

Your safety is our first and foremost priority. Now that you are starting to travel again, we are making sure you can travel in confidence. We continue to deliver unique and delicious experiences while adhering to new sanitary measures.

As a member of **Relais & Châteaux**, Epoque has always paid infinite attention to details and extra-care to the wellbeing of its guests, in tune with the highest level of service found throughout the network. In order to best prepare for the restart of hospitality after the coronavirus pandemic, **Relais & Châteaux** worked closely with **Bureau Veritas**, a **world leader in Quality, Health, Safety and Environment control** and with a specialized virology expert to seamlessly introduce the **health safety best practices**.

These are some of the measures we have taken for your safety:

- We perform rigorous staff rotation, ensure staff protective equipment, and implement secure routine flows,
- We allow 24 hours for each room between occupancy by next guests,
- We are carrying out safe distancing protocols guest-guest / guest-staff / staff-staff,
- We are permanently monitoring the air circulation and the purity of our air filtering,
- We have defined safe distancing rules throughout the property, and we are signaling them accordingly,
- We have removed risk factors in common areas, such as multiple use items,
- We are using EU approved virucidal products,
- We perform strict verification of all critical services, such as our suppliers of sanitary and food products
- Upon request, we offer protective masks and gloves for guests,
- We have removed stationery and other physical objects in rooms, focusing on single-use items
- We favor the use of electronics and online procedures as much as possible
- We appointed dedicated contact persons for COVID-19 safety measures
- For your comfort, we offer multiple service times and reservation slots for the private use of the Epoque services.

We are doing our best to ensure your safety and peace of mind, without compromising the quality of your experience.

Looking forward to welcoming you at Epoque, your serene retreat in the heart of Bucharest!

Epoque Hotel Team