



HYGIENE MEASURES

*Measures taken by hotel
team for your safety*

**7 DAYS / 7
24 HOURS / 24**

Health rules put in place following
WHO recommendations

HYGIENE MEASURES

For your safety



"MINDFUL CONTACT"

We are deploying new health and safety measures as part of our « **MINDFUL CONTACT** » initiative.

With a maximum of health prevention measures and certification approved by the Moroccan government for compliance with sanitary measures, you will stay with us safely.

Our outmost priority has always been to ensure a safe and healthy environment for our customers and employees within the property, at any time.

This initiative includes a number of measures and steps implemented to ensure the comfort and safety for all.

Our measures ensure total security in the guest room and public areas, as well as appropriate handling food safety protocols and housekeeping cleaning process.

Widiane Suites and Spa enhanced cleaning protocols adhere to the national & international health and safety regulations, receiving a certificate approved by the Moroccan government that has been the subject of a regular follow-up for the implementation of health prevention procedures and regular compliance checks that can adapt to the new health applications requested at any time.

Our property has the advantage of offering open spaces outdoors in a natural environment.

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HOTEL MEASURES

- Guests thermal screening upon arrival
- Employees wear face masks and gloves
- Face Masks are available in the guest rooms
- Hand sanitizer stations are available in all public areas across the hotel and clearly visible to all
- The rules of physical distancing are respected by all employees keeping a minimum distance of 1.5 to 2 meters when interacting with any person
- Consistently and frequently disinfecting all high-touch items like elevator buttons and escalator handrails
- Our employees will be screened every day during their entrance at the hotel
- Medical staff and local authorities in the region are fully prepared to support the hotel in the event that a we are alerted to a case of COVID-19
- Modified lots to promote self-parking; adusted protocols for valet parking
- For the shuttles and transportation, we have reduced the seating capacities and all transportation will be sanitized between trips

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GUEST ROOMS

- Upon arrival and departure, all our customers will benefit from a total disinfection of their hands, shoes and luggage
- When checking in, guests benefit from the « **MINDFUL CONTACT** » process which means that all interactions with staff occur in front of the room (check-in, luggage delivery, room service and other service requests)
- The luggage disinfection service is carried out according to the hygiene standards of the Widiane Suites & Spa upon arrival and departure
- For all supply requests, only new and disinfected pens are handed out for each customer
- Key cards are disinfected before handing over to our customers and employees
- Contactless card payment is available and recommended as much as possible
- Each room is provided with face masks and hand sanitizer
- After each departure the entire bedding is changed, deep cleaning and disinfection of the room that will only be assigned after 24 hours to another guest

HYGIENE MEASURES

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RESTAURANTS & BARS

- All service employees wear face masks and gloves
- Hand sanitizer stations are available in all public areas across the hotel and clearly visible to all
- Modified floor plans and reduced seating to ensure physical distancing: tables can only be occupied by a maximum of 4 people with a minimum distance of 3 meters between each
- All surfaces and objects are sanitized between guest use and after each meal period
- Waiters will be assigned to serve the dishes and different waiters are assigned to clear customer's dishes during service
- Contactless card payment is available and recommended as much as possible
- Digital menus are available
- Our customers will be able to choose their menus in advance and will benefit from the room service 24 hours a day and/or go to the restaurant with their order already registered within the relevant point of sale, thus allowing a minimum contact
- If requested, pens, billing records or other items are disinfected before being handed over to our guests
- All snacks are single-served in sealed mini-bags, sugar, salt and pepper are served in paper bags or packaged cubes

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MEETINGS & EVENTS

- All service employees wear face masks and gloves
- Group arrivals are managed in a separate building and divided into separate registration areas; options for signage and guest flow management
- The rules of physical distancing are respected by all employees keeping a minimum distance of 1.5 to 2 meters when interacting with any person
- Hand sanitizer stations are available and visible at the entrance of each meeting room, close to each coffee break and dining table
- Customized floor plans with seating capacities are reviewed for each individual event and are in compliance with health regulations respecting the required distance of 2 meters between each participant
- More frequent cleaning in high traffic areas and during breaks
- Waiters will be assigned to serve food and beverage and different waiters are assigned to clear customer's dishes during service
- New pens are disinfected and provided for each new meeting
- Glassware are changed during breaks
- Any coffee break, lunch, dinner and cocktail comply with health regulations assuring social distance and handling food safety protocols. All equipment and supplies are continuously sanitized.

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SPA, FITNESS & SWIMMING POOLS

- Distance markings are in place in Spa, pools area and children's play area. Disinfection of toys, surfaces and equipment between use.
- All gym equipment are sanitized between use and public spaces are thoroughly cleaned after each session
- Set up of a new outdoor fitness area for our guests
- Due to health prevention recommendations, some treatments within the Spa will not be available at this time
- Our guests will be able to exercise in their room or terrace and all equipment provided in the room will be cleaned and disinfected before each use

We would like to thank you in advance for your trust, the whole team will be delighted to welcome you to the Widiane Suites and Spa and make your stay an unforgettable one!

For more information,
please contact us on +212 5 23 44 27 76