



MEASURES IN PLACE FOR THE REOPENING OF OUR HOTELS

In light of the Coronavirus (Covid-19) outbreak, we had to think about new ways to welcome you whilst maintain the highest standards of quality which define Emeraude Hotels.

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 hotels

HEALTH & SAFETY CHARTER

In the common spaces of the hotel



- Complete disinfection of the hotels (rooms and public spaces) before the reopening
- Use of accredited disinfectant detergent produces
- Creation of a traffic flow direction path in the public spaces to decrease interactions between our guests
- Ground marking to respect recommendations in terms of social distancing
- Reinforcement of the frequency of cleaning of the public spaces and elevators
- At night, installation of an air purifier through ozone generation

In the guestrooms



- Change of the cleaning equipments between each room
- Installation of an air purifier through ozone generation in the guestroom after its cleaning, to disinfect the room completely
- 6-hour delay between the cleaning of the room and the arrival of the next guest.
- Delivery of the guestroom amenities in individual courtesy bags upon check-in
- 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

In our restaurants in Rennes & Larmor-Plage (upon reopening)



- Hand sanitising gel at disposal at the entrance of the restaurants
- Respect of physical distancing through a reorganization of tables
- Signage in the restaurants to remind our guests to maintain social distancing

In our meeting rooms



- Hand sanitising gel at disposal in every meeting rooms
- Respect of social distancing in the set-up of meeting rooms School or U-Shape with one person per table
- Reinforced cleaning protocole : increased frequency in the cleaning of washrooms, door knobs, elevator call buttons...
- Schedule of coffee breaks managed by the sales departments to assign a dedicated time frame for each group.
- Change in the content of coffee breaks : individual settings distributed in individual bags.

PREVENTION MEASURES FOR OUR STAFF

AND YOUR SAFETY



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

TEMPORARY MEASURES



As a precautionary principle, we have decided to suspend temporarily luggage storage services and the access to our fitness and wellness areas (present in four of our hotels).

Our restaurants of Rennes and Larmor-Plage are temporarily closed.

We will of course keep you updated on the evolution of the situation.

ADAPTATION OF OUR OFFER

A new customer journey

- Creation of two new breakfast offers, adapted in the respect of reinforced health and safety measures :
 - A continental breakfast offer, delivered to your room, at the rate of 9€ per person
 - A To-Go offer, practical for those eager to visit the city early, at the reduced rate of 5€ per person
- Setting-up of a snacking offer and beverage order - to replace the minibars in the guestrooms
- For our hotels in Paris : selection of few restaurants delivering gourmet dishes directly at the hotels.
- For our hotels in Brittany : development of our room service offer with new recipes from the Chef, for a gourmet meal in your room.
- For our restaurant La Cocotte d'Isidore in Rennes : creation of a new Take away service for Lunch
- At leisure, our Front Desk teams will share their best adresses to visit and to discover the area
- At disposal in each hotel, a digital version of the room directory to discover all the services proposed onsite and offsite

WELCOME

TIME-SAVING AND SAFETY MEASURE

A dematerialized check-in



- Pre checkin by email before your arrival
- Check-in without any contact, through your phone or your tablet upon arrival at the Front Desk
- Payment of your stay by credit card upon checkout
- Email of your invoice
- Desinfection of the Point Of Sale Terminal before and after each of its use, as well as guestroom keys.
- Delivery of your courtesy bag upon check-in.

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 protocols set in place by the French Government, please find hererafter a few useful links :

[Information](#) - from the French Government
[COVID-19 section](#) on Paris Tourism Board's Website

[Measures](#) of the French National Railway SNCF for your trips by train
[Measures of Paris Airport](#) for your trips by plane

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 France. For any additional questions, our Front Desk teams will be happy to answer you.



EMERAUDE
HOTELS