

LES TROIS ROIS

Hygiene and Protection Measures COVID-19

In preparation of reopening, we have implemented rigorous health and safety measures based on the guidelines set forth by government. The hotel's Hygiene & Protection Measures are in strict compliance with the mandatory guidelines of **GastroSuisse** and **HotellerieSuisse** and have been complemented with our own protocols for each of our department's unique specifications and needs.

Our team has been thoroughly trained to ensure complete consistency in carrying out these guidelines and protocols.

Following you will find a summary of the Hygiene and Protection Measures to ensure our guests' and our employees' health and safety:

Basic rules

- All employees are enforced to frequent hand washing with water and soap as well as disinfecting their hands on a regular basis.
- Facial masks are worn by all staff throughout the hotel.
- Hand sanitizing stations are installed throughout the public spaces. Guests are asked to use them upon entry of the hotel or Food & Beverage outlets.
- Social distancing of different group of guests is being maintained. The entrance and exit of the hotel have been separated. Usage of the elevators are only permitted for a single guest or same group of guests.
- Signage and lettering on the bottom in public spaces will remind our guests to maintain social distancing.
- Entry of the hotel is supervised by hotel employees and will be only permitted when social distancing of present and waiting guests can be maintained.
- Social distancing rules are maintained in public restrooms.
- Public spaces and restrooms are being cleaned and sanitized with increased frequency and hygiene protocols.
- The fitness room/gym remains closed until further notice.
- High touch items (such as room keys, food and beverage menus, credit card terminals, pens) will be regularly cleaned and/or sanitized by an employee.
- We encourage our guests to make cashless payments and use our regularly cleaned and sanitized credit card terminal for contactless payments.
- We encourage a "stay home when feeling ill" policy and allow only healthy employees to work.
- We ask our guests who may feel ill or have symptoms consistent with COVID-19 to refrain from visiting the hotel or its Food & Beverage outlets.

Food & Beverage Outlets

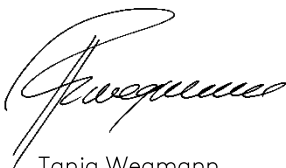
(Brasserie, Cheval Blanc by Peter Knogl, Bar, Lobby, Smokers Lounge)

- Seating has been updated to reflect social distancing of 1,5 meters (4.9 feet) between tables and/or different group of guests.
- Place covers are being changed for each guest.
- Sanitizing of seating furniture will be carried out whenever possible after change of guests.
- Common usage of condiments or utensils have been reduced to a minimum or are being cleaned and/or sanitized after usage.
- Employees are required to wear a facial mask when preparing food in front of guests.
- For hygienic reasons our breakfast is served à la carte instead of having a buffet breakfast.


Rooms

- Guests will not be escorted to their guest rooms to maintain social distancing.
- Rooms are being cleaned with highest hygiene standards and protocols.
- Increased cleaning and/or sanitization of high touch points in the rooms (such as doorknobs, touch panel, TV remote control, hair dryer and minibar) have been implemented.
- Single packed hand sanitizing wipes are being handed out at the Front Desk.

We thank you for your kind attention and wish you a pleasant stay. For further information please refer to the Hygiene & Protection guidelines www.gastrosuisse.ch and www.hotelleriesuisse.ch.



Tanja Wegmann
General Manager



Timon Kurt
Vice General Manager