



*Clean & Safe protocols –
Registration from June 10th, 2020*

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 for customers and staff while visiting the Beau-Rivage Palace site, including hotels Château d'Ouchy and Angleterre & Résidence. This measures includes the restaurants, bars, events spaces and wellness areas.

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.

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.

In our wellness area – Cinq Mondes Spa

- Health and safety standards are strictly followed by all employees in order to provide you with an exceptional experience at the Cinq Mondes 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 Cinq Mondes Spa.
- All employees and clients of the Cinq Mondes SPA must have their temperature checked. If it is above 37.5°C, you will not be allowed to enter the spa. Should you refuse to comply with the temperature check, you will be refused access to our premises.
- Entry to the Cinq Mondes 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.
- Drinks will be served in single-use cups, without dried fruit and nuts.
- The Patio is reserved for guests who have booked a treatment.
- The fitness centre is available, and all personal equipment must be disinfected before entering (shoes, accessories). Four people may be in the room at a time. The equipment is disinfected after each use.
- The Yoga room is available, and all personal equipment must be disinfected before entering (shoes, accessories). Three people may be in the room at a time. The equipment is disinfected after each use.
- The Sauna and Hammam are available and 4 people may use the facilities at a time. The facilities are disinfected regularly.

Please email (info@brp.ch) or call us (+41 21 613 33 33) 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.

Nathalie Seiler-Hayez
General Manager