

*"While none of us can know exactly what lies ahead, one thing we can count on is change, embracing it, adapting to it, and doing our best to use this time well and keep morale and creativity high" Kelly Gardner.* This is exactly the thinking we share, and, in consultation with the major hotel industry organisations and unions, we are preparing new measures for work organization, communication, reception and hygiene. To maximise our efficiency, and to keep everyone safe, we kindly request all guests participate fully and comply with our measures.

Please find below full and transparent details of all our protocols:

1/ Organizing new working arrangements integrating health protection measures (adjustment of room allocations, distribution of tasks, circulation, preparation of equipment...):

- Inform the employees of the new working arrangements and the guests of the measures to be respected (sign posted in the rooms).
- Inform the guest of the new procedures in place and suggest that he or she participate in certain actions (emptying waste outside into special containers provided for this purpose; opening the bedroom window before check out ...).
- Meticulously prepare all tools for the household staff, making sure to put antibacterial gel out and not forgetting anything to avoid running into a colleague or guest while looking for a missing object.
- Prepare the cleaning plan according to the layout and floorplans of the establishment:- wherever possible, avoiding working in pairs or limiting such work to those tasks that require it because of their difficulty,- avoiding employees crossing each other,- increasing the time allocated for cleaning a room,- taking precautions for handling potentially contaminated sheets, particularly when making the beds (do not shake the bedding...),- taking precautions in the presence of obviously soiled linen (personal protection...).

2/ Communication and reception including check in, stay and departure of the guest:

- Organize the reservations by phone, e-mail, web site
- Set arrival times to be respected, in order to stagger the presence of customers at the reception desk. Availability of the room for 3pm can no longer be guaranteed due to the extra time needed to clean the accommodation safely as well as the possible high number of departures on any day.
- Make a poster specifying all instructions and operating procedures for the guest.
- Explain in advance to the client that all requests and requirements will be dealt with within the limits of health constraints (we can't provide breakfast, look after guests' luggage for them, nor change bedding daily) and limited to what is strictly necessary. A mid-stay turn down service will be done for any stay of one week or more. Any extra cleaning will have to be requested in advance with a fixed price of 40€.
- Provide a key/card and document drop-off area and ensure disinfectant cleaning of the keys/badges and other materials given to or left by the guest and of the drop-off area itself.
- If possible, do not sign the invoice or reservation.
- At the reception desk guests should enter one by one and use patio as a waiting area.
- If possible, settle all the departure conditions with the clients by telephone or e-mail; set a departure time to be respected except for early departure before the opening of the reception (stagger the departure times to limit the number of clients at the reception desk).
- Prepare the necessary documents in advance and if possible send invoices by e-mail

3/ We take standards of hygiene and cleanliness very seriously and take extra measures to ensure the safety of our customers and staff. The enhanced hygiene measures are designed to be as effective as possible and include everything from hand washing hygiene to cleaning product specifications, to room and common area cleaning procedures. Specific measures taken include the following:

- Widespread wearing of masks and gloves for staff
- Antibacterial gel available close to the reception area.
- Display a regular cleaning timetable for all areas with follow-up: work surfaces, work equipment, door handles and knobs, payment areas, stair railings, materials, more generally any object and surface likely to have been contaminated (in contact with hands), common and collective work equipment (coffee machines, photocopiers, etc.).
- Make consumables available in the accommodation: liquid soap dispenser, dishwashing liquid dispenser, shower gel dispenser, soaps, rubbish bags, etc.
- Ventilate the room after each departure
- With regret, we are not allowed to supply coffee machines and water coolers for safety reasons.
- Clean with particular care, door handles, switches, external keypads, taps, remote controls and any accessories that may have come into contact with the hand.
- Systematic disinfection of ventilation and filtration vents of heating or air conditioning units.
- Avoid shaking bedding or towels.
- Avoid facial contact with bedding, towels, or any object that may have been in contact with a guest.
- Put used sheets and towels in the laundry bag immediately and ensure that the distance between clean and dirty linen is respected.
- Limit the storage of soiled linen trolleys in premises open to employees
- Use standard household gloves; for cleaning surfaces, use disinfectant wipes, cleaning alcohol, bleach, household products standard EN 14476. Between each room, wash gloved hands (household gloves) regularly with soap and water.
- The cutlery for the kitchenette has always been put in the dishwasher and of course remains the case.
- If possible, leave the doors open, while taking care to regulate the movement of guests around the guesthouse.
- Unique use of blankets guaranteeing sanitary safety with a 60° wash at each departure.
- Daily display of the cleaning of the common areas and the staff's temperature reading
- We will no longer use delicate bedspreads for sanitary reasons, as they are not washable at 60°, thus increasing risk.
- On sale at reception: surgical masks, washable protective masks, packets of disinfectant and antibacterial wipes, gloves, small bottles of antibacterial gel.