



## LA CLÉ DES MONTAGNES

# *Our Covid Policy*

### WHAT WE ARE DOING FOR YOU

Our approach to COVID-19 is calm and measured and focused on ensuring total peace of mind for all our guests, whilst still offering a tranquil retreat in the sophisticated style we have always been known for.



#### ARRIVAL & MAIN AREAS

- On arrival, guest temperatures will be taken and hand sanitiser will be readily available throughout the property.
- Masks will be required to be worn by both staff and guests in the common areas.
- Bag handles will be sanitised on arrival before being taken to the rooms.
- Our team will have their temperatures taken regularly and comprehensive sanitisation will be in place.
- Our team has been fully briefed on the increased sanitation measures and expected protocol.



#### MEALS

- Our new dining experience, La Clé Homemade, will be available either in-villa or in different settings across the grounds in accordance with social distancing requirements.
- We have made adjustments to our breakfast offerings in accordance with current food safety regulations.
- Picnics and platters will be available to order for delivery to rooms and villas.
- All meals will be prepared in our new kitchen and strict sanitation measures will be in place at all times, including the washing of all kitchenware at the highest temperatures.



#### ROOMS & VILLAS

- All rooms and villas will be 'rested' for a night between bookings to provide an opportunity to be cleaned thoroughly.
- During your stay, your room will be cleaned and sanitised to the highest of standard, with extra care being taken on door handles and light switches.
- Amenity bottles will be disinfected thoroughly between each booking.



#### GENERAL

- Child-minding and babysitting services will not be guaranteed but will be assessed on a case by case basis, as per the regulations in place at the time of booking.
- Swimming pools will remain open. They will be cleaned and disinfected on a regular basis and the chlorine levels measured in accordance with the latest advice.
- All guests will be provided with one mask per stay. Additional masks will be available for purchase and the proceeds will go to community initiatives.

*Thank you*