

COVID-19  
**ALL SAFE MEASURES**

**YOUR SAFETY, OUR PRIORITY**

To ensure your safety, we have elevated our existing sanitary norms even further by applying the government recommendations and the **ALL SAFE** standards, 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 complimentary 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 various 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 set menu served either in your room or at Le Caravane restaurant, reservations recommended.
- Digital menus are available in all the restaurants.
- Number of tables reduced to respect and maintain physical distancing norms.

<b>LE CARAVANE</b>	<b>Breakfast served from Friday to Sunday from 7.00 am to 11.00 am</b> <b>Dinner menu a la carte every day from 6.00 pm to 10.30 pm</b> <i>(menu includes a selection of Moroccan dishes from Al Ain)</i> <b>Bar service from Sunday to Thursday from 4.00 pm to 10.30 pm at the private section</b>
<b>LE BAR</b>	<b>Drinks &amp; snacking menu from Friday to Saturday from 4.00 pm to 11.00 pm</b>
<b>POOL BAR</b>	<b>Drinks menu every day from 9.00 am to 6.00 pm</b> <b>Snacking menu from Friday to Sunday from 11.30 am to 4.00 pm</b>
<b>LE SABRA</b>	<b>A la carte menu from 12.00 pm to 3.00 pm, Sunday Roast from 12.00 pm to 4.00 pm</b>
<b>LEGENDS' BAR</b>	<b>Drinks menu from 8.00 am to 5.00 pm, Happy Hour every Sunday from 4.00 pm to 5.00 pm</b>
<b>ROOM SERVICE</b>	<b>A la carte menu from 7.00 am to 11.00 pm. Early breakfast orders prior to 7.00 am must be placed latest by 3.00 pm the day before.</b>

*\*L'OLIVIER and AL AÏN restaurants 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 at the Fitness Centre to wipe equipment before and after use.

**SPA open from Friday to Sunday from 11.00 am to 8.00 pm**

**Fitness Centre open every day from 11.00 am to 8.00 pm**

### KIDS' CLUB

- Parents must refrain from registering their child in case of fever or contagious illness.
- Children allowed from 3 to 12 years old, kids under 3 years old must be accompanied by a babysitter.
- Advance reservations required.
- Lunch and afternoon snacks are served at the Kids' Club.

**Kids' Club open from Friday to Sunday from 10.00 am to 6.00 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.
- 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).
- Internal and external competitions are not allowed until further notice.

**Golf open every day from 8.00 am to 5.00 pm**

*Updated on November 17<sup>th</sup> 2020*

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

**#FairmontMarrakech**

**#ALLSafe**