

## Sanitary measures in the Hotel – Control of COVID-19

### Dear Customer,

We are committed to comply with the current government guidelines and recommendations on the fight against COVID-19 in order to ensure your safety and that of our teams. We do our utmost to make your stay as pleasant and enjoyable as possible, while respecting these constraints.

These measures are detailed as follow:

#### Breakfast on reservation at the reception

- **Our buffet breakfast is re-open.** We will kindly ask you to inform the reception before 10pm an approximate time would you take the breakfast.  
**Mask should be worn while you are walking in the breakfast room.**

Everything will be prepared by a member of the team, wearing a mask and disposable or washable gloves.

#### Bedroom

- Complete cleaning/disinfection of the entire bedroom, bathroom and toilets with virucidal products.
- **Will be cleaned every day only upon request of the customer at the check in**
- There are no more drinks in the mini-bar

#### The customer commits himself if possible to:

- Wear a mask upon arrival and in all common areas.
- Observe all applicable instructions and physical distancing.
- **Open your window and close your waste bins on the day of departure.**

#### Team members commit to :

- Comply with the current government guidelines and BW recommendations.
- Respect the sanitary measures. Use virucidal products. Respect barrier gestures and physical distancing.
- Wear masks, disposable or washable gloves. Wash hands with soap regularly.
- Use the hydroalcoholic gel.
- Not come to work if symptoms of COVID-19 occur.

#### Reception and common areas

- Provide customers with hydroalcoholic gels in common areas
- Reinforcement of cleaning/disinfection procedures on contact points: 5 times a day.
- Systematic disinfection of the rooms' card or key as well as the payment terminal.
- When possible use payment by credit card and send invoices by email.

## We're so happy to have you back!