



### **What are the health recommendations to be followed in the facility?**

Wearing a mask will be mandatory while you are moving around the establishment if you cannot maintain the distance of one meter from others. We will ask you to respect the posted instructions and the traffic regulations. We are all responsible toward the virus. It is just as important for the health of our staff as it is for the health of our customers to respect the barrier gestures. We are counting on you.

### **How are we going to manage the breakfast service?**

You will have to indicate each day the time you wish to reserve for breakfast. A table can then be assigned to you (the recommended distance will have been applied).

A direction of circulation will be set up, and the wearing of a mask will have to be respected during the displacements.

For the breakfast buffet service, our suppliers have provided us with a maximum of products in individualized packaging.

A direction of circulation will be set up, and the **wearing of a mask will have to be respected during the displacements**

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### **Will the bars be open?**

Yes, the bars will be open, the hours may change, depending on the establishment.

Respect for the rules of distancing will be required. Seated service will be preferred.

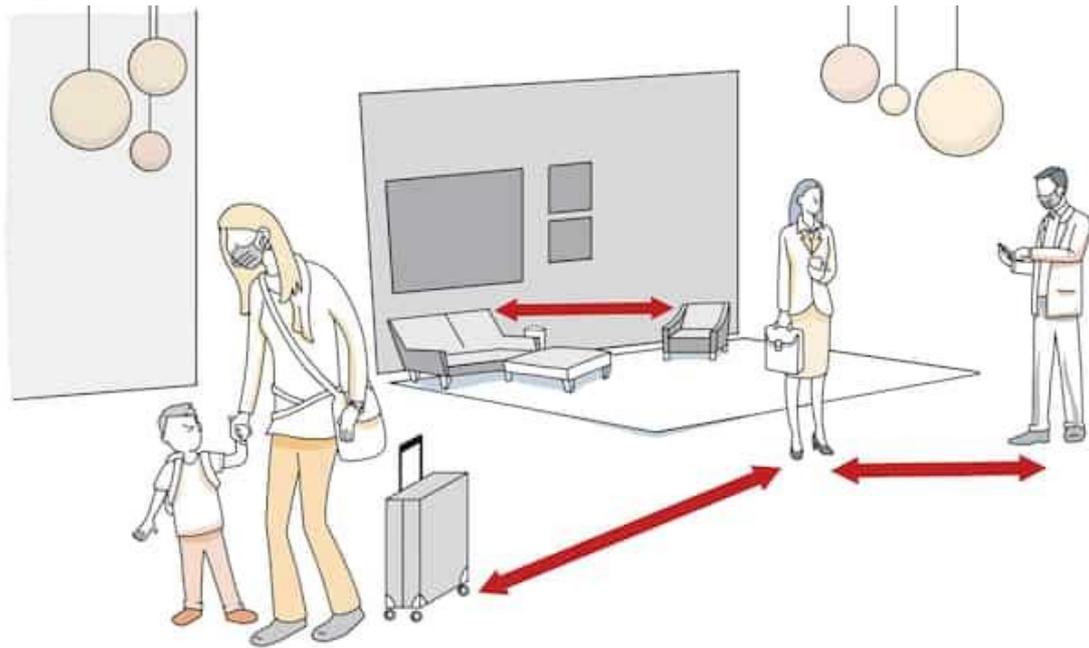
You will be asked to wear a mask in this place if it is not possible to respect the rules of distance, and **when moving around**.

### **What measures are taken to clean your accommodation or room?**

The sanitary standards that are required of us, lead to an over-consumption of cleaning products, masks, gowns, gloves...

### **Is the stay over room cleaning service provided?**

Yes, the stay over room cleaning, when the service provides for it, will be carried out, according to the ecological protocol You will just be asked to leave the windows open when you leave your room or apartment.



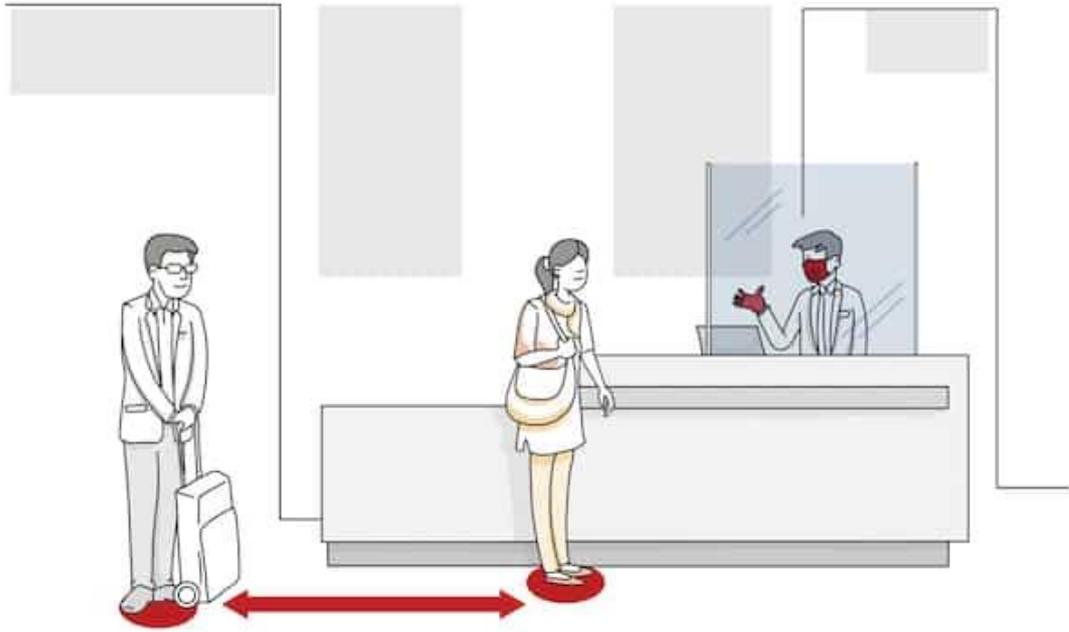
## Physical distancing

Physical distancing measures throughout the hotel.



## Increase cleaning and disinfecting

Several times per day wecleaning and disinfecting throughout the hotel and paying attention to high-touch items.



### Protective barrier

We have install protective screens at the front desk.



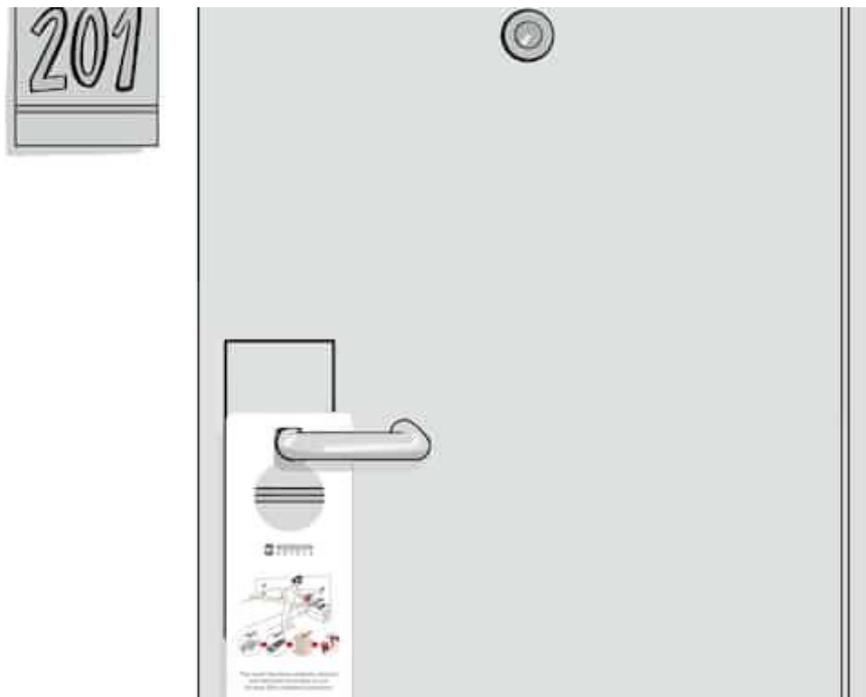
### Sanitizing stations

We have install alcohol-based hand sanitizing near the front entrance and public areas.



### **Disinfect key cards**

We provide clean and disinfected key cards upon check-in.



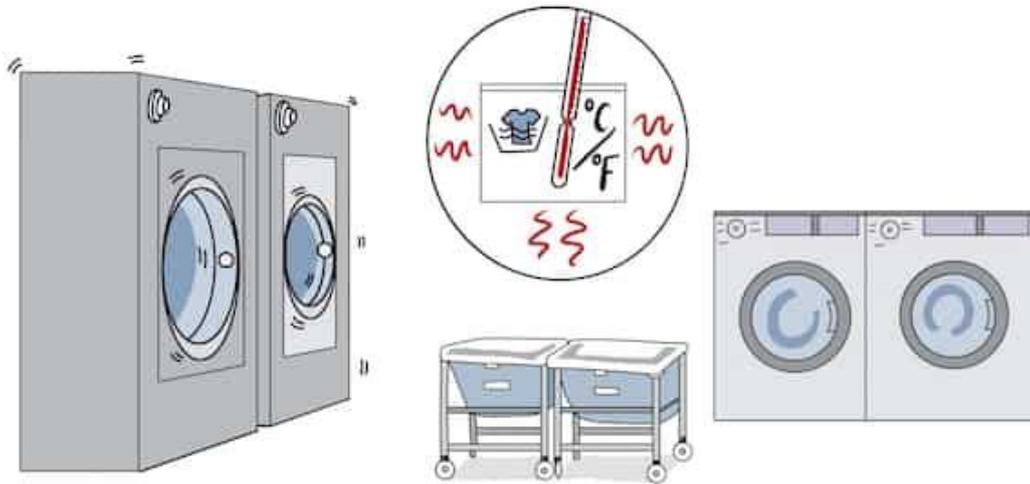
### **Door hangers**

Available door hanger if you wish no access by staff and cleaning



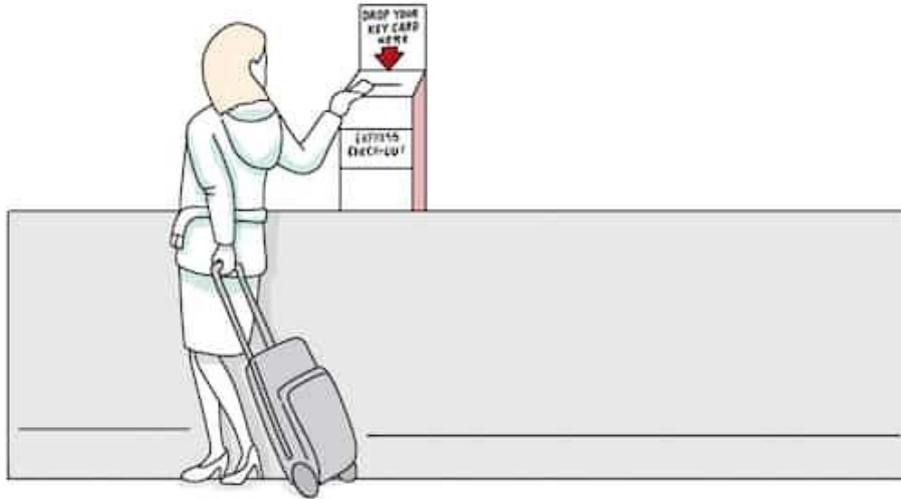
### **TV remote**

We provide a clean and disinfected TV remote



### **Linens**

We wash all linens at a high temperature for optimal disinfection.



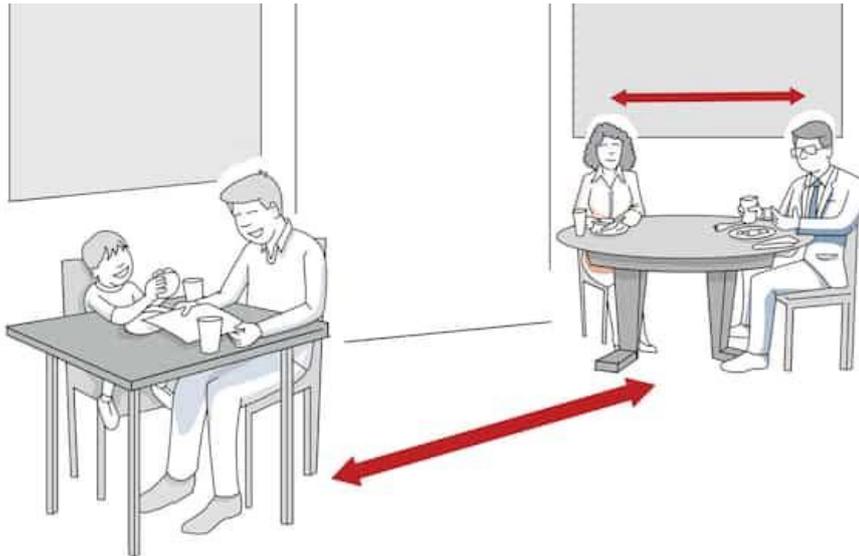
### Express check-out

Provide an express check-out process to minimize contact with team members.



### Methods of payment

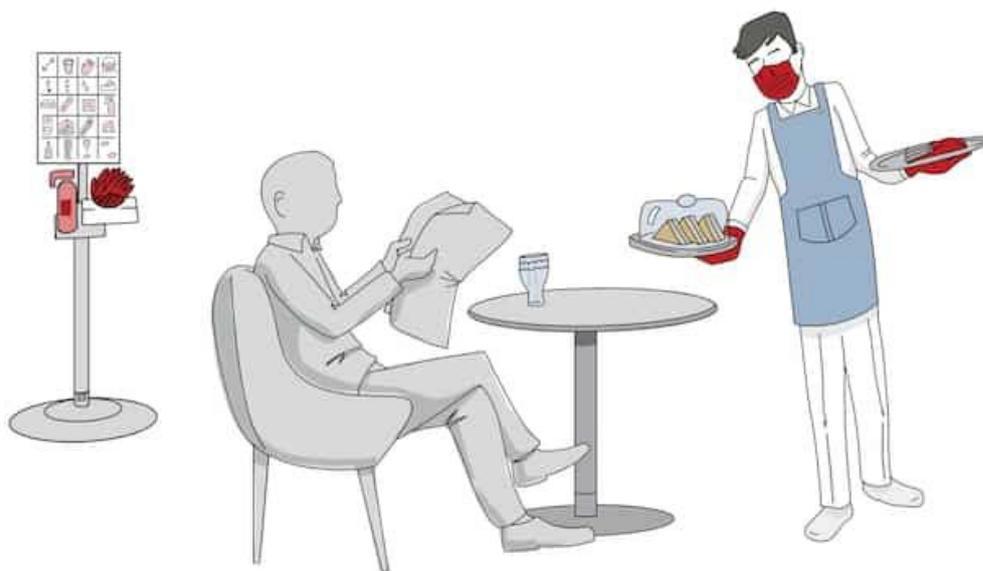
We offer cash-free methods of payment.



**restaurants**

We space tables apart in restaurants and bars to provide physical distancing.

**Bars and**



**safety**

We adhere to the strict safety procedures while serving all food and beverages.

**Food**



### **Team training**

We provide team members with comprehensive hygiene and prevention training program.

### **Air circulation**

We improve air circulation processes to increase air quality.