

Dear Guests,

Our main priority is the safety and health of our guests and employees.

For this reason, we have reviewed our standard processes and have enhanced these practices considering the recent Coronavirus situation, for both room and food safety and hygiene with continuous controls to provide a better service to our guests and a safe environment for our employees. In this regard, the following measures have been implemented and enhanced accordingly:

- Each employee receives a guide to the new safety procedures and standards.
- Our facilities are disinfected on a regular basis using harmless to human health
- All surfaces that are contacted often by both our guests and employees, such as door handles, lighting switches, and elevator buttons are disinfected frequently during the day
- All rooms and common spaces are vacuumed every day and floor and furniture are cleaned with disinfectant
- Bathrooms and toilets are cleaned using adapted cleaning products
- All towels and bed linens are changed daily
- Surfaces such as TV remote, telephone, hair dryer and door handles are disinfected frequently
- For each room, bathroom and toilet cleaning, separate dust clothes are used for cleaning. For the laundry services, all items are washed at least at 60°C and ironed at 180°C in our laundry
- Guest rooms are cleaned only in absence of the guests. During cleaning, rooms are well ventilated
- Our cleaning staff use mandatory masks and gloves in the presence of the customers or if the safety distance of 2 meters cannot be respected
- All our air conditioning systems filters are constantly cleaned
- In all our common toilets, disinfectant hand soap is used
- All our restaurant and spa staff is trained with high hygiene measures

In addition to all these measures, the number of disinfectants is increased in our facilities. Fairmont Le Montreux Palace will continue to take precautionary action to protect the health of our guests and employees in our hotel, restaurants and spa.

Wishing you a great stay with good health.

For any questions or request, please dial 44 from your room or contact Reception.