

Givisiez, the 31st of May 2021

Dear customers,

The COVID-19 crisis is significantly impacting our families, communities and businesses all around the world. The sanitary guidelines 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 for reading the following important information:

RECEPTION & OPENING HOURS

- **From Monday to Friday, from 6 :30am to 8pm**
- **Saturday and Sunday, from 7am to 8pm**

- **Telephone hotline 24/7**

We remain at your disposal for any need of **assistance** during your stay at our hotel

The opening hours of our reception can vary depending on the occupation rate. Any information requests can be addressed to our colleagues at our restaurant during its opening hours.

For all arrivals and departures outside of our opening hours, we provide you with a **key-safe at the hotel's entrance in order will allow you to safely self-check into your room.**

RESERVATIONS

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

We are also available 24 hours a day by phone **+41 26 460 10 40**, for reservations or for any information you may need for your stay. To guarantee the availability of the rooms, we recommend, if possible, to make your reservations **12 hours in advance.**

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.

EXPRESS 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.

You will find more information on our website:

Rooms → Services and Facilities → “Express Check-In” → Learn more

Or by following this link :

https://myhotel.ch/wp-content/uploads/2021/03/Check-in-check-out-Express_EN.pdf

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 the required fields in the registration form to **confirm it and receive the information corresponding 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.

If your arrival or departure is outside of the opening hours of our reception, we will proceed as the following:

1. For your arrival, we will send you **an e-mail or a text message** with **a code to the key safe** which will contain your keycard at the entrance of the hotel. **This will allow you to safely enter the building and your room by yourself**.
2. On your **departure day**, you can leave your keycard in the **red letter-box** down the stairs on the reception floor.
3. **The payment of your stay will be charged on the credit card given as a guarantee on your arrival day** (according to sales conditions on our website, Booking.com, Expedia, etc.). The invoice will be left in your room or will be available at the reception depending on the opening hours. On your request, it can also be sent to you by e-mail. The invoice will have details on the tourist taxes, breakfast rates, drinks and meals at the restaurant, etc.
4. In case of an **emergency**, we answer 24/7 at our hotel's main **phone number** or through the **intercom** that you can find at the main entrance.

BREAKFAST, LUNCH AND DINNER

A breakfast buffet, adapted to the current sanitary guidelines, is served every day at our **Restaurant Motus** for CHF18.00 per person.

- **Monday to Friday: 6:30am - 9am**
- **Saturday and Sunday: 7am – 10am**

For a better organization, please let us know **in advance** whether you would like to have a breakfast.

Restaurant – Bar Motus:

The restaurant welcomes you with a sunny cuisine, inspired by Mediterranean flavors but marked with a local accent. We offer tasty and healthy meals made with fresh and seasonal ingredients, while favoring our local producers.

To end your evenings, our bar serves you numerous house cocktails, beers and wines from our region and elsewhere.

- **Monday to Friday, from 9am to 11pm**
- **Saturday-Sunday: closed**

SECURITY MEASURES & MASKS & SOCIAL DISTANCING

The health of our customers and our employees is our priority. Therefore, with the help of HotellerieSuisse and based on the guidelines of the Federal Office of Public Health (OFSP), we have taken new measures to ensure your 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 **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 regularly. You can find disinfection stations in various places of our hotel.
- Pay 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...