

Dear Guest,

The health and safety for you and our employees are paramount to the way we conceive hospitality. This is the reason why the Hotel du Bourg is committed to the policy below elaborated with official guidelines from the French Government.

This policy may evolve according to new recommendations or new rules suggested or imposed by the French government in terms of health and safety protocols.

### **Commitment 1: Enhance hygiene**

- We have enhanced the cleaning, the ventilation and the disinfection of the rooms, reception area, and all common areas.
- We pay a particular attention to door handles, switches, taps and all accessories frequently touched with hands.
- We do our best to ensure that our rooms are unoccupied for 24 hours before our guest arrivals.
- More generally we respect and enforce all regulations advised by the French government in terms of health and safety protocols.

### **Commitment 2: To protect you during your stay**

- We keep at your disposal all sanitizing materials in all common areas and at the front desk (Sanitizing gels, wipes, masks)
- To limit the access of our employees to your room, especially during long stays, we will not enter your room again during the day to redo beds or change towels. However fresh towels and additional toiletries will be available at the front desk. A second visit to your room during the day will be on request only and will have to be booked before 9 pm the day before. Please note that your room will have to be vacant for 4 hours after our visit to allow the viricidal to take effect.
- Masks have to be worn when in all common area, the breakfast area and the bar.
- All guests will have to use sanitizing gel (at your disposal) when entering the property, the breakfast area or the bar.
- In waiting areas like the lobby, guests will have to respect social distancing. Marks are placed on the floor to help you.
- A screen is in place at the front desk
- A clean key will be given to you at check in and will stay with you during your stay.

### **Commitment 3: Breakfast and bar policy**

- All tables are positioned to respect a sufficient distance between each other (1-meter minimum except for parties)
- Gloves will be at disposal when a buffet is available and guests asked to wear them
- We will also offer products with individual packaging so that you can easily carry them over to your room or outside

### **Commitment 4: to protect our employees**

- Our employees have individual equipments and covid 19 specific products to ensure their safety and the safety of our guests
- All our employees have been trained to apply all the specific rules of this policy
- Guests, employees and our suppliers will respect the social distancing as well as the protecting behavior required against the spread of the virus
- We will isolate and refer to a doctor any employee showing any symptom of the covid 19

**For any query please contact Veronique or David at [info@hoteldubourg.com](mailto:info@hoteldubourg.com)**