



## 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 maintaining the highest standards of quality which define Emeraude Hotels. Our commitment has been recognized by the Parisian Tourism Board through the affectation of the label Caring Attitude.

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 hotel

### 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 viruscidal 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 your guestroom



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

### PREVENTION MEASURES FOR OUR STAFF

#### And your safety



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

### 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 leisure, we will share our best adresses to visit, to discover Paris differently
- Creation of a digital room directory to discover the list of services we can offer, without contact

For our Parisian hotels concerned (Marais Hôme & Eiffel St-Charles), the wellness area is temporarily inaccessible. The gym is open.

WELCOME

## TIME-SAVING AND SAFETY MEASURE

### A dematerialized checkin



- Pre check-in by email before your arrival
- Checkin without any contact, through your phone or your tablet upon arrival at the Front Desk
- Payment of your stay by credit card upon checkin
- 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 protocoles set in place by the French Government, please find hererafter two useful links :

[COVID-19 section](#) on Paris Tourism Board's Website

[Information](#) - from the French Government

## LOOKING FORWARD TO WELCOMING YOU

To continue providing you with the best services possible, while preserving the safety of our guests and staff members, the measures communicated hereabove may evolve according to the recommandations of the French Government.

We have at heart to offer you the best stay possible during your trip to Paris. For any additional questions, our Front Desk team will be happy to answer you.



EMERAUDE  
HOTELS