

## Sanitary measures in the Hotel – Control of COVID-19

### Dear Customer,

We are committed to comply with the current government guidelines and recommendations on the fight against COVID-19 in order to ensure your safety and that of our teams. We do our utmost to make your stay as pleasant and enjoyable as possible, while respecting these constraints.

These measures are detailed as follow:

#### Team members commit to :

- Comply with the current government guidelines and recommendations.
- Respect the sanitary measures. Use virucidal products. Respect barrier gestures and physical distancing.
- Wear masks, disposable or washable gloves. Wash hands with soap regularly.
- Use the hydroalcoholic gel.
- Not come to work if symptoms of COVID-19 occur.

#### The customer commits himself to:

- Wear a mask upon arrival and in all common areas.
- During the stay, air the room, indicate to the staff if he wishes for the room to be cleaned, with the sign behind the door.
- Observe all applicable instructions and physical distancing.

#### Reception and common areas

- Provide customers with hydroalcoholic gels in common areas
- Reinforcement of cleaning/disinfection procedures on contact points: door handles, switches, lift buttons, door pushers, stair railings, reception desk ...etc... 5 times a day.
- Systematic disinfection of the rooms' card or key as well as the payment terminal.

When possible use payment by credit card and send invoices by email.

#### Breakfast and dinner have to be booked in advance

In order to minimise the physical contacts:

- Breakfast, various possibilities: served at your table in the breakfast room, in the bedroom, or to take away in a disposable pack.
- Dinner in the bedroom, depending of the menu.

Everything will be prepared by a member of the team, wearing a mask and disposable or washable gloves.

#### Bedroom

- Each maid has a personal cleaning kit. This kit will be disinfected and/or changed between each room.
- Complete cleaning/disinfection of the entire bedroom, bathroom and toilets with virucidal products.
- Will be cleaned only upon request of the customer or every 3 days if it is a long stay.
- When possible, it will be a wet cleaning/disinfection.
- Removal of garbage if the client wishes it during his stay. The customer will contact the reception in the morning so that the trash can be picked up at his door.
- A set of clean towels is available every day on request. Provided by a member of staff, and the customer will put his dirty linen in a laundry trolley at his disposal on request.
- We ask our customer to open the window on his day of departure.
- Between each client, systematic change of all linen and welcome products provided, including unused items.

## We're so happy to have you back!