

## Our commitment to your health and safety

So as to safeguard your health, as well as that of our employees, the Management of the Hotel Saint Nicolas has put in place a **comprehensive protocol for the safe resumption and continuity of our activity**, whilst still maintaining the same quality of service. Our entire team is fully committed to implementing these best practices with the aim of preventing the further spread of the COVID-19 virus.

**Our team members will therefore be wearing a mask when welcoming you to our Hotel**, and they will comply with the appropriate barrier gestures, as recommended by the Health authorities. In addition, every two hours, we will disinfect all surfaces that are regularly touched by our personnel and our guests (Reception desk, lift/elevator buttons etc.).

For your part, we would like to thank you in advance for complying with the following:

- Wear a mask in all communal areas of the hotel
- Limit the amount of time you spend waiting in the Reception area
- Respect the social distancing markings (> 1m) on the floor
- Make sure that no more than 2 people at a time use the lift/elevator
- Use the hand sanitiser provided at various locations throughout the hotel – at the Reception desk, near the lift and on each floor of the hotel

Furthermore, we have modified our checking-in procedure in order to limit the amount of time spent at Reception.

### Our guest rooms

In line with current health regulations, we have also put a series of measures in place for our guest rooms, to ensure everyone's safety:

- All locks, door and window handles, and remote controls will be disinfected each time the room is cleaned by our personnel.
- The members of our housekeeping team are fully equipped with personal protective equipment.
- Room cleaning is carried out in collaboration with Challancin, a company specialising in hospital cleaning (ISO 9001, ISO 14001 certified).
- Our regular room cleaning procedure will be followed by the disinfecting of all surfaces and accessories, using BACTOPIN, a specialist cleaning product.
- In line with current guidelines, in order to limit the number of people entering your guest room, **during your stay your room will only be cleaned in accordance with your requests (at an interval specified by you at Reception on the day of your arrival)**. When cleaning the room, all bed linen and towels will be changed. However, if at any

other time you would like us to change your towels and/or restock toiletry products, simply contact Reception.

- **On the day of your departure**, we would be very grateful if you could **strip the beds** to limit the risks taken by our cleaning personnel when removing the sheets. Furthermore, please **open the windows before leaving**, so as to air the room.

### Food & Beverage

All our Food & Beverage services are also subject to health and safety guidelines in accordance with current regulations. It is therefore compulsory to wear a mask when moving around the breakfast room and the bar.

Breakfast buffet: Please note that we have revised the procedure for our self-service breakfast buffet. So as to ensure a limited number of people in the breakfast room at any one time, we ask that you kindly respect the time slot you specified at Reception upon your arrival. In addition, please disinfect your hands before serving yourself from the buffet.

Evening meals: At Reception, you will find a **list of caterers and restaurants** who offer a delivery service. In the hotel, we also sell a selection of gourmet food, prepared in jars, known as **Les Bocaux du Bistrot**. These can be reheated at Reception and then eaten in the comfort of your guest room.

Finally, please note that as a precautionary measure, newspapers are no longer available and the Fitness Room is currently closed. Thank you for your understanding.

If you have any further questions or requirements, please do not hesitate to contact us. We wish you a very pleasant stay with us.

With our thanks and kind regards,

**The Team at Hotel Saint Nicolas**