

# Hôtel & cie

Sainte-Anne-des-Monts

July 23<sup>TH</sup>, 2020

Dear guests,

Our commitment to hygiene and cleanliness has led our entire team to mobilize to strengthen our protocols in terms of health security.

The health and safety measures implemented in our hotel are aimed at combating a wide range of viruses, including COVID-19, and cover a wide range of subjects, from hand hygiene to recommendations for cleaning products and the like cleaning procedures for rooms and common areas.

### **Reinforcement of hygiene and cleaning measures:**

- Distribution of hydro alcoholic gels to all our customers upon arrival.
- A protective screen has been installed at the hotel reception, ensuring greater protection between our customers and our staff.
- Cleaning of common areas, in particular handles, counters and room keys between each customer visit.
- Complete disinfection of the bedroom and bathroom, with particular attention to handles, switches and work surfaces.
- Change of cleaning equipment between each room, especially rags and wipes.
- Systematic change of all beddings and towels available between each client.
- Use of approved disinfectant detergent products.
- Use of disinfectant deodorant after each room cleaning.

### **Prevention and additional equipment for our teams:**

- The staff is equipped with masks, gloves and hydro alcoholic gel.
- Teams are trained in barrier gestures and make sure to wash their hands as regularly as possible and after each interaction.

### **Simplification of our offer:**

The health crisis we are going through is forcing us to reduce our range of services in order to guarantee your safety during your stay:

- Restricted access to interior corridors.
- The hotel gymnasium and the executive lounge have been temporarily closed.

Thank you for your kind support, understanding and collaboration!

**The management**