



## MEASURES IN PLACE FOR THE REOPENING OF OUR HOTEL

In light of the Coronavirus (Covid-19) outbreak, we had to think about new ways to welcome you whilst maintain the highest standards of quality which define Emeraude Hotels. To this end, and following the governmental measures, we have reorganized our customer experience process. Here are a few of our most important measures we have set up for the reopening of our hotel

### HEALTH & SAFETY CHARTER

#### In the common spaces of the hotel



- Complete disinfection of the hotel (rooms and public spaces) before the reopening
- Use of accredited disinfectant detergent produces
- Creation of a traffic flow direction path in the public spaces to decrease interactions between our guests
- Ground marking to respect recommendations in terms of social distancing
- Reinforcement of the frequency of cleaning of the public spaces and elevators
- At night, installation of an air purifier through ozone generation

#### In your guestroom



- Change of the cleaning equipments between each room
- Installation of an air purifier through ozone generation in the guestroom after its cleaning, to disinfect the room completely
- 6-hour delay between the cleaning of the room and the arrival of the next guest.
- Delivery of your guestroom amenities in an individual courtesy bag upon check-in
- To avoid a maximum of interactions, rooms will be serviced every three days (change of towels upon request at all times)
- Delivery of additional towels and amenities in an individual bag, upon request

### PREVENTION MEASURES FOR OUR STAFF



#### AND YOUR SAFETY

- Training of our staff on epidemic barrier gestures
- Installation of a plastic "sneeze guard" at the Front Desk
- Masks and gloves to be worn by the staff at all times
- Sanitising gel at disposition at their desk

### TEMPORARY MEASURE



As a precautionary principle, we have decided to suspend temporarily luggage storage service. We will of course keep you updated of the evolution of the situation

## ADAPTATION OF OUR OFFER

### A new customer journey

- Creation of two new breakfast offers, adapted in the respect of reinforced health and safety measures :
  - A continental breakfast offer, delivered to your room, at the rate of 9€ per person
  - A To-Go offer, practical for those eager to visit the city early, at the reduced rate of 5€ per person
- Setting-up of a snacking offer and beverage order - to replace the minibars in the guestrooms
- Selection of a list of parisian restaurants delivering gourmet dishes at the hotel
- At leisure, we will share our best adresses to visit, to discover Paris differently
- Creation of a digital room directory to discover the list of services we can offer, without contact

WELCOME

## TIME-SAVING AND SAFETY MEASURE

### A dematerialized checkin



- Pre check-in by email before your arrival
- Checkin without any contact, through your phone or your tablet upon arrival at the Front Desk
- Payment of your stay by credit card upon checkin
- Email of your invoice
- Desinfection of the Point Of Sale Terminal before and after each of its use, as well as guestroom keys.
- Delivery of your courtesy bag upon checkin.

## BOOK AT EASE YOUR NEXT STAY



### A flexible offer

Plan your stay without any stress : all our rates have a flexible cancellation and modifiable policy (up to 24hours prior to arrival). No deposit is required to confirm your booking.

## FOR MORE INFORMATION

To know the evolution of the protocoles set in place by the French Government, please find hererafter two useful links :

[COVID-19 section](#) on Paris Tourism Board's Website

[Informations](#) - Site du Gouvernement français

## LOOKING FORWARD TO WELCOMING YOU

To continue providing you with the best services possible, whilst preserving the safety of our guests and staff members, the measures communicated hereabove may evolve according to the recommandations of the French Government.

We have at heart to offer you the best stay possible during your trip to Paris. For any additional questions, our Front Desk team will be happy to answer you.



EMERAUDE

HOTELS