

## OUR PRECAUTIONS:

- The Gasser family and all the Fameli staff will still welcome you with their usual **friendly smile**, but everyone will be wearing a protective mask covering their nose and mouth.
- **Our staff receive ongoing training** to ensure that they observe all the preventive measures.
- All the hotel staff have their **temperatures taken** every day before starting work.
- All employees and guests aged 6 and over **must wear a protective mask over their nose and mouth** throughout the hotel area (both inside and outside), unless the 1-metre distance can be kept. However, face masks are also recommended for children under 6 years of age. You need not wear a mask in the company of your family, or while consuming food or drink.
- The **1-metre distancing rule** must be observed throughout the hotel area (both inside and outside). You do not need to take this precaution when in the company of your family.
  
- We offer the option of **checking-in online** from home before your arrival, to allow you to pass through reception as quickly and safely as possible.
- On request we will also give you your bill the night before your departure, to help limit waiting times at the reception desk.
  
- All the **cleaning products and disinfectants** we use are fully certified.
- **Hygiene and cleanliness** have always been our **top priority!** We are currently increasing our routine maintenance programme, with regular cleaning of rooms and contact points, to ensure the **highest standards of hygiene**.
- The **suites** are carefully sanitised after each departure and before each arrival, and are all ventilated throughout. Disposable cleaning equipment is used for each suite (cleaning articles, water and gloves)
- All **bedroom and table linen** is professionally cleaned and disinfected by a specialist company: "Blanco Hotex".
- **Sanitiser dispensers** are installed throughout the hotel, to allow guests and staff to sanitise their hands at all times.
  
- The pools are open. The **1-metre distancing rule** must be observed
- The saunas are open. The **1-metre distancing rule** must be observed
- The **areas used for Spa treatments** are disinfected and cleaned after each use.
- **Spa employees** wear the necessary **protective equipment** (face masks and disposable clothing).

- You can only **access the buffet** if you are wearing a protective face mask and with disinfected hands. A minimum distance of 1 metre must be maintained.
- Our **creative chefs** will be delighted to offer you a range of tasty regional dishes, prepared in accordance with the current **HACCP guidelines**. Of course, all the surfaces in the kitchen area are regularly disinfected, and gloves and masks are worn to protect the hands, nose and mouth.
- The tables in the restaurant and in the bar area have been **spaced further apart**, with minimum safety distances always guaranteed.
- We will take you to some **incredible natural places** ... Indeed, we will still be offering a nice programme.
- Our **childcare helpers** have some great ideas in store, to ensure lots of **exercise and fun** in the **open air** for kids!
- All our **toys** are disinfected after use.
- **Sledges, pushchairs and baby carrier backpacks** can be rented for free at the hotel, and are properly disinfected after each use.
- We do not know whether we will be able to relax these restrictions in the near future, or have to tighten them to conform with any national and/or regional regulations. For this reason, we may unfortunately not be able to guarantee all our services during your stay. As the current situation is still uncertain, there may indeed be sudden changes to the regulations.