



COURCELLES ETOILE HOTEL

**HYGIENE AND SAFETY
PROTOCOL
COVID-19**

"Make your well-being and the well-being of our employees our priority"

Our network has made hygiene and cleanliness a central concern so that our employees are mobilized and reinforce our health safety protocols within hotels.

Indeed, **we do everything possible** to make **your stay** as **pleasant** as possible. To this end, we have put in place **additional measures according to the latest recommendations** in terms of hygiene and cleaning. These measures cover a wide range of subjects, from the respect of **barrier gestures** to the recommendations of cleaning products, as well as the **cleaning procedures of the rooms** and common areas, and the necessary reduction of the services offer.

On this occasion, a **health referent** has been appointed to update all the information communicated by the government in order to **guarantee your safety and the safety of our employees**. This charter breaks down as follows :

Reinforcement of hygiene and cleaning measures :

Below are our main actions implemented :

- All teams of our hotels have received training to master the appropriate hygiene and cleaning measures.
- Complete cleaning of all rooms, bathrooms and common areas before the reopening of each establishment.
- Cleaning and ventilation of the common areas, including handles, switches, elevator buttons, room keys, between each guest.
- Each room is blocked 24 hours after a customer's departure (subject to availability)
- Rooms will be fully cleaned with the recommended antiseptic products after each departure.
- Use of specific cleaning products and eco-labeled natural products.

Prevention and complementary equipment for our teams :

Below are the equipment and preventive measures put in place for our teams working for your safety :

- The staff is equipped with masks, gloves and hydro-alcoholic gel and all the missions have been rethought in respect of the measures.
- The teams are trained in barrier gestures and make sure to wash their hands as regularly as possible and after each interaction.

Simplification of our offer :

The health crisis that we are going through forces us to reduce our service offer in order to guarantee your safety during your stay :

- Check in : prior registration encouraged, systematic disinfection after check in.
- Breakfast will be served in room or table service and not in the usual buffet form to avoid any interaction. A maximum number of guests are allowed in order to respect the distance.
- In order to avoid handling as much as possible, the mini bar offer will be available on request at the reception.
- In order to ensure a press service, we will make Youbox available up to 24 hours after your departure.
- Check out : sending of invoice by email, electronic payment encouraged.

Provision of hydro-alcoholic gels:

In order to ensure the safety of our customers within the establishment, we provide hydro-alcoholic gel. Our establishment has received the Bureau Veritas "Safeguard" label, which focuses on the well-being, safety and comfort of its customers and employees. For more information, you can scan this QR-Code.



COURCELLES ETOILE TEAM

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