areas are equipped with hand sanitiser.
- The function rooms and reception areas are disinfected at each break and after each use. Similarly, all equipment inside the function rooms (armrests, consoles, hangers, pens, clicker) is disinfected.
- The client may request a quick check-in by giving all the necessary information before arrival, in order to limit contact with the staff.
- 1m40 tables will be allocated to each person in order to respect social distancing.

### **In our wellness area – Lausanne Palace SPA**

- Health and safety standards are strictly followed by all employees in order to provide you with an exceptional experience at the Lausanne Palace SPA. We ask you to pay special care and keep a minimum distance of 1.5 metre from other clients in all parts of the Lausanne Palace SPA.
- Entry to the Lausanne Palace SPA or any treatment requires clients to wear a mask. The spa therapist must disinfect her hands before and after each treatment.
- We highly recommend that you book in advance to allow us to manage access to the different parts of the spa.
- All of the relaxation areas have been arranged to allow for social distancing.
- The fitness equipment is disinfected after each use.
- The swimming pool, Jacuzzi, Sauna and Hammam are accessible from 6:30 am to 9:00 pm according to specific time slots.

Please email ([info@lausanne-palace.ch](mailto:info@lausanne-palace.ch)) or call us (+ 41 21 331 31 31) for further information and we will be delighted to answer your questions.

We look forward to welcoming you soon and assure you that we will do our utmost to make your visit safe, beautiful and relaxing.

Ivan Rivier, *General Manager*