



HYGIENE AND SAFETY MEASURES IN OUR HOTELS

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 hotels

HEALTH & SAFETY CHARTER

In the common spaces of the hotel



- Mandatory wearing of masks for everybody over 12 years
- Reinforcement of the frequency of cleaning of the public spaces and elevators
- Use of accredited disinfectant detergent and virucidal produces
- Creation of a traffic flow direction path in the public spaces to decrease interactions between our guests
- Ground marking to respect recommandations in terms of social distancing
- At night, installation of an air purifier through ozone generation

In the guestrooms



- Change of the cleaning equipments between each room
- Use of accredited disinfectant detergent and virucidal produces
- To avoid a maximum of interactions, rooms will be serviced on request (change of towels upon request at all times)
- Delivery of additional towels and amenities in an individual bag, upon request

In our restaurants in Rennes & Larmor-Plage



- Hand sanitising gel at disposal at the entrance of the restaurants
- Respect of physical distancing through a reorganization of tables
- Signage in the restaurants to remind our guests to maintain social distancing

In our meeting rooms



- Hand sanitising gel at disposal in every meeting rooms
- Respect of social distancing in the set-up of meeting rooms
School or U-Shape with one person per table
- Reinforced cleaning protocole : increased frequency in the cleaning of washrooms, door knobs, elevator call buttons...
- Ventilation before and after each meeting
- Schedule of coffee breaks managed by the sales departments to assign a dedicated time frame for each group

PREVENTION MEASURES FOR OUR STAFF

And your safety



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

TEMPORARY MEASURES



As a precaution, some of our wellness areas are inaccessible; others open by reservation at reception. Remember to check with your hotel.

ADAPTATION OF OUR OFFER

A new customer journey

- Adaptation of the buffet breakfast offer to meet health standards. Dedicated QR code for registration on TousAntiCovid in the breakfast room
- Setting-up of a snacking offer and beverage order - to replace the minibars in the guestrooms
- At disposal in each hotel, a digital version of the room directory to discover all the services proposed onsite and offsite

WELCOME

TIME-SAVING AND SAFETY MEASURE

A dematerialized check-in



- Pre checkin by email before your arrival
- Check-in without any contact, through your phone or your tablet upon arrival at the Front Desk
- Payment of your stay by credit card upon checkout
- Email of your invoice

Desinfection of the Point Of Sale Terminal before and after each of its use, as well as guestroom keys.

BOOK YOUR NEXT STAY WITH TOTAL PEACE OF MIND

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 protocols set in place by the French Government, please find hererafter a few useful links :

[Information](#) - from the French Government
[COVID-19 section](#) on Paris Tourism Board's Website

[Measures of the French National Railway SNCF](#) for your trips by train
[Measures of Paris Airport](#) for your trips by plane

LOOKING FORWARD TO WELCOMING YOU....