



Le Grand-Saconnex, June 18, 2020

Dear Customers,

First of all, we would like to thank you for all your messages of sympathy and encouragement.

It is with great pleasure that we announce the reopening of Starling Wellness on **July 01, 2020.**

We look forward to welcoming you back into our center in a revised and adapted environment in order to guarantee safety for you and our team.

We have therefore worked on a protection plan that meets the current health requirements.

We communicate this plan to you today, thanking you in advance for reading about it before your next visit.

We are of course available to you for further information.

Sarah NADAS

Starling Fitness and Wellness Manager



## **PROTECTION PLAN Starling Wellness**

Implementation date: **01/07/2020**

This protection plan is valid until further notice.

This protection plan aims to meet the requirements and recommendations issued by all federal, cantonal and the “Association des Piscines Romandes et Tessinoises (APRT)”.

It applies to all employees, Starling Wellness members and guests of the Starling Hotel Geneva.

The hygiene directives and rules of behavior of the OFSP are posted at the entrance, in the changing rooms and in the aquatic area.

### **OPENING HOURS:**

Monday to Friday, 7 a.m. to 9 p.m.

Saturday to Sunday, 9 a.m. to 9 p.m.

### **HOME CAPACITY:**

The management authorizes **43** people simultaneously in the wellness space, including collaborators.

## **BASIC RULES FOR ALL**

1. Regular hand cleaning.
2. Social distance of 2 meters between people.
3. Cleaning surfaces and objects at a regular pace and properly after use.
4. Information to employees and members/clients on the requirements and actions taken and involvement/commitment in the implementation of these measures.
5. Recommended wearing of the mask or protective visor for employees in **case** the 2 meter rule cannot be applied.
6. Optional wearing of the mask for users of the center.
7. Use of wellness under the sole responsibility of the user.
8. Attendance at the center is prohibited in the event of COVID 19 symptoms.
9. Preferred bank card rules to reduce contact.

## **STARLING WELLNESS MEMBERS AND CUSTOMERS**

This protection plan is designed on the concept of "walking forward" from arrival to departure in the centre.

### **RECEPTION**

- Respect the marking on the ground (minimum 2 meters between each person) as well as the signs indicating the flow of entry and exit.
- Read the health instructions on the information panel at the entrance.
- It is compulsory to disinfect your hands with the hydroalcoholic gel available at the entrance.
- Validate the parking ticket on arrival (to reduce interactions / crossings).
- Use the desk behind the plexiglass at the reception for any communication.
- Bring your own flip-flops, protective slippers (over-shoe) are no longer available.

### **CHECK-IN**

- It is mandatory to swipe your badge on arrival on the MY ACCESS WEB reader.
- Use the door which is left open.
- For non-member customers, register at the reception (this data is strictly confidential and kept for federal and / or cantonal authorities)

## **LOCKER ROOMS**

- Access to the locker rooms is authorized for the deposit of personal items in the lockers while respecting social distancing.
- A single sink is accessible to respect social distancing.
- Avoid the use of changing rooms as much as possible.
- Come with your own towels.
- Place the shoes on the furniture provided for this purpose at the entrance to the locker room.
- Use the hydro alcoholic gel available.
- Access the locker rooms and lockers while respecting social differences.

## **ESPACES WELLNESS**

- A maximum of 1h30 of training is required. This time period can be reduced to 1 hour in case of high traffic.
- Use of sunbeds possible but these cannot be moved.
- Swim fins are forbidden (to avoid the risk of collision).
- Swimming side by side is forbidden.
- No more loan of aquatic equipment such as: fins, goggles, pool noodles, kickboards ... (excluding in group courses)
- Water fountain available without the cups being made available.
- Respect the direction of circulation established around the pool.
- Use the entry and exit points marked in front of the ladders.
- Come, if you wish, with your own aquatic equipment such as: fins, goggles, pool noodles, kickboards.
- You must use your own towels.
- Come with your own filled bottle or water bottle.
- Use the PET bin provided for recycling water bottles.
- Avoid unnecessary contact with equipment or surfaces.

## **JACUZZI**

- Access allowed for one person.

## **GROUP COURSES**

- Social distance of 2 meters between people.
- It is MANDATORY to book by phone only 24 hours before class.



## **SWIMMING LESSONS**

- Physical contact, elementary in children's swimming lessons, is no longer prohibited.
- Courses allowed without limits on the number of people.
- Use of the material without restriction during classes.
- No minimum distance requirement of 2m during classes but it does still apply before and after the course.

## **SAUNA**

- Access allowed for one person.

## **HAMMAM**

- Access allowed for one person.

## **SHOWERS**

- One shower out of two is accessible. The rules of social distancing must be respected.

## **BATHROOM**

- Access maintained.

## **RELAXING AREA/ BAR**

- On-site consumption allowed.
- Take-out sales: only for coffees and teas.
- Newspapers and magazines available in open access

## **CHECK-OUT**

- It is mandatory to swipe your badge at your departure on the MY ACCESS WEB reader.
- Use the door which is left open.
- Disinfect your hands with hydro alcoholic gel available at the outlet.



## **STARLING WELLNESS**

### **COMMITMENT FROM MANAGEMENT**

- Monitoring the evolution and adaptation to health and legal recommendations.
- Development and update of the protection plan.
- Trainings of employees.
- Active communication to members and customers.

### **CLEANING & DESINFECTION**

- Cleaning the center once a day.
- Regular cleaning of objects and surfaces in contact with the public: door handles, reception desk.
- Use of hydroalcoholic gel.
- Use of disposable gloves when cleaning, disinfecting and handling waste and dirty laundry.

### **SOCIAL DISTANCE MEASURES**

- Installing a plexiglass wall at the reception of the wellness.
- Ground marking to help with 2-meter distance rules.
- Wearing the mask (maximum 4 hours) or protective visor for employees advised.
- Wearing gloves by the employee when necessary.
- Commitment to respect and enforce the rule of social distancing.

### **RESCUE/FIRST AID**

- Use of technical tools for an intervention with distance will be preferred.
- Dry zone intervention: mandatory equipment with gloves, masks and goggles.
- Water out intervention: protocol unchanged.
- In case of respiratory arrest, a manual inhaler is used in priority.