

# F&P COVID FAQs: KEEPING YOU SAFE, IN THE CHALET & TESTING POSITIVE

## KEEPING OUR TEAM & GUESTS SAFE

### Are the F&P team vaccinated and will you be testing them regularly?

- All of our team are fully vaccinated
- We temperature check our team daily
- They are asked to daily self-declare any symptoms
- They will take an observed Lateral Flow test every Friday
- They will be tested should they show symptoms, have a high temperature or identified as close contact

## IN THE CHALET

### What will you be asking of the staff and guests to ensure everyone is safe in the chalet?

- The chalet will undergo a thorough clean on changeover day and will be aired for 6 hours.
- The team will be **social distancing** in chalets where possible and practical, and we will encourage guests to do the same.
- Our team are required to **wear a mask** when guests are present. Guests will not be asked to wear masks.
- The Resort Manager will be verifying guests' **Pass Sanitaire** on arrival.
- **Outside of the chalet**, both our team and guests will be reminded to regularly wash their hands, socially distance where possible and respect the local mask wearing laws on lifts and in restaurants. This is to keep everyone safe and to ensure the continued delivery of the F&P service.
- As well as the standard daily house keeping, the team will be **cleaning all touch points** in the chalets twice per day – light switches, backs of chairs, door handles, taps, loo flushes etc.

### How are you keeping guests safe in the F&P vehicles?

- The F&P driver will be wearing a mask when in the minibus
- Guests will be asked to wear masks when in the minibus
- There will be no shared minibuses this year between different chalet groups
- Drivers will be disinfecting and ventilating the minibus in between uses

### Will I need to wear a mask during an in-chalet massage?

This is at the discretion of the supplier. You will be informed in advance whether this is a requirement or not.

## OUT AND ABOUT IN RESORT

### **Where do we need to wear masks in resort?**

You need to wear a mask:

- At all indoor environments open to the public including bars, restaurants (at all times except when sat at your table), swimming pools, shops etc.
- When using the public bus service.
- On any ski lift other than a drag lift (so bubbles and chairlifts). You do not need to wear a mask when skiing.
- Outdoors in queues (eg. lift queues) and at spectacles (eg. firework displays and torchlight descents)

### **What type of mask is required?**

It needs to be a medical mask or specialist snood with medical mask included, not just a face covering.

## TEAM - TESTING POSITIVE & ISOLATION

### **What happens if a team member tests positive?**

- They will be removed from service and will isolate as per government guidelines
- All of the F&P team will be tested daily during the remainder of your stay
- If team members are unable to work due to testing positive, they will be substituted by other F&P team members or trusted external freelancers. They will be required to Lateral Flow test before commencing work at the chalet.

## GUEST - TESTING POSITIVE & ISOLATION

### **Will the team be considered a contact case if a guest tests positive?**

Staff would not be considered a contact case of a guest unless masks have not been worn and social distancing practices not adhered to. The team will be required to take a lateral flow test as a precaution.

### **If a guest has covid symptoms in the chalet, what happens?**

If a guest shows covid symptoms they must call the Resort Manager immediately, arrange to be tested in resort, and isolate until they receive their result. Should they receive a positive test result, they should contact their insurance provider immediately and will need to isolate for the current required government period.

### **What should other guests do should one of their party test positive?**

All other guests will need to have daily antigen tests as direct contacts. If this is negative for all of the party, the F&P team will wear masks and provide a socially distanced food and drink service. They will also continue daily cleaning of areas away from the infected guest bedroom and the daily driver service will be provided to all negative tested guests.

### **Can you help arrange testing?**

We can assist in arranging your test in resort and getting you to the testing centre in a taxi.

### **What happens next?**

The party leader will be able to choose from the following three options:

- For the guest to isolate alone in their room
- For the guest to isolate with all guests in the chalet
- For the guest to transfer to other accommodation and isolate until they can travel

Should guests want to isolate themselves as a group in the chalet, staff will provide a food delivery service to the front door of the chalet for guests to prepare and clear themselves. Take away can be ordered as requested for any chef nights off, where guests were due to eat in a local restaurant.

Should the guest wish to transfer to an alternative accommodation, they should be guided by their insurance provider on where and how they should travel for the period of isolation. The Resort Manager will help facilitate any arrangements.

### **Will guests need to leave the property at the end of their stay if they test positive?**

Yes, the property will need to be vacated, as per the confirmed booking dates. We will work with them and their insurance provider to facilitate their departure and ongoing travel.

### **If guests need to arrive later/depart early due to Covid in their party, do they get a refund for the days missed?**

No refunds are available, their travel insurance policy should cover this situation, should they contract Covid while travelling or are unable to travel.

### **What happens if a guest has a positive result from the required return to the UK antigen test?**

The above requirements apply.

Due to the ever-changing situation of the current pandemic, we are monitoring the situation very closely and will endeavour to update you where possible. However, we advise all our guests to ensure you have adequate travel insurance to cover your individual requirements. We would also advise you keep abreast of any updates to travel requirements to your chosen destination such as PCR testing and quarantine rules. For France specifically these can be found <https://www.gov.uk/foreign-travel-advice/france/entry-requirements>. Fish and Pips cannot take responsibility for any travel disruptions or cancellations due to requirements not being followed.