

HOTEL CHARTER - FIGHT AGAINST COVID19

Dear customer,

We undertake to respect the directives and recommendations of the public authorities in force in the fight against COVID19 in order to ensure your safety and that of our teams.

We do everything possible to make your stay as pleasant and friendly as possible, while respecting these constraints.

This charter can be broken down as follows:

The members of the team are committed to :

Comply with the guidelines and recommendations of the public authorities in force with regard to the fight against COVID19.

Comply with the health protocol in place in the establishment.

Use virucidal products.

Respect the barrier gestures.

Respect physical distance.

Wear masks

Wash your hands with soap regularly.

Use the hydroalcoholic gel and rest in case of symptoms of COVID19.

The customer undertakes to :

Wear a mask upon arrival.

Wear this safety mask in all common areas.

When leaving your room, open your window for the safety of our teams.

Deposit all waste in the closed rubbish bin.

Respect all the conigne and physical distances in force.

Reception and common areas :

To provide customers with hydroalcoholic gels in the common areas.

To provide contact-free hand washing and drying facilities in the communal toilets.

Place Plexiglas at the reception area to ensure an effective barrier.

Respect the barrier gestures.

Reinforcement of cleaning/disinfecting procedures at the points of contact: door handles, switches, lift buttons, door push-buttons, stair railings, reception desk, 5 times a day.

Systematic virucidal disinfection of room cards after each guest.

Prefer payment by credit card and sending of invoice by email.

Disinfection each time the payment terminal is used.

Breakfast :

In order to avoid any interaction :

Breakfast, served on a tray in front of the breakfast room.

The trays will be prepared by a member of the team, wearing a mask and gloves and scrupulously respecting the rules of hygiene.

No physical contact between guests and the team member.

Room:

Each maid has a personal notteyoge kit. This kit will be disinfected and/or changed between rooms.

Complete cleaning/disinfection of the entire room, bathroom and WC with virucidal products.

Prefer a wet cleaning/disinfection.

Cleaning will only be carried out at the request of the client during his stay.

A restocking of terry towels is available on request.

Guests are requested to leave the bedroom window open on departure.

Between each guest, a period of 24 hours will be set up without occupant in order to nottoyer the room, systematic change of all linen and welcome products made available, including unused items.

Our reception service is always ready to listen to all these customers.

