



LA CLÉ DES MONTAGNES

Our Covid Policy

WHAT WE ARE DOING FOR YOU

Our approach to COVID-19 is calm and measured and focused on ensuring total peace of mind for all our guests, whilst still offering a tranquil retreat in the sophisticated style we have always been known for.



ARRIVAL & MAIN AREAS

- On arrival, guest temperatures will be taken and hand sanitiser will be readily available throughout the property.
- Masks will be required to be worn by both staff and guests in the common areas.
- Bag handles will be sanitised on arrival before being taken to the rooms.
- Our team will have their temperatures taken regularly and comprehensive sanitisation will be in place.
- Our team has been fully briefed on the increased sanitation measures and expected protocol.



MEALS

- Our new dining experience, La Clé Homemade, will be available either in-villa or in different settings across the grounds in accordance with social distancing requirements.
- We have made adjustments to our breakfast offerings in accordance with current food safety regulations.
- Picnics and platters will be available to order for delivery to rooms and villas.
- All meals will be prepared in our new kitchen and strict sanitation measures will be in place at all times, including the washing of all kitchenware at the highest temperatures.



ROOMS & VILLAS

- All rooms and villas will be 'rested' for a night between bookings to provide an opportunity to be cleaned thoroughly.
- During your stay, your room will be cleaned and sanitised to the highest of standard, with extra care being taken on door handles and light switches.
- Amenity bottles will be disinfected thoroughly between each booking.



GENERAL

- Child-minding and babysitting services will not be guaranteed but will be assessed on a case by case basis, as per the regulations in place at the time of booking.
- Swimming pools will remain open. They will be cleaned and disinfected on a regular basis and the chlorine levels measured in accordance with the latest advice.
- All guests will be provided with one mask per stay. Additional masks will be available for purchase and the proceeds will go to community initiatives.

Thank you