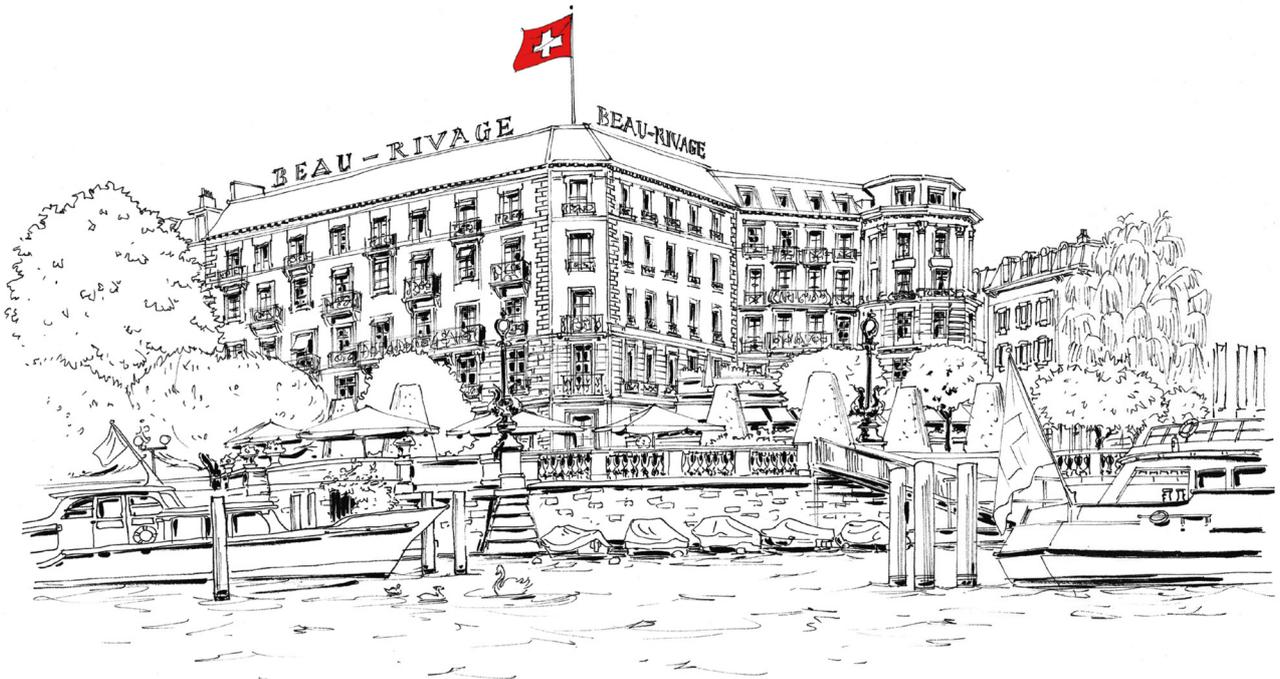


Beau Rivage

GENÈVE 1865

Stay Safe Beau-Rivage Genève

SAFETY AND PREVENTION MEASURES COVID-19



SAFETY AND PREVENTION MEASURES COVID-19

Introduction

At Beau-Rivage Genève, the health and safety of our employees and guests is always our top priority. Following the guidelines of the World Health Organization as well as the norms issued by the national and regional health authorities, we have prepared this document that includes a wide range of control, hygiene and safety measures.

RESTAURANTS AND BAR



- The capacity of bars and restaurants will be reduced according to the guidelines of health authorities, maintaining a minimum distance of 2 meters between tables
- Markings on the floor to maintain the mandatory social distance
- A meal rotation schedule will be established to control the number of guests in the room and avoid crowding at the entrance
- Hand sanitiser dispensers will be available at the entrance and its use will be encouraged
- Staff will be trained to maintain social distance in relation to guests
- À la carte disinfect menu will be preferred or digital menu (with QR code)

WELCOME TO BEAU-RIVAGE GENÈVE



Guest Transport

- Drivers will be wearing personal protective equipment
- Face masks and gloves will be available to guests, as well as antiseptic solution dispensers
- Installation of a protection kit for each vehicle. Each valet will explain the procedure to follow and the kit will be removed at the guest's departure.



Reception

- Antiseptic solution dispensers will be available on all counters
- Separating glass at the front desk
- All guests will be asked to complete a questionnaire, indicating the country of origin, itinerary and indication of the presence of any symptoms associated to Covid-19 in the last 14 days (subject to confirmation by the health authorities)
- High-touch surfaces and objects will be cleaned and disinfected regularly



Public areas

- Guests will be duly informed about the cleaning of public areas
- Cleaning and disinfection of high-touch surfaces in public areas will be carried out regularly, with appropriate products. This includes handrails, elevator floor buttons, counters, door and window handles, washroom taps, among others
- Ventilation procedures in public areas will occur 3 times a day, ensuring indoor air quality
- All public toilets will be equipped with antiseptic solutions for hand hygiene and disinfection
- Public outdoor areas, adjacent to hotels, will be disinfected at least once a week
- Hand sanitiser dispensers in public areas



Lifts

- Lifts can only be used by 2 people at the same time except for families
- All areas of the lift will be cleaned and disinfected hourly

ROOMS AND SUITES



Guest rooms

- A guest booklet will be provided to the guest upon arrival in the room
- Room cleaning will follow a set of rules to ensure accurate disinfection and hygiene. Procedures will be monitored by our Chief Housekeeper and appropriately communicated to guests
- Each room will have a cleaning schedule that will be shared beforehand, so that guests can leave the room during this service (upon guest's request)
- The "turndown" service will be performed upon request
- Rooms will be completely cleaned with the recommended antiseptic products, after each departure
- Alternate rooms will be allocated in order guarantee the social distance norms
- Rooms will only be available 48 hours after the last check out

OTHER SERVICES



Check-out

- Regarding social distance and hygiene, the same measures applied to check-in will be adopted
- A proforma invoice will be issued and sent by email in advance
- Electronic payment will be encouraged and contact with the physical credit card should be avoided
- Sanitizers will be available so that guests can disinfect the payment terminal and mobile phone

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**We look forward to welcoming you
at Beau-Rivage Genève!**

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