



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

All the teams look forward to welcoming you to our Hotel Palafitte and offering you moments of well-being and relaxation in the privacy of your Pavilion. Our restaurant "La Table de Palafitte", the bar and terraces will also be open without restriction to our guests.

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 hotel Palafitte, including the restaurant, bar and events space. We thank you for your understanding and for protecting with us everybody's health. Protective masks are available at the front office if needed.

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 cart service is operational with strict rules. Carts are disinfected before and after each use
- 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 restaurant – La Table de Palafitte

- 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.

Please email (reception@palafitte.ch) or call us (+41 32 723 02 02) 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.

Yves Chavaillaz
General Manager