

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

- The entry of the hotel and its Food and Beverage outlets is permitted for hotel guests only which have a confirmed hotel room reservation (until further notice).
- All overnight guests are required to answer a self-disclosure health questionnaire to help prevent corona infections. We reserve the right to not consider your reservation depending on the response.
- Digital image fever thermometers are installed at all entrances of the hotel. Upon entry, all guests as well as employees must take a temperature control check. The body temperature must not extend 37.3 degrees Celsius. An increased body temperature results in providing a negative corona test on the same day for entry.
- A mandatory closing time for all Restaurants and Bars from 11 p.m. to 6 a.m. is also valid for hotel guests.
- 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.
- 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.
- Hand sanitizing stations are installed throughout the public spaces. Guests are asked to use them upon entry of the hotel or Food & Beverage outlets.
- Guests and Employees must wear a mouth and nose covering mask at all times in public spaces. The mask can only be removed for eating and drinking or in the own guest room.
- Signage and lettering on the bottom in public spaces will remind our guests to maintain social distancing.
- Social distancing rules are maintained in public restrooms.
- Public spaces and restrooms are being cleaned and sanitized with increased frequency and hygiene protocols.
- Guestrooms and public spaces are being frequently ventilated with fresh air.
- All employees are enforced to frequent hand washing with water and soap as well as disinfecting their hands on a regular basis.

- 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)

- Consumption of food and beverages is only allowed while seated.
- Seating has been updated to reflect social distancing of 1.5 meters (5 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.

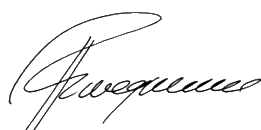
Rooms

- 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.

Fitness

- The use of the fitness center is limited to a maximum of 3 guests at the same time.
- A time slot reservation for the fitness center must be made at the front desk.
- The fitness center is being regularly cleaned with highest hygiene standards and protocols.
- For hygienic reasons the guests are required to clean the exercise equipment prior and after usage.

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



Andre Kemper
CFO, Vice General Manager



Nicole Popp
Rooms Division Manager