

COVID-19  
**ALL SAFE MEASURES**

### **YOUR SAFETY, OUR PRIORITY**

To ensure your safety as we reopen, we have elevated our existing sanitary norms even further by applying the government recommendations and the **ALL Safe** Label, a program developed by **Accor** in partnership with **Bureau Veritas**, a world leader in hygiene and cleanliness inspection. In addition, an agreement has also been signed globally with the insurance giant **AXA** to allow guests to benefit from medical consultations during their stays.

### **GENERAL MEASURES**

- Temperature checks performed at all key points of entry into the resort for both employees and guests. Access to the premises will be denied should clients refuse to have their temperature checked.
- Masks are compulsory in all hotel areas for employees, guests and visitors.
- Regular hand-washing recommended, hand sanitizer dispensers are available in different key public areas.
- Frequent sanitization of high touch surfaces and high traffic areas such as lobby, restaurants, bars and all leisure facilities.
- Physical distancing rules introduced using ground markings in public areas, and additional spacing in service facilities.
- Guests will receive an email prompting to fill out all of the information needed for check-in, along with some additional details that will help us make their stay as safe and comfortable as possible.
- Guestrooms systematically disinfected between each stay and available from 4.00 pm the day of arrival.
- Removal of most printed material from the rooms, and replaced with digital alternatives.
- Luggage received at the hotel will go through a disinfection protocol.
- Valet parking and shuttle services suspended until further notice.
- Hotel vehicles disinfected before and after each use.



## FOOD & BEVERAGE

- Advance reservations required for all meal services.
- Breakfast served a la carte either in your room or at Le Caravane restaurant.
- Digital menus available in all the restaurants.
- Number of tables reduced to respect and maintain physical distancing norms.

<b>LE CARAVANE</b>	Breakfast served a la carte from 7.00 am to 11.00 am A la carte dinner menu (including a selection of Moroccan dishes from Al Ain) from 6.00 pm to 11.00 pm
<b>L'OLIVIER</b>	A la carte menu from 12.30 pm to 4.30 pm
<b>POOL BAR</b>	A la carte menu from 12.00 pm to 6.00 pm
<b>LE BAR</b>	Snacking & drinks menu from 11.00 am to 11.00 pm

\* **AL AÏN, SABRA** restaurants and the **LEGENDS' BAR** are temporarily closed.

## LEISURE FACILITIES

**SPA and FITNESS CENTRE** visitors are requested to commit to:

- Refraining from visiting the facilities in case of fever or contagious illness.
- Washing hands prior to the beginning of each treatment at the Spa.
- Using the sanitization material available to wipe equipment before and after use at the Fitness Centre.

*SPA open every day from 11.00 am to 8.00 pm*

*Fitness Centre open every day from 7.00 am to 9.00 pm*

### KIDS' CLUB

- Parents must refrain from registering their child in case of fever or communicable illness.
- Children allowed from 3 to 12 years old, kids under 3 years old must be accompanied by one babysitter.
- Advance reservations required and access limited to 15 children simultaneously for a maximum of 3h of presence.
- In case pick-up hours are not respected, a penalty of 2 000 MAD will be charged and the child will be refused entry in the future.
- No meals provided at the Kids' Club, however children menus are available in all restaurants.

*Kids' Club open every day from 11.00 am to 7.00 pm*

### GOLF

- 24h advance reservations required to access the golf and its facilities.
- Golfers should not arrive earlier than 30min prior to their scheduled tee time and should leave when the round is over.
- Physical distancing must be observed at all times. Golfers must maintain a minimum distance of 3m from others when on the golf course and the driving range.
- Face coverings are compulsory at all times, except on the driving range and on the golf course if a distance of 3m is respected.
- The golf carts are disinfected before and after use, only one person allowed per cart (exception for members of the same family).
- Caddies not available until further notice.
- Sabra restaurant and the Legends' Bar are temporarily closed. Le Caravane, L'Olivier and Le Bar remain open during this period.

*Golf open every day from 7.30 am to 4.00 pm (last tee time at 12.00 pm)*

*Updated on July 17th 2020*

*These measures may be subject to change, please visit our website to get our latest updates.*

**#FairmontMarrakech**

**#ALLSafe**