

Givisiez, January the 1st, 2021

Dear customers,

The COVID-19 crisis had a significant impact on our families, communities and businesses all around the world. This period and the restrictions of the OFSP have caused us to undergo many changes and adaptations. For your satisfaction, we are tirelessly working to support you during this difficult time and we have adapted our reception procedures and restricted certain services for your safety.

We thank you in advance and invite you to carefully read the following information:

RECEPTION & OPENING TIME

Because of the current lack of customers, we have changed our opening times and have decided to reduce our presence at the reception desk for an indefinite time.

You can find us at the reception :

- **From Monday to Friday, from 6:30am to 12pm**
- **Saturday and Sunday, from 7am to 12pm**

Depending on our hotel's occupation rate, our reception can remain closed.

In order for you **to still be able to register at your arrival and access your reserved room even when our reception is closed**, we have **a key-safe at the entrance of our building**. Also, we remain at your disposal per phone **24/7 during your stay**.

RESERVATIONS

We encourage you to make your reservation on our official website www.myhotel.ch, with a guarantee to the best rate.

Also, we answer to any phone calls you may have at any time of the day or night on our following number: **+41 26 460 10 40**. We are here to respond to any question you may have regarding your stay. In order to guarantee an availability at our hotel, we recommend you to make your reservation 12 hours prior to your desired arrival.

CANCELLATIONS

We have adopted a flexible **cancellation policy** which can be found in your reservation confirmation. In the case of a cancellation of your reservation outside of our deadlines or a no-show, our establishment will charge you the total accommodation costs. If the cancellation outside of our deadlines is due to reasons related to COVID-19, your accommodation costs will also be invoiced and must be declared for refund to your travel insurance.

CHECK-IN & CHECK-OUT

The new registration protocols will reduce contact between customers and our staff with a simplified and digitized check-in and check-out process.

From now on, our check-in and check-out instructions are the following:

1. After your **reservation is confirmed**, you will receive an **e-mail 1 to 3 days prior to your arrival** with a link that will allow you to do your own **online check-in**. It is very important for you to fill all of the required fields in the registration form to **confirm it and receive the corresponding information to your stay**.
2. The day of your **arrival**, you will receive **a code per text message or per e-mail**. This code will allow you to **access your key card** which will be securely kept in the **key-safe** at the entrance of our hotel. Along with that will be given all the documentation regarding your stay.
3. **The day of your departure**, you can make your **check-out** by simply **leaving your key card in the red letter box next** to our reception.
4. **The payment of your stay** will be made with your credit card given as a guarantee (according to the terms of sale of our website, Booking, Expedia, etc.) and charged on the day of your arrival. The **invoice** can be left in your room or will be available at the reception upon departure (depending on opening hours). At your request, we can also send it to you by email. **The invoice specifies the accommodation costs in accordance with your reservation and any supplements such as the tourist tax, breakfast, meals, drinks, etc.**
5. In the event of a **problem** or **emergency**, we respond to your phone calls **24/7** on the hotel's main **phone number** or on the **intercom** at the hotel entrance.

BREAKFAST & DINNER

According to the OFSP measures due to COVID-19, our restaurant Motus is closed until further notice. We only serve breakfast to our hotel guests.

The usual breakfast buffet (CHF 18.00) has been replaced by an individual and limited self-service **breakfast tray for CHF 12.00**. You can decide on whether you want to eat it at our hotel or take away.

For a better organization, we thank you for informing us of your presence in advance.

Breakfast

tray:

- A choice of cold meats and cheeses
- A Yogurt
- A fruit
- Two varieties of bread

In self-service :

- Coffee, tea, milk, chocolate milk
- Fruit juice, water
- Butter, marmalades, honey and hazelnut paste
- Cereals
- Eggs and egg cooker

Service hours :

- Monday to Friday, from 6:30am to 9am
- Saturday and Sunday, from 7am to 10am

Dinner :

While our restaurant Motus is temporarily closed, we arranged our seminar room on the 1st floor as a refectory. We provide you with a fridge, microwave and tableware to allow you to freely store your meals and reheat them. The room will be exclusively accessible to our guests, every day from 6:30am to 10pm.

We also offer a catering service (your choice of menus must be sent a day prior for an order before 8am the next day) or suggestions from partner restaurants for your take-out meals.

SECURITY MEASURES & MASKS & SOCIAL DISTANCING

The health of our customers and our employees is our priority; This is why, with the help of HotellerieSuisse and based on the guidelines of the Federal Office of Public Health (OFSP), we have taken measures that correspond with the concept of protection.

Before visiting our hotel, **please be aware of local regulations and travel restrictions that may prevent you from staying in the destination region/country.** Please do not stay with us if you have had **symptoms** indicating a respiratory tract condition **within the past few days.** Also, **please inform us if such symptoms appear during or after your stay.**

Please be aware of the following recommendations:

- We adapt the protection measures as the official requirements and recommendations evolve. Our employees are regularly trained and informed.
- **It is compulsory for everyone to wear a mask inside and outside of our hotel.** You are only exempted from wearing one while sitting at a table or in your hotel room. However, you must wear it even when going to the restroom or to another table.
- Respect the 1.5m distancing rule with other people. This applies to the changing rooms, toilets, conference rooms, restaurant and lounge. The number of authorized people is also limited in some areas.
- Try not to use the lift with other people.
- Markings on the floor and/or barriers have been placed in critical areas: please respect them. Separation windows are installed in places where the distancing cannot be guaranteed.
- Wash and disinfect your hands on a regular basis. You can find disinfection stations in various places of our hotel.
- Pay for your stay by card, preferably contactless.

MAINTENANCE & CLEANING

Our cleaning and disinfection protocols have been reinforced and are followed meticulously.

- Frequently touched and used surfaces, objects and work equipment (door handles, elevator buttons and switches, etc.) are disinfected several times a day.
- Public premises are regularly ventilated.
- Rooms are left vacant for 48 to 72 hours after the last client's departure. The bedroom, bed linen and all contact points are then cleaned with suitable products and disinfectants.
- Unessential items, such as glasses (replaced by hygienically wrapped cups), water jugs, notepads and pens and guest information binders have been removed from the rooms.
- For the well-being and safety of everyone, daily maintaining services are now only available on a limited basis or by demand.
- Our employees always wear protective masks and gloves for certain specific tasks.

We thank you for your understanding and help. We remain at your disposal for any additional information when needed.

Have a nice stay...