



Health & Safety measures

Our highest priority is providing a clean and safe environment for both our guests and our employees. We have therefore implemented a charter outlining our commitment to welcome you in full respect of current health and safety standards.

Our team has always followed strict hygiene protocols to ensure the safety and comfort of all our guests. In the current context, we have reinforced some of these measures including, but not limited to:

Arrival:

- ✓ To facilitate check-in procedures, an e-mail will be sent prior to your stay inviting you to provide all the necessary check-in information as well as any details that will help us to make your stay as smooth as possible.
- ✓ Valet parking is available but adhering to a strict hygiene protocol.
- ✓ Luggage service is maintained with a disinfection of all handles before their delivery

Public spaces:

- ✓ Social distancing must be practiced by all staff members and guests.
- ✓ Safety measures are communicated and must be respected.
- ✓ The maximum number of people authorized inside the hotel is closely monitored and managed.
- ✓ Hand sanitizer is available at contact points for our guests and our staff.
- ✓ Our hotel is regularly cleaned with disinfectants which have been proven effective in killing germs, bacteria and other pathogens.
- ✓ High touch surfaces (doorknobs, lift buttons, counters, etc.) are regularly disinfected.
- ✓ All staff members have been trained to follow the safety practices recommended by our trained COVID- advisor.
- ✓ Social distancing (minimum 1 meter) is enforced, especially in queues or high traffic areas.

Guestrooms:

- ✓ All guestrooms are cleaned according to set protocols. All in-room services will be adapted to comply with governmental guidelines.
- ✓ Room service and breakfast orders will be taken by telephone and served in guestrooms or placed in front of the door upon request.
- ✓ In order to limit visits in your room, morning cleaning and evening turn-down service will be provided on request only.
- ✓ Air-conditioning filters are regularly cleaned, and an ozone treatment is operated in each room between guest stays.
- ✓ In order to protect our staff, air-conditioning must be turned-off when you leave your room.

Bellefeuille restaurant, Library-bar and Terrace:

- ✓ These areas have been set up to ensure social distancing with additional space between each table.
- ✓ At the entrance, hand sanitizer is available to guests before they are seated at tables.
- ✓ Reservations are highly recommended.

We look forward to welcoming you soon and are doing our utmost to ensure your visit with us is a pleasant and relaxing experience.

Laure Pertusier
General Manager