

## **Health charter and safety measures**

### **Covid-19**

Everyone at Michlifen Resort & Golf is grateful that our guests trust us to welcome them in the very safest conditions.

For your safety and protection, Michlifen Resort & Golf has implemented all the preventive health measures approved by the Moroccan government and has strengthened protective measures and hygiene practices.

Precautionary and emergency measures have been implemented throughout the hotel: all points of contact in public places, including door handles, lift buttons, counters, tables, ramps, etc., are cleaned and disinfected continuously throughout the day.

Spray bottles filled with professional disinfectants are used to disinfect the hotel's entrances, including staff entrances, and the different public areas.

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### **Accommodation**

In keeping with government guidelines, precautionary measures have been put in place and are carefully observed when inspecting and preparing rooms.

Room teams use new protective equipment before accessing each room.

For the safety and well-being of our guests, rooms are completely disinfected after each departure and are left vacant for 24 hours before they are reassigned.

Hydroalcoholic gel dispensers are available in each room.

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### **Restaurants**

Restaurants and recreational areas in the hotel have been redesigned to comply with social distancing requirements.

Strict cleaning and disinfection protocols are applied by our teams working in our kitchens, restaurants, business centre and meeting areas and providing room service: they must clean and disinfect their hands before each service or before any contact with food.

### **The hotel's entrances and exits**

A temperature check is carried out on all resident and non-resident guests accessing the hotel and on all staff.

Any equipment or material received is disinfected before it enters the hotel grounds.

Our cars are disinfected after each use, as is luggage before it enters the hotel.

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### **Lobby and common areas**

Hydroalcoholic gel dispensers are available in public areas including entrances, the lobby, lift lobbies, the business centre and public toilets.

Comprehensive and up-to-date checklists which detail the professional cleaning and disinfection products to be applied in each area are used and strictly adhered to.

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### **Employees**

**All our employees have tested negative.** They have been trained in these new procedures and look forward to welcoming you again in the very safest conditions.

All employees' temperatures are systematically taken on arrival at the hotel.

Our teams wear masks and gloves which they change frequently.

Wearing a mask is compulsory for employees.

Disinfectant footbaths have been set up at the property's entrance and exit.

In the event that one of our guests or employees presents particular medical symptoms, we will immediately organise appropriate medical assistance.

A detailed quarantine procedure has been established in the event that a guest or an employee is diagnosed with Covid-19.

To ensure that all these standards and protocols are observed at all times, Michlifen Resort & Golf has a Hygiene Manager and each department also has a manager who is responsible for checking these procedures on a daily basis.