



# Dear guest,



We used to say at L'Atelier :

*« You are here at home. Forget everything. No constraint. Only flexibility! Our passion is to offer you the best of stays ».*

The current health situation and government decrees to fight the spread of covid-19, lead us to temporarily «adapt» our dear philosophy.

The protection of your health and of our team's, are THE priority. The result is a completely redesigned welcome and a strict health protocol.

**Thank you for taking the time to carefully read our commitments and follow the instructions below.**

## OUR 17 COMMITMENTS

*((based on the ending lockdown protocol of the Ministry of Labour and the official health guide in hospitality))*

### • Before your arrival :

1. Our team has been rigorously trained in health prevention actions.
2. The entire Atelier's team wear the mask/visor.
3. Ventilation of bedrooms for more than 30 min. and public areas.
4. Use of 2 pairs of disposable gloves per room (1 for Disinfection + 1 for Bedding).
5. Cleaning and disinfection of rooms, common areas and all contact surfaces, such as keys, ramps, switches, handles, taps, garbage cans, air conditioning filters, etc. (with cleaning products with surfactants and disinfection according to the anti-Covid19 NF EN 14476 standards).
6. A stamped and signed cleaning sheet is available on the board on the left of the writing desk (exhaustive cleaning protocol checklist).
7. Dirty linen and towels are immediately put in a suitable bag, stored in a separate area from the clean linen (for pick up by our professional supplier Elis).
8. Set up of clean linen, only when the room has been disinfected.



### • At the check-in :

9. This note is also available in your room.
10. We welcome only one person at a time, with a transparent plexiglass and respect for social distance. We give you the room keys/ maps of the private parking, with disinfection in front of you.
11. Provision of barrier products (hydroalcoholic gels, wipes, tissues, bins).





## • During your stay :

12. We need your help, for your safety and of our team's:

- ✓ Make sure to ventilate your room and leave your bathroom towels to be cleaned on the floor (in piles) before leaving the room.
- ✓ Please follow the 6 barrier gestures below :

|   |   |   |   |  |  |
|---|---|---|---|--|--|
|  | Wash your hands very regularly (or hydroalcoholic gels) |  | Avoid shaking hands and kissing                   |  | Avoid touching your face                                       |
|  | Cough in the elbow fold (not in your hands)             |  | Keep a distance of at least 1 m with other people |  | Use a single-use tissue and throw it in the trash (wash hands) |

- ✓ To protect our team and our guests, we recommend wearing the mask when walking in the hotel. It is a very efficient barrier if worn by ALL!
13. For your safety, we take care of only one customer at a time (arrival, departure, information, bar service, etc.).
14. The reception desk is not allowed to the public.
15. We suspend our services usually offered to avoid any touch contact (buffet breakfast, tea room, library, luggage storage, computer, newspapers, board games, small shop, flyers).
16. **Breakfast service takes place in the interior room or in the patio. You will be served at the table.** To do this, please return to us in the drop-off area (located on the furniture in front of the reception), before 9 pm, the «Breakfast Menu to check off» (available in your room). Please let us know the desired time. Attendance will be limited, respecting the rule of social distancing. As our team cannot be more important, we thank you for your tolerance. We will do our best to meet your needs, within the current health and operational constraints.
17. We have set up a contactless and dematerialized departure procedure.
- ✓ Use the drop off area for the collection of room keys and other items belonging to the hotel. They will be disinfected.
  - ✓ Dematerialization is also preferred for the payment of the room (payment by remote CB, sending invoices by email).

**We wish you a very nice stay.**

**Atelier's Team**