



## Grand Case Beach Club Covid-19 Health and Safety Protocol

The following Health and Safety measures have been put in place to insure the safety of all our guests and staff. These are subject to change. Please read and understand...this is for all of our health and safety.

- **Pre-check-in:** In order to avoid points of contact you will receive your registration card electronically prior to arrival, and the room keys on your phone the day of your arrival. We require that the room charges be prepaid in full the day before arrival, with the registration card filled out, signed and received by us via email.
- The use of **masks, hand sanitizing and physical distancing** is required at all times in enclosed common areas. Hand sanitizing stations are available by the stairs of room building, as well as other locations.
- **At the Front Desk:** The use of mask, hand sanitizing and social distancing is required. We ask that no more than 3 persons be present at the same time and that you follow the directions to ensure correct distancing at all times.
- **Throughout your stay** please open the windows and sliding doors in the room as much as possible and at least once a day, to promote healthy ventilation
- **The Pool** is open but there cannot be more than 10 persons at the same time.
- **Room cleaning service** will be done every 3 days. We ask that during this time the room is left empty for 4 hours, allowing Housekeeping to sanitize and clean the room during this process. For service, please let the Front desk know a day before, the time you will be out of the room, letting us organize the schedule as efficiently as possible.  
If you need new linens or towels outside of the scheduled service, please place soiled items in the bags provided and leave them in front of your room, notifying the Front Desk. We will exchange soiled for fresh.
- **Check-out:** Please open the sliding door before you leave the room, making sure the screen door remains closed. Any room keys and safe lock should be left in the room on the table. Your bill will be sent by email. The hotel reserves the right to charge your credit card for any missing items or damage after departure.
- **Sunset Café** is open with limited service and the following rules and precautions are put in place. Currently, the hours are 8:00am - 3:00pm daily, and this is subject to change. Social distancing and hand sanitizing will be required. There are dining options in Grand Case and restaurants that offer delivery, as well as a grocery store close by, as each unit has a full kitchen.
- In case of symptoms or suspicion of a **COVID-19 infection** please remain in your room and call the Front Desk immediately Ext. 0. They will assist in the prescribed protocols. Please follow the link <https://www.gouvernement.fr/en/coronavirus-covid-19> for the latest official information, in both French and English.